

# OPUS 2

## INTERNATIONAL

London Bridge Inquests

Day 33

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Opus 2 International - Official Court Reporters

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1 Tuesday, 25 June 2019  
 2 (10.09 am)  
 3 THE CHIEF CORONER: Good morning, Mr Hough.  
 4 MR HOUGH: Good morning, sir. May I just set out first of  
 5 all our running order of evidence for today.  
 6 THE CHIEF CORONER: Yes.  
 7 MR HOUGH: It will be Mr Fulbrook of Hertz, followed by  
 8 DS Ager on certain communications reports, followed by  
 9 Acting DS Idun dealing with some victim identification  
 10 issues, followed by the reading of a statement by  
 11 Ms Ryrie, and then concluding evidence from Detective  
 12 Superintendent Riggs.  
 13 THE CHIEF CORONER: Yes.  
 14 MR HOUGH: I should also mention that Mr Stevens QC  
 15 representing Hertz and Probus is unwell and cannot  
 16 attend today. He has our best wishes and of course no  
 17 discourtesy is intended. Representation is being  
 18 maintained by Kennedys.  
 19 THE CHIEF CORONER: Thank you very much, and please do pass  
 20 on my best wishes also.  
 21 MR HOUGH: Finally, sir, an email is being written as  
 22 I speak providing a revised timetable for submissions,  
 23 oral submissions tomorrow, because a review of the  
 24 written submissions has enabled us to allocate times  
 25 better --

1

1 THE CHIEF CORONER: Yes.  
 2 MR HOUGH: -- and that will be supplied to all interested  
 3 persons.  
 4 THE CHIEF CORONER: Thank you, that will be very helpful.  
 5 MR HOUGH: Mr Fulbrook, please.  
 6 MR BARRY FULBROOK (sworn)  
 7 THE CHIEF CORONER: Good morning, Mr Fulbrook.  
 8 A. Good morning, sir.  
 9 THE CHIEF CORONER: Please make yourself comfortable, take  
 10 a seat if you wish. The most important thing is the  
 11 microphone in front of you, speak nice and loudly and  
 12 clearly into that.  
 13 A. Thank you, sir.  
 14 Questions by MR HOUGH QC  
 15 MR HOUGH: Please give your full name for the court.  
 16 A. My name is Barry Fulbrook.  
 17 Q. Mr Fulbrook, you understand I ask questions on behalf of  
 18 the Coroner and there may then be some questions from  
 19 other lawyers?  
 20 A. Yes, sir.  
 21 Q. Is your employer Hertz International?  
 22 A. Yes, sir.  
 23 Q. How long have you worked for that company?  
 24 A. For 13 years.  
 25 Q. If you can try to speak into the microphone just so you

2

1 get the maximum amplification.  
 2 What is your current post at Hertz?  
 3 A. I'm the director of corporate security.  
 4 Q. Have you held that job since 2012?  
 5 A. I have, sir.  
 6 Q. Before that time were you working within Hertz in  
 7 security as security manager?  
 8 A. Yes, I was the UK security manager.  
 9 Q. May I first ask you some questions about the hiring of  
 10 the Hertz van by Khuram Butt, and for this purpose may  
 11 we please have on screen {WS0727/2}.  
 12 I think we have a duplicate reference. It's the  
 13 statement of Mr Donovan, which has reference {WS0727/2}.  
 14 Thank you.  
 15 Now, this is an extract from a statement of your  
 16 colleague, Mr Donovan, which deals with the hiring of  
 17 the van. Is it right, based on this statement, that  
 18 Khuram Butt visited a Hertz website and at 16.34 on  
 19 Saturday, 3 June, went through a membership process in  
 20 order to be able to hire a van?  
 21 A. Yes, that is correct, sir.  
 22 Q. Was he given a membership number and did he provide  
 23 personal details including his email address and name?  
 24 A. Yes, he did.  
 25 Q. Did he also provide a mobile phone number ending 666?

3

1 A. Yes, sir.  
 2 Q. And his address at Elizabeth Fry Apartments and a bank  
 3 card?  
 4 A. That's correct, sir.  
 5 Q. After that had been done, did the Hertz system then  
 6 check his payment method and that it was a valid payment  
 7 card for him?  
 8 A. It did, sir.  
 9 Q. Did it also make a check on a system called Experian to  
 10 confirm that the payment card was linked to the address  
 11 which Khuram Butt had provided?  
 12 A. Yes, and the Experian check is not automated, it is  
 13 a manual check that's conducted.  
 14 Q. We can see that at {WS1872A/63}, and is that a record of  
 15 the authentication of the payment card linked to  
 16 Khuram Butt's address?  
 17 A. Yes, it is.  
 18 Q. We can take that down. If we then go back to  
 19 Mr Donovan's statement, {WS0727/3}, do we see that  
 20 Khuram Butt made a reservation to collect a Renault  
 21 Master van from B&Q in Romford later on 3 June 2017?  
 22 A. Yes, sir.  
 23 Q. That he collected that van at 17.50?  
 24 A. Yes, sir.  
 25 Q. And that following his call to extend the period of hire

4

1 it was a hiring valid to 10.00 am on the following day?  
 2 A. That's correct, sir.  
 3 Q. Was it necessary for Khuram Butt's payment to be  
 4 processed before the vehicle was released?  
 5 A. It was.  
 6 Q. If we go to page 4, please {WS0727/4}, did he have to  
 7 provide details of a driving licence?  
 8 A. Yes, he did.  
 9 Q. Was that driving licence in fact a clean driving  
 10 licence?  
 11 A. It was, sir.  
 12 Q. And we have seen already in these proceedings the  
 13 booking form. We can take that page off the screen.  
 14 That was one method of hiring from Hertz. Is it also  
 15 correct that one can hire from Hertz using an app or  
 16 in-store or via a phone call?  
 17 A. At the time that was correct. Now it is not permissible  
 18 to make an application by telephone.  
 19 Q. May I turn to the subject of background checks which you  
 20 address in your statement of 21 March of this year.  
 21 In June 2017 were there any legal or regulatory  
 22 requirements on a hire company about checks to be  
 23 carried out before hiring either vehicles generally or  
 24 larger vehicles?  
 25 A. No, sir.

5

1 Q. Would a company such as Hertz have access to the Police  
 2 National Computer in order to check the criminal record  
 3 of a potential hirer?  
 4 A. No, we have no access to the PNC.  
 5 Q. Was there any requirement for a check on the Disclosure  
 6 and Barring Service comparable to the kind of checks  
 7 that some employers have to carry out?  
 8 A. No, sir.  
 9 Q. So is this right: the checks that were carried out were  
 10 basically authenticating a payment method, verifying its  
 11 link to an address and confirming driving licence  
 12 details?  
 13 A. So there's three elements. One is, as you state,  
 14 verifying that the card payment details relate to the  
 15 address provided. There is checking of the driver  
 16 licence to ensure as best as we possibly can tell that  
 17 it's a valid driver's licence, and then there is the  
 18 Experian check which checks that the name of the  
 19 individual matches the address and it's likely that they  
 20 are living at that property.  
 21 Q. So those were the security checks or identification  
 22 checks carried out at the time?  
 23 A. Correct, sir.  
 24 Q. Was there at the time published guidance from the trade  
 25 association, the BVRLA?

6

1 A. Yes, sir, there was.  
 2 Q. We can look at that, {WS1872A/7}. Is this the document  
 3 entitled "Customer qualification"?  
 4 A. Yes, sir.  
 5 Q. And if we look at page 8 {WS1872A/8}, can we see that  
 6 the guidance from the trade association recommended  
 7 three areas of qualification for concentration: a valid  
 8 driving licence, the renter's personal bona fides, and  
 9 genuine method of payment?  
 10 A. Correct, sir.  
 11 Q. If we go to {WS1872A/9}, please, do we see that the  
 12 guidance recommended first of all engaging the "sixth  
 13 sense" by looking at the renter's body language, tone of  
 14 voice and behaviour?  
 15 A. Yes, sir.  
 16 Q. That it recommended checking the evidence in the form of  
 17 credit cards, driving licence, identification materials  
 18 and so on?  
 19 A. That's correct, sir.  
 20 Q. And then over the page to page 10, {WS1872A/10} further  
 21 details of how to check the validity of those documents?  
 22 A. Yes, sir.  
 23 Q. And then {WS1872A/11}, guidance on obtaining reliable  
 24 information generally, such as contact points for the  
 25 renter?

7

1 A. That's correct, sir.  
 2 Q. That guidance was primarily concerned with reducing  
 3 fraud, based on the content of the document; is that  
 4 right?  
 5 A. It's about reducing fraud. It's about protecting your  
 6 people and your assets and of course others that may be  
 7 affected by someone's ill use of the vehicle.  
 8 Q. If we go now to {WS1872A/13} of the same document, was  
 9 there also in place before the attack some written  
 10 guidance from the Metropolitan Police to rental  
 11 companies?  
 12 A. There was, sir.  
 13 Q. And do we see from this document, dated 25 August 2016,  
 14 that some guidance was provided, as the document says,  
 15 to prevent and reduce crime and deter and detect  
 16 terrorist activity?  
 17 A. Yes, sir.  
 18 Q. And if we look at the box section just below the halfway  
 19 point on the page, do we see that the police recommended  
 20 first of all checks to satisfy the rental company of the  
 21 identity of the vehicle hirers or leaser?  
 22 A. Yes, sir.  
 23 Q. Secondly, adopting a low tolerance approach to vehicles  
 24 which were overdue, beyond their rental period?  
 25 A. That's correct, sir.

8

1 Q. And, thirdly if renting or leasing a vehicle requiring  
 2 an additional driving classification , trying to  
 3 establish what it will be used for and if appropriate  
 4 ask to see an operators licence .  
 5 A. Yes, sir .  
 6 Q. Does that third piece of guidance relate specifically to  
 7 hiring vehicles like HGVs?  
 8 A. To HGVs, yes, but we do not rent vehicles of that  
 9 category. Our vehicles are only up to what we classify  
 10 as LCV, which is a light commercial vehicle, of the type  
 11 that Butt rented.  
 12 Q. Would that piece of guidance have been relevant to the  
 13 rental that Butt secured?  
 14 A. The guidance follows the procedures we already had in  
 15 hand at the time, but there was no requirement for  
 16 additional driving qualifications for the rental of that  
 17 type of vehicle .  
 18 Q. The guidance referred to trying to establish what the  
 19 vehicle would be used for. Was that a piece of guidance  
 20 which was applied by Hertz in relation to light goods  
 21 vehicles?  
 22 A. No, sir , not at that time.  
 23 Q. May I now ask you about checks carried out by Hertz  
 24 before rentals of vehicles generally and larger vehicles  
 25 in particular , and you deal with this on page 2 of your

9

1 witness statement.  
 2 Is it right that the checks that were carried out in  
 3 Khuram Butt's case were the standard ones at the time  
 4 which you described including checking the payment  
 5 information, driving licence and that the address  
 6 provided was linked to the payment card through  
 7 Experian?  
 8 A. Yes, sir .  
 9 Q. When rentals were made in person, would your staff also  
 10 use equipment to check for counterfeit documents?  
 11 A. Yes. Devices such as an ultraviolet lamp, which  
 12 provides security markings on cards and licences .  
 13 Q. Did you also have the system called the Do Not Rent  
 14 system"?  
 15 A. Yes, sir , that's our own internal system.  
 16 Q. How did that work?  
 17 A. So if we had encountered a customer previously who had  
 18 seriously violated our terms and conditions, we would  
 19 not look to rent to them in the future, so we applied  
 20 them to our internal Do Not Rent system, but via the  
 21 BVRLA, who operate a system called RISC, we also  
 22 cross-check that and that system differs in that it has  
 23 input from other rental companies.  
 24 Q. Now, this system which you referred to, Do Not Rent, or  
 25 DNR, effectively bars someone from hiring from Hertz if

10

1 they've previously been in breach of their terms?  
 2 A. Yes, sir .  
 3 Q. It doesn't have a broader anti-crime effect?  
 4 A. No, it 's effectively looking at information that 's input  
 5 to our system and then if it gets a match on data held  
 6 within our Do Not Rent system, it will send a warning  
 7 indicating so and the rental is not to proceed. But it  
 8 doesn't link into any external systems, such as PNC and  
 9 the like .  
 10 Q. Now, if we can now look at {WS1872A/14}, did Hertz have  
 11 procedures to train and provide guidance to its staff  
 12 under the customer qualification rubric?  
 13 A. Yes, sir .  
 14 Q. And did those training and guidance procedures set out,  
 15 as we see on this page, three vital questions: whether  
 16 the customer was licensed and capable of driving the  
 17 vehicle chosen?  
 18 A. Yes, sir .  
 19 Q. Whether the customer was who they said they were?  
 20 A. Yes, sir .  
 21 Q. And whether full payment was being made for the rental  
 22 assured?  
 23 A. Yes, sir .  
 24 Q. Then if we move to page 15 {WS1872A/15} do we see that  
 25 guidance was given on obtaining correct information

11

1 about customers?  
 2 A. Yes, sir .  
 3 Q. {WS1872A/16}, checks to adopt at the counter in relation  
 4 to the driving licence and credit card and so on?  
 5 A. Yes, sir .  
 6 Q. And {WS1872A/17}, reference to those ultraviolet lamps  
 7 to check counterfeit material?  
 8 A. Yes, sir .  
 9 Q. And some guidance about looking out for signs of  
 10 nervousness and other red flags?  
 11 A. That's correct, sir .  
 12 Q. But is this right: there would be nothing to stop  
 13 somebody with a serious criminal record, even with  
 14 terrorist convictions in their past, from renting  
 15 a light goods vehicle at that time?  
 16 A. If at the time of processing the rental all of the areas  
 17 that we check pass, there is no other system that we  
 18 have available to us that might be linked into anything  
 19 external .  
 20 Q. Just to be clear, if at the start of June 2017 somebody  
 21 who had had a conviction for a serious terrorist offence  
 22 and served their time and wanted to hire a light goods  
 23 vehicle , there would be nothing to stop them and nothing  
 24 to flag up their previous conviction to you?  
 25 A. That's correct, sir .

12

1 Q. And equally, if somebody was seeking to hire who was the  
2 subject of a very high priority investigation by the  
3 Security Service, there would be nothing to make you  
4 aware of that or to cause the hire being stopped unless  
5 MI5 or the police actually intervened?

6 A. That's correct, sir.

7 Q. Can I ask you something about the DVLA share code. What  
8 is that?

9 A. So prior to, I think it was 2015, a UK licence holder  
10 would have what's known as the paper part. The paper  
11 part would list details of any convictions that a driver  
12 had. It was common practice when renting a vehicle to  
13 provide that paper part so that a decision could be made  
14 as to whether or not we were going to proceed with the  
15 rental.

16 Following the abolishment of the paper part, the  
17 DVLA provided an online system and that online system  
18 requires certain information in order to achieve a code  
19 number, which is then required to give to the rental  
20 company, and I would just add, those rental companies  
21 that participate in requesting the DVLA share code.

22 Once you have that code and once you check the  
23 relevant website, it will give you details, if any, of  
24 convictions of a person that you're looking to rent to.

25 Q. So asking somebody for their share code allows you as

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1 the rental company to determine whether they have any  
2 endorsements on their licences?

3 A. That's correct, sir.

4 Q. Was a request made in Khuram Butt's case for his DVLA  
5 share code?

6 A. It was not.

7 Q. Why was that?

8 A. The system can be very difficult to use if you don't  
9 have the appropriate details to hand, and the service  
10 which Khuram Butt used at the time was very much  
11 a system where people signed up as and when they were in  
12 a store that they were looking to purchase large items.  
13 I have also since found that even if you do have genuine  
14 details, sometimes the systems held within the different  
15 government bodies if they don't match, then it will not  
16 issue a share code.

17 So you could have an instance where someone does not  
18 have any convictions on their licence but would be  
19 prevented from renting a vehicle purely because they  
20 cannot obtain the share code.

21 Q. But is this right: even if the share code had been  
22 requested and provided, it would only have told a rental  
23 company if the person had driving endorsements on their  
24 licence?

25 A. That's correct, and my understanding is that Khuram Butt

14

1 did not have any driving convictions.

2 Q. Can I move to developments since 3 June 2017, and just  
3 to set these in context, may I ask you about a meeting  
4 that occurred before the attack on 27 July 2016 after  
5 the attack in Nice which, of course, involved a rental  
6 vehicle.

7 A. Yes, sir.

8 Q. Was a meeting arranged by the Metropolitan Police to  
9 discuss preventive measures?

10 A. It was, sir.

11 Q. And did the police in that meeting seek help from the  
12 private sector in understanding risks and possible  
13 preventive measures?

14 A. Yes, sir. They were wanting to have a fuller  
15 understanding of the rental industry and how it  
16 operates.

17 Q. What were the issues raised in that meeting?

18 A. So some of the issues that were discussed was how access  
19 to vehicles might be possible, if there was any  
20 opportunities to immobilise vehicles once they were on  
21 rent, what types of checks are undertaken at the time  
22 the rental is processed, and what industry standards, if  
23 any, there might be created or supported reducing the  
24 risk of unlawful access to the vehicles.

25 Q. So the police had started a process of discussion

15

1 in July 2016. Did those discussions continue?

2 A. They did, sir.

3 Q. Now, may we look at Hertz's security guidance from just  
4 before the attack, May 2017, and go to page 75 of this  
5 document.

6 Now, we can see here general security guidance for  
7 staff including about risks of attack on their business  
8 premises.

9 A. Yes, sir.

10 Q. Then over the page to {WS1872A/76}, do we see a section  
11 headed "Vehicles"?

12 A. Yes, sir.

13 Q. Which includes reference to keeping vehicles accounted  
14 for and so on, but really focusing upon physical risks  
15 directly affecting staff at their premises?

16 A. Yes, sir.

17 Q. That didn't focus on checks as a protection against  
18 terrorism?

19 A. It didn't focus on those checks. As you will see from  
20 the training that we provide our staff, we have very  
21 comprehensive training around customer verification and  
22 even from the training onwards there are regular  
23 communications around ensuring that those checks are  
24 conducted, and we have many examples where checks have  
25 found people that are not to be -- or should not be

16

1 rented to and we have prevented those from doing so. So  
 2 it is very much in the culture of every employee, almost  
 3 second nature, that those checks are undertaken for  
 4 every single rental conducted.  
 5 Q. May I ask you now briefly about a series of meetings  
 6 that took place after the attack, first of all by going  
 7 to page 78, please {WS1872A/78}. Do we see from this  
 8 document that a task force meeting within the trade  
 9 body, the BVRLA, took place on 3 July 2017?  
 10 A. Yes, sir.  
 11 Q. And can we see from the penultimate paragraph on this  
 12 page that the government and police had had two meetings  
 13 with the trade body in which they wanted to show that  
 14 they were responding to protect the public and that  
 15 rental was proving to be a weakness that needed to be  
 16 addressed?  
 17 A. Yes, sir.  
 18 Q. Then do we see from the final paragraph that one area  
 19 being looked at was driving licence checking and the  
 20 possibility of making it a legal requirement to check  
 21 driver licences for every rental?  
 22 A. Yes, sir.  
 23 Q. Then over the page to {WS1872A/79}, did the industry  
 24 group reflect that that wasn't workable, but that they  
 25 wanted to support the police in a proportionate manner?

17

1 A. Yes, sir.  
 2 Q. Did the meeting also reflect that that might in the  
 3 longer term include giving access to the authorities to  
 4 reservation systems within an appropriate legal  
 5 framework?  
 6 A. Yes, sir.  
 7 Q. And in the short term, a quick win might be a hotline  
 8 for rental companies front desk staff to report  
 9 suspicious activities?  
 10 A. Yes, sir.  
 11 Q. And then another solution put forward included advising  
 12 the police to work with the banking sector when money  
 13 was debited by a rental company for someone on  
 14 an official watch list?  
 15 A. Yes, sir.  
 16 Q. Then can we next go to {WS1872A/82}, a conference call  
 17 was held under the aegis of the BVRLA on  
 18 19 September 2017; is that right?  
 19 A. It was, sir. I wasn't party to that call but yes, it's  
 20 correct, it did take place.  
 21 Q. Can we see from the bottom of that that there was  
 22 an update on discussions with the government indicating  
 23 that there wasn't appetite for legislation, but the  
 24 government was looking for some form of action points or  
 25 guidelines for rental companies regarding customer

18

1 qualification?  
 2 A. That's correct, sir.  
 3 Q. And over the page to page 83 {WS1872A/83}, various ideas  
 4 were being put forward, including use of the share code,  
 5 a 24-hour cooling off period before pick-up, a website  
 6 for reporting suspicious behaviour, a set of indicators  
 7 to describe suspicious behaviour, and sharing  
 8 reservation data with law enforcement?  
 9 A. Yes, sir.  
 10 Q. Then page 84, please {WS1872A/84} was that followed by  
 11 a meeting between industry representatives, the  
 12 Department for Transport and the Home Office on  
 13 2 October 2017?  
 14 A. It was, sir.  
 15 Q. Did that involve discussion of a rental vehicle scheme  
 16 proposed by the government?  
 17 A. It did, sir.  
 18 Q. With a number of suggestions put forward, including some  
 19 of those which had previously been discussed?  
 20 A. Yes, sir.  
 21 Q. And we'll look at the ultimate elements of that scheme  
 22 in a moment.  
 23 Then going to {WS1872A/86}, please, can we see that  
 24 there was a working group meeting between the government  
 25 and industry on 26 January 2018?

19

1 A. Yes, sir.  
 2 Q. With item 3 being the proposal for a Rental Vehicle  
 3 Security Scheme.  
 4 A. Yes, sir.  
 5 Q. And over the page to page 87, can we see that that was  
 6 being discussed as a non-mandatory scheme through a form  
 7 of sponsorship?  
 8 A. That's correct, sir.  
 9 Q. And then if we go to {WS1872A/93}, please, was there  
 10 then a further meeting on 23 May 2018 between the  
 11 industry and government representatives?  
 12 A. Yes, sir.  
 13 Q. If we go to {WS1872A/94}, can we see that there was  
 14 again detailed discussion of the elements of the vehicle  
 15 rental scheme?  
 16 A. Yes, sir.  
 17 Q. Going through ten points of conduct?  
 18 A. That's correct, sir.  
 19 Q. Now, one of those was a registered security contact.  
 20 Before we get to the ten points of the scheme, what is  
 21 a registered security contact under the scheme?  
 22 A. So that is the details of an individual within each  
 23 company that applies to the scheme so that law  
 24 enforcement had the direct means of contact with someone  
 25 within that company.

20

1 Q. Then finally in terms of meetings, {WS1872A/98}, please,  
 2 can we see that there was a meeting on 18 July 2018 --  
 3 A. Yes, sir.  
 4 Q. -- at which the Rental Vehicle Security Scheme was again  
 5 discussed?  
 6 A. Yes, sir.  
 7 Q. And if we look at page 99 {WS1872A/99}, was it proposed  
 8 that an independent advisory panel should oversee the  
 9 working of the scheme and to make sure that it remained  
 10 relevant to current and emerging threats?  
 11 A. It was, and that still is in place.  
 12 Q. So there is an advisory panel overseeing the scheme?  
 13 A. There is, sir.  
 14 Q. Does the panel consist, as proposed, of a cross-section  
 15 of industry and government key stakeholders?  
 16 A. It does, sir.  
 17 Q. May we now go to page 32 of the document, to see the ten  
 18 points of the scheme. We saw some of these with  
 19 Ms Nacey last week, and to run through them, can I just  
 20 run through them and ask for your confirmation that they  
 21 include these items: Appointing a recognised security  
 22 contact?  
 23 A. Yes, sir.  
 24 Q. Only accepting electronic forms of payment?  
 25 A. Yes, sir.

21

1 Q. Undertaking driver licence verification checks when  
 2 handing over vehicles?  
 3 A. Yes, sir.  
 4 Q. Training staff to identify and report suspicious  
 5 behaviour?  
 6 A. That's correct, sir.  
 7 Q. Supporting law enforcement counter terrorism  
 8 communications campaigns?  
 9 A. Yes, sir.  
 10 Q. Sharing data and information with those agencies where  
 11 that can be done lawfully?  
 12 A. Yes, sir.  
 13 Q. Ensuring that appropriate security equipment is fitted  
 14 to vehicles, based on risk assessment and available  
 15 technology?  
 16 A. Yes, sir.  
 17 Q. When handing over commercial vehicles to customers,  
 18 undertaking additional security checks?  
 19 A. Yes, sir.  
 20 Q. Removing rental company livery before selling vehicles  
 21 on?  
 22 A. That's correct, sir.  
 23 Q. And ensuring staff training in data protection?  
 24 A. Yes, sir.  
 25 Q. A couple of questions arising out of those.

22

1 Sharing data and information with law enforcement  
 2 agencies: has the scheme resulted in any greater sharing  
 3 of data and information with law enforcement agencies?  
 4 A. The data sharing comes about as a formal request and  
 5 once the appropriate request is made then the  
 6 information is provided.  
 7 Q. So it's the government or law enforcement agencies to  
 8 make the request?  
 9 A. It's not completely one-way. There are, and I can only  
 10 speak with regards to Hertz, there are many occasions  
 11 when information has been identified that we may feel is  
 12 of use to law enforcement and we've provided that data.  
 13 So it's two-way.  
 14 Q. And secondly, when handing over commercial vehicles,  
 15 additional security checks are recommended. What sort  
 16 of checks are those?  
 17 A. So those checks are by way of identifying through  
 18 a series of questioning as to the requirements of the  
 19 individual and what they are intending to use the  
 20 vehicle for.  
 21 Q. Would that be a process followed in respect of light  
 22 goods vehicles?  
 23 A. It does cover light commercial vehicles, yes.  
 24 Q. So nowadays, today, if someone like Khuram Butt wanted  
 25 to hire a light goods vehicle, for example, using

23

1 a website or app, would they have to give their purpose?  
 2 A. So if I can just distinguish between the two types of  
 3 operating units that we have. So we have the 24/7,  
 4 which is the service through which Butt rented  
 5 a vehicle, and then we had the conventional rent-a-car  
 6 service where people would go to a location. So when  
 7 they go to a location and if they are what we classify  
 8 as a leisure renter, then those questions would be  
 9 applied, but for 24/7 we already have an understanding  
 10 of what they intend to use that vehicle for by the fact  
 11 of where those vehicles are placed, and where they are  
 12 aligned with the partners that we work with.  
 13 Q. Do you think there would be any value under the 24/7  
 14 service in having some standard questions, for example  
 15 on the website to indicate intended use, so that, for  
 16 example, a suspicious answer could be flagged?  
 17 A. I think there's value in everything that we can look at.  
 18 The 24/7 car club, car share type schemes are very  
 19 non-interactive in that you're literally providing  
 20 a service to people who are requiring vehicles on an as  
 21 and when basis, so there's probably no communication as  
 22 such with those individuals. So whilst you could have  
 23 those questions posed as part of the rental system,  
 24 I think it takes away some of the element that you have  
 25 when you're location-based.

24

1 Q. Sorry, what do you mean by that last point?  
 2 A. When you're at a location and you're dealing with  
 3 another person, if there are any untoward signs then  
 4 they potentially could be detected. When you're using  
 5 a car share type service, that element doesn't exist.  
 6 Q. Is there any further work which is being done at the  
 7 moment of which you can tell us to strengthen  
 8 protections against terrorists renting vehicles and  
 9 using them in attacks?  
 10 A. So the advisory panel, the Rental Vehicle Security  
 11 Scheme advisory panel is monitoring the development of  
 12 the scheme. It's looking at areas where there may be  
 13 weakness or if it deems companies are not signing up and  
 14 exploring why they're not signing up, so they are  
 15 continuing to develop and strengthen that.  
 16 You may also be aware that in countries outside of  
 17 the UK, there are two countries now, Spain and Italy,  
 18 Italy is currently in development with providing data  
 19 from car rental companies as and when each rental  
 20 proceeds. That's not actually in force, the legislation  
 21 has been given, but it's likely to be in force later  
 22 this year.  
 23 Q. If it were made a recommendation, so not a legislative  
 24 requirement, but a recommendation in this country, for  
 25 rental companies such as yourself to share details of

25

1 renters on a live-time basis with law enforcement, and  
 2 if that could be done lawfully within data protection  
 3 requirements, would the industry, key industry bodies  
 4 such as yourselves, have any objection to that?  
 5 A. I think it's not without the practicalities around  
 6 technical issues, but I think it's certainly something  
 7 we should actively look into and explore.  
 8 Q. So you think that the industry, alongside government,  
 9 should look into the possibility of providing that sort  
 10 of information on a live-time basis so that it could be  
 11 used appropriately by the government?  
 12 A. I think it's something we should explore.  
 13 MR HOUGH: Thank you very much. Those are all my questions.  
 14 A. Thank you.  
 15 Questions by MR PATTERSON QC  
 16 MR PATTERSON: Mr Fulbrook, I ask questions on behalf of the  
 17 families of six of those who were killed by Butt and his  
 18 accomplices using that Hertz van, and although, of  
 19 course, your organisation is quite properly in the  
 20 business of renting vehicles and providing a service and  
 21 making profits, of course you do not want any  
 22 reputational damage and you don't want a terrorist to  
 23 get their hands on one of your vehicles, do you?  
 24 A. Absolutely not, sir.  
 25 Q. And you take these things seriously, don't you?

26

1 A. We do, sir.  
 2 Q. As a responsible rental organisation.  
 3 A. Yes, sir.  
 4 Q. But can you help me with just a few topics in relation  
 5 to this matter. You've told us what was checked in  
 6 relation to Butt when he made those phone calls and made  
 7 the booking, but despite Masood contacting Enterprise  
 8 rentals and getting his vehicle back in March, nothing  
 9 of substance had changed, had it, in the intervening  
 10 months between his successfully getting a car and using  
 11 it as a weapon and then Butt's successfully getting  
 12 a van and using it as a weapon?  
 13 A. Well, there was absolutely a heightened awareness of not  
 14 only the issue concerning the Westminster attack but  
 15 issues beforehand. So certainly internally everyone was  
 16 aware that rental vehicles had been used for terrorist  
 17 attacks, so it was certainly in everyone's minds.  
 18 Q. It was. There was a lot of public debate, wasn't there,  
 19 in the intervening period between Westminster and  
 20 London Bridge?  
 21 A. Debate in ...?  
 22 Q. From the media and throughout your industry?  
 23 A. It certainly mentioned sir, yes, absolutely.  
 24 Q. No doubt it was something that came across your desk --  
 25 A. Yes, sir.

27

1 Q. -- as the senior security figure for Hertz?  
 2 A. Yes, sir, I was very aware of the current situation.  
 3 Q. And yet, as the evidence of Butt's example shows us,  
 4 within just a few minutes, within about an hour or so,  
 5 he was able to get a 2.5-tonne van, able to successfully  
 6 book a 7.5-tonne lorry.  
 7 A. Yes, sir. And if you look at his actions on that day he  
 8 attempted to obtain the vehicle from ten different  
 9 companies before approaching ourselves, so he was  
 10 absolutely adamant that on that day he was going to get  
 11 a vehicle.  
 12 Q. Yes. Today, if a would-be terrorist wanted to rent  
 13 a vehicle, are there still organisations that allow it  
 14 to be done over the phone?  
 15 A. I couldn't speak for another organisation, I am afraid.  
 16 I'm not aware.  
 17 Q. It's our understanding that it can still be done without  
 18 a face-to-face meeting of the type that you now insist  
 19 upon; is that right?  
 20 A. Yes. So are you talking about the 24/7 service?  
 21 Q. Well, any of the different services offered by your  
 22 organisation or any of the other different British  
 23 rental organisations. As I understand your evidence in  
 24 answer to Mr Hough, Hertz insist on a face-to-face  
 25 contact before they rent one of their vehicles; is that

28

1 correct?  
 2 A. No, that's not correct.  
 3 Q. Ah, I misunderstood.  
 4 A. Yes. At a location, so we have two operating units, one  
 5 is known as rent-a-car, so that's typically where you go  
 6 to a rental location and you interact with a member of  
 7 staff, and then we have the service that Butt utilised,  
 8 which is called 24/7, and those vehicles are parked at  
 9 the premises of our partners, mostly large retail  
 10 stores.  
 11 Q. B&Q, for example?  
 12 A. Correct, sir, yes, and those vehicles are accessed by  
 13 means of remote electronic telematic devices.  
 14 Q. So today a person can get a vehicle from Hertz without a  
 15 face-to-face meeting with one of your employees?  
 16 A. Assuming that they've passed all the checks that we  
 17 undertake, that is possible.  
 18 Q. I mean, we have seen suggestions about increased  
 19 vigilance and sixth sense, but that all goes out the  
 20 window and cannot apply if there isn't a face-to-face  
 21 meeting?  
 22 A. There are some advantages to having an online model in  
 23 as much as you don't have potentially the pressure when  
 24 you have a customer in front of you, and some people can  
 25 be quite intimidating. When you're dealing with it

29

1 remotely, the operators have more time to check the  
 2 documentation that they're receiving, and we have many,  
 3 many thousands of applications that we have rejected  
 4 because we've been unsatisfied with the information  
 5 received.  
 6 Q. And is it just Hertz who offer the possibility of  
 7 a rental without a face-to-face meeting?  
 8 A. No, there are many other companies offering a similar  
 9 service and it is increasing because customer  
 10 convenience --  
 11 Q. Yes.  
 12 A. -- and also the government, they want less people to own  
 13 vehicles, they want people to take on board the concept  
 14 of car clubs --  
 15 Q. Yes.  
 16 A. -- so they only ever use vehicles as and when they need  
 17 to.  
 18 Q. For environmental reasons?  
 19 A. Correct, sir.  
 20 Q. And the only thing of substance that we're aware of that  
 21 has changed since London Bridge is this voluntary scheme  
 22 which is now in place; is that correct?  
 23 A. So with regards to ourselves, yes, we are a member of  
 24 the voluntary scheme.  
 25 We are also engaged with ACT, the action counters

30

1 terrorism, so our staff have that as part of their  
 2 training. They have all of the literature at the  
 3 location, both customer-facing and in the back room  
 4 area, so they fully understand what suspicious  
 5 behaviour, as best as they can, what suspicious  
 6 behaviour entails and how to go about reporting it.  
 7 Q. We were told on Friday by a witness from the Home Office  
 8 that the parliamentary committee that has a degree of  
 9 oversight over security and terrorism issues, the ISC,  
 10 the Intelligence and Security Committee, has  
 11 specifically criticised the fact that it's a voluntary  
 12 scheme, and we were told that 20% of rentals don't  
 13 feature within the voluntary scheme. Can you give us  
 14 a ballpark figure for how many businesses account for  
 15 that 20% that are outside of the voluntary scheme?  
 16 A. So to deal with the voluntary side, at the outset of  
 17 these meetings and the development of the rental scheme,  
 18 the trade associations which we've run, and the largest  
 19 in the UK, the BVRLA, they actually did want the scheme  
 20 to be mandatory.  
 21 Q. They did or didn't?  
 22 A. They did.  
 23 Q. They did, yes, I want to come to that in a moment.  
 24 A. Okay, sir.  
 25 Q. Specifically the 20% figure, are we talking about 100

31

1 firms up and down England and Wales, are we talking  
 2 about more than that? Can you give us an idea for how  
 3 many businesses don't participate?  
 4 A. So the last figure I had was 50 rental companies had  
 5 signed up to the scheme and the volume that those 50  
 6 rental car companies are responsible for equates to  
 7 about 80% of all UK car rentals.  
 8 Q. And so the 20% of rentals that are outside of the  
 9 scheme, how many businesses would that involve?  
 10 A. For the BVRLA they have 300 rental car companies as  
 11 members, but I couldn't speak for other trade  
 12 associations.  
 13 Q. Right.  
 14 A. It's fair to say that it is, in proportion to the amount  
 15 of rental car companies there are, it is a relatively  
 16 small number that are signed up to the scheme, but it is  
 17 actually a very high number of rentals that those  
 18 companies are responsible for.  
 19 Q. And that 80%, is that 80% of the activity within the  
 20 BVRLA?  
 21 A. Within the UK.  
 22 Q. Within the UK. So all activity within the UK, 80% of it  
 23 is subject to the scheme, 20% of it isn't; have I got  
 24 that right?  
 25 A. Correct, sir.

32

1 Q. And as for the number of businesses?  
 2 A. I couldn't give you the figure.  
 3 Q. Is it just one firm that's on the outside? Is it ten  
 4 firms? Is it 20; can you help me?  
 5 A. I would imagine it's certainly more than that. As  
 6 I said, the BVRLA have 300 rental car companies as  
 7 members. There are 50 members signed up to the RVSS,  
 8 so ...  
 9 Q. So it's more than 20 businesses on the outside. Is it  
 10 50 businesses on the outside?  
 11 A. Sir, I couldn't give you an answer to a number.  
 12 Q. 250?  
 13 THE CHIEF CORONER: On the figures I think if one assumes  
 14 300, 50 are in, that is 250 and I think you've indicated  
 15 there are some outside that industry body as well?  
 16 A. Yes, that's the point I'm making. Outside of the BVRLA  
 17 there are other rental car companies that are not BVRLA  
 18 members, and my figures are coming from our trade  
 19 association.  
 20 MR PATTERSON: Mr Hough is telling me 50 are in and 250 are  
 21 out.  
 22 THE CHIEF CORONER: But that's only one body, and I think  
 23 the point Mr Fulbrook is making is that there are other  
 24 rental companies outside the --  
 25 MR PATTERSON: Beyond that.

33

1 THE CHIEF CORONER: -- beyond the BVRLA.  
 2 MR PATTERSON: So the 250 not in the scheme, it's likely to  
 3 be even more than 250 businesses?  
 4 A. It most likely is, sir.  
 5 Q. Right. So when we get told about 80% which perhaps  
 6 might provide a degree of public reassurance, we need to  
 7 bear in mind that there are hundreds and hundreds of  
 8 businesses outside the scheme?  
 9 A. There are a lot of rental car companies, sir.  
 10 Q. No doubt that's why the ISC had concerns about the  
 11 voluntary nature rather than the mandatory nature?  
 12 A. And it's why, being part of the advisory panel, we're  
 13 looking at boosting those numbers.  
 14 Q. Of course, yes.  
 15 Two of the procedures that had been proposed, can  
 16 I just ask you for your help with these: one of them,  
 17 going in the direction of the businesses notifying the  
 18 DVLA and through them possibly the authorities, the  
 19 police or MI5, of the names of applicants, and you've  
 20 drawn attention to overseas legislation, and we saw the  
 21 other day that since 1974 Spain has had legislation that  
 22 requires, as we understand it, within 24 hours the  
 23 company to provide the information to the police?  
 24 A. Yes, sir.  
 25 Q. So the model has been there for a generation --

34

1 A. Correct, sir.  
 2 Q. -- in Spain? And, as you rightly pointed out, Italy  
 3 more recently has put on to the statute book a similar  
 4 provision for the provision of data from the businesses  
 5 to the authorities?  
 6 A. Yes, sir.  
 7 Q. Albeit that it's not yet in force?  
 8 A. Correct.  
 9 Q. And as a responsible business, no doubt Hertz would be  
 10 anxious to cooperate, and if the view was taken that  
 11 something like that would be helpful, then you would no  
 12 doubt comply?  
 13 A. We comply in Spain, we're part of the working group in  
 14 Italy and we would certainly be part of any group here  
 15 as well, yes.  
 16 Q. And you're still practising in Spain and no doubt  
 17 achieving profitable rentals in Spain?  
 18 A. I'm not too sure about the profits, sir.  
 19 Q. So that's one thing going in one direction, and  
 20 obviously as for the mechanics of such a procedure, it  
 21 will be for others to determine whether, if a name comes  
 22 in and John Smith's name features and John Smith is on  
 23 a database, that would flash up and the authorities can  
 24 do or not do what they want to investigate, but again,  
 25 if they contacted you about John Smith you would

35

1 provide, no doubt, everything that you can provide about  
 2 the John Smith booking?  
 3 A. Absolutely.  
 4 Q. Let's look in the other direction, and this really would  
 5 be the share code model --  
 6 A. Yes.  
 7 Q. -- which would be what's held by the DVLA and so if  
 8 a customer comes to you and wants a rental and you say:  
 9 only if you are content for us to contact the DVLA and  
 10 the person can then proceed to rent your vehicle or not?  
 11 A. Yes, sir.  
 12 Q. And then you would go to the DVLA and you would find out  
 13 they might have a previous conviction for speeding or  
 14 nothing, but there could be a flag which wouldn't  
 15 disclose anything sensitive other than that there is  
 16 a flag and that could equally trigger further inquiries.  
 17 Again, if such a scheme were introduced, you would  
 18 comply with that, no doubt?  
 19 A. We're absolutely open to engaging with all of the  
 20 authorities in adapting, identifying any system that is  
 21 going to help national security.  
 22 Q. Absolutely. It's not just protecting your vehicle, it's  
 23 not just keeping insurance premiums down, you want to  
 24 protect the public, don't you?  
 25 A. It has every element to that. You know, we have been in

36

1 many instances where we've identified criminal activity  
 2 and those who would have been part of the victim have  
 3 not even known had it not been for the attention that we  
 4 raised to it.  
 5 Q. Yes.  
 6 A. So it's really not about protecting ourselves.  
 7 Q. Absolutely.  
 8 Then finally this, in relation to those helpful  
 9 documents that you have provided to the Coroner, can we  
 10 just look, please, at page 82, so {WS1872A/82}, your  
 11 statement and exhibits, Mr Fulbrook, and if we go,  
 12 please, to page 82, so in September 2017, so several  
 13 months after the London Bridge attack, we saw your  
 14 colleague, who I think is a member of the legal team,  
 15 Nuns Moodliar, have I got that --  
 16 A. Nuns Moodliar. So prior to his retirement he was the  
 17 vice president of legal.  
 18 Q. Yes, a senior figure with whom you worked?  
 19 A. Absolutely, sir.  
 20 Q. And at this stage, under the heading of insurance, it  
 21 was being reported to the trade organisation, to the  
 22 trade body, neither the Home Office nor the Department  
 23 for Transport we can see amongst the attendees, this is  
 24 just a trade meeting essentially; is that right?  
 25 A. Yes, sir.

37

1 Q. It was being reported, line 3, that there had been very  
 2 little appetite from government to get involved in what  
 3 they viewed as a commercial matter; do you see that?  
 4 A. I do, sir.  
 5 Q. And further down the page, under the heading "Government  
 6 and Counter Terrorism Unit", it was being recorded that:  
 7 "The group received an update on the discussions  
 8 with Government [about] next steps for the ... sector.  
 9 Given the number of incidents involving rental vehicles  
 10 and the press coverage [and this is what I want your  
 11 help with] it was reported that the Government needed to  
 12 be seen to be doing something. There was no appetite  
 13 from Government to legislate the sector but they were  
 14 looking for some form of action points/guidelines for  
 15 vehicle rental companies regarding customer  
 16 qualification which will be approved by Ministers."  
 17 Just in relation to that, what was your  
 18 understanding as to why the government needed to be seen  
 19 to be doing something?  
 20 A. I can only imagine it's because of the number of  
 21 terrorist attacks that had occurred previously, and with  
 22 the use of vehicles. I can only assume -- I wasn't  
 23 actually at that meeting and I've not since had any  
 24 greater definition of why that was, but I can only  
 25 assume it was because government felt that, you know,

38

1 something needed to be done, that we needed to look at  
 2 this.  
 3 Q. Onto the next page, please {WS1872A/83}, amongst those  
 4 things that were being debated were some of the things  
 5 that I've been touching upon with you, such as the DVLA  
 6 share code model; is that right?  
 7 A. Yes, sir.  
 8 Q. And further down, the last bullet point in the other  
 9 direction, sharing the reservation data with the  
 10 authorities?  
 11 A. Yes, sir.  
 12 Q. And, indeed, a further thing in the paragraph below,  
 13 a further suggestion about the Department for Transport  
 14 having access via the banking system to when the booking  
 15 is made. So again at that early stage when the credit  
 16 card is used to make the reservation before the person  
 17 has collected the vehicle, there would be provision to  
 18 the government of the details through the banking system  
 19 to allow the police to check against a watch list?  
 20 A. That's some of the items that were discussed there.  
 21 Q. The Spanish model?  
 22 A. Yes.  
 23 Q. So all of this was being debated and you told us that  
 24 there was a willingness to have a mandatory scheme?  
 25 A. Correct.

39

1 Q. And then over on to page 84, please {WS1872A/84}, on  
 2 2 October we can see that you were present with your  
 3 legal colleague?  
 4 A. Yes, that's correct.  
 5 Q. Both the Home Office and the Department for Transport  
 6 were represented by civil servants --  
 7 A. Yes, sir.  
 8 Q. -- we can see their names, and under the heading  
 9 "Minutes", the civil servants, the DFT, the Department  
 10 for Transport officials, spoke about preliminary  
 11 findings. So at this stage was it a case of this is  
 12 what the civil servants are going to be proposing to the  
 13 ministers?  
 14 A. From my recollection, the attendees from DfT had some  
 15 ideas around what they would like to have seen to be  
 16 brought in --  
 17 Q. Yes.  
 18 A. -- but a number of them were just not feasible to do so.  
 19 Q. We can take this quickly, just further down the page, we  
 20 can see that they were presenting preliminary findings  
 21 following earlier discussion, as you say, and a few  
 22 lines further down there's reference to improving the  
 23 intelligence and the data sharing, so some of the things  
 24 we've been discussing; is that correct?  
 25 A. Yes, sir.

40

1 Q. They're proposing a registration scheme and the scheme  
2 would be mandatory?

3 A. That's the point that was made at the time, yes.

4 Q. And further down under the bullet points, again, all  
5 these things are on the table, it seems: the enhanced  
6 driver licence checks, the share code proposal. Over on  
7 to the next page, please {WS1872A/85}, more details were  
8 made there in the third or fourth paragraph about the  
9 DVLA share code proposal?

10 A. Yes, sir.

11 Q. And how there would be checking of the endorsement  
12 history and so forth.

13 Then at the very bottom, reference to the data  
14 sharing scheme and working with the government and the  
15 police on how that could work in practice?

16 A. Yes, sir.

17 Q. And under the heading "Next steps", a little further  
18 above, the DfT officials were indicating that advice  
19 would go to ministers at the end of October?

20 A. Yes, sir.

21 Q. And then if we go, please, to {WS1872A/89}, this isn't  
22 the minute that you were asked about by Mr Hough, this  
23 is the minute of the meeting on 26 January, when the  
24 same official from the DfT who was in the chair, a woman  
25 called Hannah Tooze, confirmed that the Secretary of

41

1 State had opted for voluntary registration and it was  
2 being noted that this was a confidential operation  
3 matter and that the proposal should not be discussed in  
4 public or in the press.

5 Just in relation to that, can you help me with why  
6 this should be kept out of the press or away from the  
7 public that the mandatory scheme which you were willing  
8 to sign up to was actually only going to be a voluntary  
9 scheme with all of the people outside it that you have  
10 now told us about?

11 A. I'm not sure why that would be, but unless it was just  
12 until the scheme was agreed upon and developed, because  
13 of course it was made very public when the scheme was  
14 launched last December.

15 Q. But when it came out, data sharing has gone, share code  
16 has gone, the sharing of the information in both  
17 directions, the two models that were on the table and  
18 have been discussed in all those previous meetings, none  
19 of them featured?

20 A. There's some items that made it through to the scheme  
21 and there's others that did not, and I think I've, you  
22 know, mentioned earlier, some of the difficulties around  
23 the share code with people, you know, being able to  
24 obtain that, and I think that was felt to be seen as  
25 quite a barrier.

42

1 Q. What's going on? What are the politics behind all this;  
2 can you help us?

3 A. Politics is something I don't really do. I'm quite open  
4 about my way of working. I'm a security professional of  
5 over 30-odd years, I'd have everything on the table if  
6 possible. It probably means we would do zero rentals.

7 I think in relation to the decision not to take it  
8 as legislation may have been -- and this is only my  
9 opinion -- it may have been a timing issue. It may have  
10 been felt that it could have taken longer than what it  
11 had been to achieve something on a voluntary,  
12 non-regulated, legislated version. That's my own  
13 opinion, sir, timing.

14 Q. But if the decisions are made that things can be  
15 improved, Hertz would play their part in implementing  
16 and following whatever procedures are put in place?

17 A. We would absolutely be there around the table, yes, sir.

18 MR PATTERSON: Thank you very much for your help.

19 A. Thank you, sir.

20 MR HOUGH: Thank you, Mr Fulbrook. Those are all the  
21 questions we have for you.

22 A. May I just say a few words to the families, please?

23 MR HOUGH: Yes. Yes, of course.

24 A. Thank you.

25 I would just like to offer my condolences and those

43

1 of my colleagues from Hertz for the losses that you have  
2 all encountered.

3 Thank you very much.

4 THE CHIEF CORONER: Thank you very much, Mr Fulbrook.

5 MR HOUGH: Sir, the next witness is DS Ager.

6 DS SIMON AGER (recalled)

7 Questions by MR HOUGH QC

8 MR HOUGH: The officer is already on oath.

9 Mr Ager, you are being called on this occasion to  
10 address three matters: first of all, a report you  
11 produced about communications between Haleema Butt and  
12 Usman Darr in around the end of September and  
13 early October 2015. Secondly, a report about  
14 communications between Haleema Butt and Usman Darr  
15 in June 2019, and, thirdly, some information about  
16 Sajeel Shahid; do you understand?

17 A. Yes, I do.

18 Q. May I address the first of those which you cover in  
19 a report with reference {DC8314/1}. I don't know if you  
20 have that to hand?

21 A. I do, yes.

22 Q. Or I can show parts on screen as needed.

23 I can deal with all these relatively quickly. Is it  
24 right to say, as put to Haleema Butt yesterday, that on  
25 28 September 2015, police attended the home of

44

1 Haleema Butt and Usman Darr in relation to a domestic  
 2 incident which involved an argument between the two of  
 3 them?  
 4 A. That's correct, yes.  
 5 Q. Have you examined a mobile phone seized from  
 6 Haleema Butt and looked at communications immediately  
 7 before and immediately after that incident?  
 8 A. I have.  
 9 Q. Is it right to say in summary that messages from  
 10 late September and the first days of October suggest  
 11 marital difficulties between the two of them?  
 12 A. That's right, and that she moved out of the marital home  
 13 briefly.  
 14 Q. You say she moved out of the marital home briefly. In  
 15 relation to paragraph 1.15 of your report on page 4, did  
 16 communications between them continue?  
 17 A. They did, yes.  
 18 Q. And in a communication of 4 October 2015, did  
 19 Haleema Butt say that her family would not want her in  
 20 the abusive relationship?  
 21 A. That's right, and she says her brothers had become  
 22 involved, that's Khuram and Saad.  
 23 Q. So relevant for our purposes to know that Haleema was  
 24 telling Usman Darr that her family were concerned about  
 25 what she described as an abusive relationship involving

45

1 her husband?  
 2 A. That's correct.  
 3 Q. Looking at paragraph 1.19, based on communications you  
 4 saw later in October, is it right to say that the row  
 5 appeared to have been made up and a reconciliation  
 6 achieved for the moment by 9 October 2015?  
 7 A. That's correct, yes.  
 8 Q. So is it right to say that at the time that Usman Darr  
 9 made his call to the anti-terror hotline on  
 10 30 September 2015, that was at a time of marital  
 11 disagreement?  
 12 A. That's correct, yes.  
 13 Q. Can I next ask you about the report you made about  
 14 communications between Haleema Butt and Usman Darr in  
 15 early June of this year, so early this month. From  
 16 a general review of their communications, and without  
 17 descending into too much detail, is it fair to say that  
 18 the marriage of Haleema Butt and Usman Darr was  
 19 a volatile one?  
 20 A. Yes, that's correct.  
 21 Q. Had they become estranged by the time they were both  
 22 scheduled to give evidence on 6 June 2019 to these  
 23 Inquests?  
 24 A. They were, yes.  
 25 Q. Were they kept apart during the day while waiting to

46

1 give evidence?  
 2 A. They were, yes.  
 3 Q. And was Usman Darr kept waiting until about 4.10 before  
 4 starting his evidence?  
 5 A. He was, yes.  
 6 Q. During the course of that morning, was Usman Darr told  
 7 that he would not be needed until the afternoon?  
 8 A. He was, yes.  
 9 Q. Looking at your penultimate paragraph, did he send  
 10 a WhatsApp message to Haleema Butt at 11.54 saying that  
 11 he wouldn't return to court as he'd been asked at  
 12 2.00 pm?  
 13 A. That's correct.  
 14 Q. However, did he in fact return?  
 15 A. He did, yes.  
 16 Q. If we put on screen, please {DC8312/4}. Did you  
 17 discover that Usman Darr had sent the text messages  
 18 which were referred to yesterday and which we see on  
 19 this page?  
 20 A. Yes, that's correct.  
 21 Q. And also, over the page to {DC8312/5}?  
 22 A. Yes, all taken from Haleema's phone.  
 23 Q. Thank you very much. We can take that off screen now.  
 24 Then information about Sajeel Shahid, please. May  
 25 we look, please, on screen at {DC6826/9}. Now, in the

47

1 course of your report about telephone contacts involving  
 2 the attackers, did you produce a section concerning  
 3 various telephone numbers connected with Khuram Butt?  
 4 A. Yes, I did.  
 5 Q. And if we go to {DC6826/11}, please, do we see at  
 6 paragraph 5.5, consideration is given to two numbers,  
 7 one of them ending 804?  
 8 A. Yes.  
 9 Q. And then over the page to page 12, please {DC6826/12},  
 10 did you record in the penultimate bullet point of that  
 11 section that the number ending in 804 was registered to  
 12 Norien Ramzan, Sajeel Shahid's partner at the time --  
 13 A. That's correct, yes.  
 14 Q. -- who identified herself to police during the search of  
 15 the Ummah Fitness Centre as the owner of the gym?  
 16 A. That's correct.  
 17 Q. And if we look at the last bullet point, did you record  
 18 in that report there had been contact between that  
 19 number and Khuram Butt's ending 594?  
 20 A. Yes, there was.  
 21 Q. Did we hear yesterday from Sajeel Shahid that he  
 22 accepted that the phone with the number ending 804 was  
 23 a phone that he used?  
 24 A. Yes.  
 25 Q. And still uses today?

48

1 A. Yes.  
 2 Q. And I put some details to Sajeel Shahid yesterday, based  
 3 on information from you, so I would just like you to  
 4 confirm them for the record.  
 5 First of all, was there contact between Shahid's  
 6 phone ending 804 and Khuram Butt's ending 594 in the  
 7 months of December 2016, January 2017 and May 2017?  
 8 A. That's correct.  
 9 Q. Was there contact between the phones in any other month?  
 10 A. No.  
 11 Q. Was there a total of 329 text messages passing between  
 12 those phones in those months?  
 13 A. There was.  
 14 Q. Was the text message traffic roughly equal going both  
 15 ways?  
 16 A. I believe so.  
 17 Q. Were there a total of 77 attempted phone calls and out  
 18 of those, 39 connected between those two phones?  
 19 A. That's correct.  
 20 Q. As to the location of the phone ending 804, so the phone  
 21 we can now attribute to Sajeel Shahid, did you obtain  
 22 cell site data in relation to that phone?  
 23 A. We did, yes.  
 24 Q. And did the cell site data place the phone, or at least  
 25 its SIM card, in the Netherlands in the period between

49

1 late January and early May 2017?  
 2 A. It did, yes.  
 3 Q. So that would be consistent with Mr Shahid's account of  
 4 being in the Netherlands over that period?  
 5 A. Correct.  
 6 MR HOUGH: Yes, thank you very much. Would you wait there  
 7 in case there are any more questions.  
 8 Questions by MR PATTERSON QC  
 9 MR PATTERSON: Officer, first of all, Usman Darr and  
 10 Haleema Butt. We've heard from both of them in their  
 11 live evidence as to what each of them did or didn't pick  
 12 up of Khuram Butt's behaviour, and what they did or  
 13 didn't do about what they picked up about his behaviour  
 14 prior to the attack.  
 15 We've seen some messages on the screen going in one  
 16 direction from Darr to his estranged wife; we haven't  
 17 seen messages going in the other direction before or  
 18 after that from her to him; is that right? They're not  
 19 available?  
 20 A. We haven't seen them here, no, but I've seen some that  
 21 were sent earlier in the day.  
 22 THE CHIEF CORONER: Earlier on the same day?  
 23 A. Yes, 6 June, earlier on 6 June.  
 24 MR PATTERSON: And what we haven't seen is what Darr says  
 25 about all of this, so in relation to what has been

50

1 described as a volatile relationship over the months, we  
 2 don't know what he says about all of this, do we?  
 3 A. No.  
 4 Q. And in particular, the message where he asserts that  
 5 he's going to reveal that she and her family knew about  
 6 Butt's plans, he hasn't been asked to give a statement  
 7 about that, has he?  
 8 A. Not since he gave evidence, no.  
 9 Q. No. And there are two possibilities, I suppose, aren't  
 10 there: one is that it's an invention, maliciously made,  
 11 threatening to say something to get her into trouble.  
 12 Another is that it's the truth, and that he hasn't  
 13 wanted to reveal that for perhaps understandable reasons  
 14 of loyalty, but that actually his belief is that she  
 15 knew?  
 16 A. That's right, I think there are those two options, yes.  
 17 Q. Those two potential. And we don't know which of them it  
 18 is because he hasn't been asked to give his account?  
 19 A. Not since he gave evidence, no.  
 20 Q. No.  
 21 Different point, please. Sajeel Shahid, I think you  
 22 were present in court for his evidence?  
 23 A. I was.  
 24 Q. He indicated he was willing for his phone to be handed  
 25 over. Are you able to help with that topic, or is that

51

1 something I can --  
 2 A. No, I can help with that, yes.  
 3 Q. The message has been passed over to us that having said  
 4 what he said in open court, on the transcript, the  
 5 police did approach him immediately after he left the  
 6 courtroom and asked him if he was willing to hand over  
 7 his phone. And did he hand over his phone?  
 8 A. He didn't, no. He did seek some legal advice. He spoke  
 9 to three different solicitors but the outcome was he  
 10 refused to hand his phone over.  
 11 Q. So as to what might have been available on that phone,  
 12 what messages might still be there to this day possibly  
 13 between him and Butt in the period before the attack, we  
 14 don't know.  
 15 A. No.  
 16 Q. And it's right, isn't it, that these days there are  
 17 a number of different types of software which can be  
 18 used to recover deleted messages?  
 19 A. There's a potential for that.  
 20 Q. And some of them are better than others. It's right,  
 21 isn't it, that in some investigations, the same mobile  
 22 phone might go through two or three different types of  
 23 software, the first type might recover some messages,  
 24 the second type might recover a few more messages, and  
 25 so forth?

52

1 A. That's correct. There's certainly different programmes  
 2 which will obtain different data, yes.  
 3 Q. So it's often the case in investigations, isn't it, that  
 4 people who delete incriminating messages don't realise  
 5 that actually they can be recovered and they can be  
 6 highly relevant when recovered?  
 7 A. In some cases, yes.  
 8 Q. And is it your understanding that that handset that he  
 9 said he was willing to hand over but then refused to  
 10 hand over is the same handset that contained this SIM  
 11 card that was being used in the contacts with Butt in  
 12 the period before the attack?  
 13 A. I can't confirm that, I am afraid.  
 14 Q. Is that because there's a sensitivity or you just don't  
 15 have the answer to --  
 16 A. I don't have the answer.  
 17 Q. Yes. But anyway, it's still the same number, isn't it,  
 18 the 804 number?  
 19 A. Yes, I've only got that from his evidence. He says it's  
 20 the same number.  
 21 Q. When was it identified that Sajeel Shahid used that  
 22 number, 804, that ends 804?  
 23 A. In court yesterday.  
 24 Q. When was it identified that his partner was  
 25 Norien Ramzan?

53

1 A. I'm not entirely sure.  
 2 Q. You've known for quite a long time, haven't you, that  
 3 she was associated with the gym, we saw in your report,  
 4 that page that Mr Hough put onto the screen, page 12,  
 5 that she identified herself to the police at the time of  
 6 the search, which we know was 8 June?  
 7 A. That's correct, yes.  
 8 Q. So within a few days of the attack?  
 9 A. Yes.  
 10 Q. And so if from an early stage the gym was of interest in  
 11 being searched, if from that early stage it was  
 12 identified that she was a person who identified herself  
 13 to the police during that search, why was it not  
 14 identified before now that that phone number might be  
 15 a phone number being used by Sajeel Shahid?  
 16 A. It was believed to be her phone number and her  
 17 communication with Butt was to do with running the gym.  
 18 Q. How did you know that?  
 19 A. Because she -- well, a subscriber check comes back to  
 20 her phone number.  
 21 Q. But did you not inquire into what her relationship was  
 22 with Sajeel Shahid who was the person who had told the  
 23 police on more than one occasion over the years that he  
 24 had set up and was running this gym?  
 25 A. I'm not entirely sure what inquiries were done around

54

1 that at the time.  
 2 Q. Is it something you can help with or should I be  
 3 directing these questions elsewhere?  
 4 A. I can't assist you, I am afraid, with what was done back  
 5 in June 2016, no.  
 6 Q. But all of that contact that Butt was having over those  
 7 months leading up to the attack, that was using his  
 8 phone number, which is the main number that we've been  
 9 dealing with in these hearings?  
 10 A. The 594 number, yes.  
 11 Q. Yes. The one registered in his own name?  
 12 A. That's right, yes.  
 13 Q. And if we could see on the screen, please, to get  
 14 a flavour of the contact, we've heard about the volume  
 15 of messages, {DC8348/2}. Yes, thank you. Is this when  
 16 the contact between Butt and Sajeel Shahid's phone  
 17 begins, 13 December?  
 18 A. That's correct, yes.  
 19 Q. So about six months before the attack. And we can  
 20 quickly see how many contacts there are on a given day.  
 21 We can see, whatever that is, seven or eight on the  
 22 13th, several on the 14th, quite a few on the 15th,  
 23 quite a few on the 16th, so often on a given day there  
 24 are multiple contacts?  
 25 A. Yes.

55

1 Q. And often we can see that the contacts are late at  
 2 night. We can see, for example, on 15 December, quite  
 3 a few after 11 o'clock at night; is that right?  
 4 A. That's correct.  
 5 Q. Over on to page 2 {DC8348/2}.  
 6 THE CHIEF CORONER: I think those are all text messages,  
 7 aren't they on the later --  
 8 MR PATTERSON: Yes, the SMS, they're the text messages; is  
 9 that right?  
 10 A. That's correct, yes.  
 11 Q. And the voice calls up at the top of the page. CS, are  
 12 they the voice calls, there is one lasting 2 minutes and  
 13 4 seconds, for example? Are they voice calls?  
 14 A. They are, yes.  
 15 Q. And one of 1 minute and 8 seconds, 1 minute and 16, 3  
 16 minutes and 55, 1 minute and 17 and so forth. So that's  
 17 how the schedule works; is that right?  
 18 A. That's correct, yes.  
 19 Q. And then over on to {DC8348/3}, please, and as we go  
 20 through December we can see, again, the volume of them  
 21 on 16th and 17th, 19th, 20th, 21st, a huge number on the  
 22 20th, and again, we can see that many of them are late  
 23 at night; is that right?  
 24 A. Yes, that's correct.  
 25 Q. And then page 3 {DC8348/4}, the 21st, 22nd, the 23rd,

56

1 the 26th.  
 2 Page 4, please {DC8348/5}. Page 5. And then into  
 3 the new year the volume continues?  
 4 A. That's right. I probably should point out quite a lot  
 5 of the voice calls are of zero duration so they've not  
 6 been connecting.  
 7 Q. So that's an attempt to speak. If it had gone to  
 8 voicemail and a message had been left, would that  
 9 register or not?  
 10 A. It depends on the network. Sometimes you do -- this one  
 11 doesn't look as though we've got a record of it so  
 12 I think not.  
 13 Q. So although there is zero seconds, there may have been a  
 14 message left as a voice message?  
 15 A. Potentially.  
 16 THE CHIEF CORONER: I think the figures that I noted,  
 17 officer, were that there were 77 attempted calls of  
 18 which 39 connected. As you say, we can see the ones  
 19 which are 00, which I assume you have put down are the  
 20 ones that don't connect --  
 21 A. That's correct.  
 22 THE CHIEF CORONER: -- whereas the ones with the positive  
 23 timing are the connected ones.  
 24 A. That's correct.  
 25 MR PATTERSON: Then onto the next page, please {DC8348/6},

57

1 Butt's contact with this number continues into January.  
 2 A. Yes.  
 3 Q. A lot on the 5th, 6th, 7th, a very large number on the  
 4 9th, a very large number on the 10th?  
 5 A. Yes.  
 6 Q. And on the 11th, over onto the next page, please  
 7 {DC8348/7}, still in early January, a huge number on the  
 8 12th?  
 9 A. Yes.  
 10 Q. In the morning, in the afternoon, late at night.  
 11 A. Yes.  
 12 Q. And on the 14th, a very large number on the 14th?  
 13 A. Yes.  
 14 Q. All late at night.  
 15 Over onto the next page, please {DC8348/8}, we're  
 16 still in January, 16th, 17th, and then how many were  
 17 there on the 18th? 25, something like that?  
 18 A. That sounds about right.  
 19 Q. In the very early hours between 12-midnight and 1.00 am.  
 20 And then at tea time after 18.00 hours and then after  
 21 21.00 hours and then 23.00.  
 22 This isn't about locking the gym or where to find  
 23 the dustpan and brush, is it?  
 24 A. I can't help you, sir.  
 25 Q. Over onto the next page, please {DC8348/9}, still

58

1 in January, the 20th, a very large number on the 21st,  
 2 the 22nd. How many on the 23rd? 14?  
 3 A. Yes, I believe so.  
 4 Q. In the morning, in the afternoon, late at night?  
 5 A. Yes.  
 6 Q. The 24th, the 27th, the bottom of that page there's  
 7 three on the 27th.  
 8 Over onto the next page {DC8348/10}, how many on the  
 9 27th?  
 10 A. 13, I believe.  
 11 Q. A total of 13 that day. All in and around the morning  
 12 and the afternoon.  
 13 And then in May, and if we remind ourselves that the  
 14 MI5 police operation after a period of suspension was  
 15 reopened on 5 May, on 9 May, 10 May, 12 May, 13th, 14th,  
 16 15th, 16th, 17th, again a large number of text messages  
 17 between Butt and this number at this time; is that  
 18 correct?  
 19 A. That's correct, yes.  
 20 Q. When were the three identical knives bought?  
 21 A. 15 May.  
 22 Q. 15 May. That's the day after the barbecue which was  
 23 14 May; is that right?  
 24 A. That's correct.  
 25 Q. And then over, please, onto the next page {DC8348/11}.

59

1 Four on the 19th, quite a few on the 20th -- eight  
 2 on the 20th?  
 3 A. Yes, that's correct.  
 4 Q. 12 on the 21st, and on the 25th and on the 26th and on  
 5 the 28th.  
 6 A. Yes.  
 7 Q. And is that where they end?  
 8 A. That's correct, yes.  
 9 Q. And, of course, we have the -- just for those of us  
 10 following in our minds the chronology, the so-called  
 11 walk-and-talk outside the gym was on the 29th?  
 12 A. Early hours of the 29th, I think, yes.  
 13 Q. {DC8307/1}, please. This is a diagram, officer, that's  
 14 been put together to summarise other material that we've  
 15 had in the hope that it helps people to identify at a  
 16 glance the available information that was publicly  
 17 available before the attack identifying the links  
 18 between Shahid and the gym, and Shahid and the primary  
 19 school, Ad-Deen, and it speaks for itself, I'm not going  
 20 to go through it all, other than just with you given  
 21 your -- being the expert on telephones.  
 22 To the left of the page we can see in a different  
 23 colour we've got the phone number of the gym information  
 24 board, that's the notice that was on display in the gym.  
 25 I can take you to the photograph if you wish, but we saw

60

1 it yesterday on the screen with Sajeel Shahid. It was  
 2 the notice to the effect that "We don't have anything to  
 3 do with Butt, the gym has been closed".  
 4 For gym inquiries a number was given at the bottom  
 5 of that notice, 1046. Are you happy to take it from  
 6 this or would you like to see the photograph?  
 7 A. No, that's okay.  
 8 Q. And as this diagram attempts to summarise, that was  
 9 registered in the name of Sophie Rahman?  
 10 A. That's correct.  
 11 Q. And you deal with this in your report. So on the day  
 12 the police searched the gym, 8 June, the police had that  
 13 number on that notice displayed on the wall of the gym,  
 14 and is that a phone number, that's Sophie Rahman's phone  
 15 number, was that a number that Butt's phone had been in  
 16 contact with?  
 17 A. I can't tell you at the moment, I would have to look it  
 18 up.  
 19 Q. You would have to check?  
 20 A. Yes.  
 21 Q. Could that check be made, please?  
 22 A. Yes.  
 23 Q. So it's Butt's 594 phone number, was it in contact with  
 24 the Rahman -- but certainly Sophie Rahman's phone number  
 25 was there on that notice.

61

1 A. Yes.  
 2 MR PATTERSON: That's all I ask. Thank you very much for  
 3 your help.  
 4 Further questions by MR HOUGH QC  
 5 MR HOUGH: Just a couple of short points. You were asked  
 6 about whether a witness statement was taken from  
 7 Usman Darr to explain his text messages. Just to set  
 8 this in context, did your investigation, the  
 9 Operation Dativall investigation about which we've heard  
 10 so much, uncover any evidence that any member of  
 11 Khuram Butt's family knew about his attack plans?  
 12 A. No.  
 13 Q. The message from Usman Darr threatening to say that the  
 14 family had known about Khuram's plans and that they had  
 15 all known about Khuram's plans, was that message sent  
 16 alongside a message threatening to say that Noor Butt  
 17 had killed her daughter?  
 18 A. It was on the screen shot we saw earlier, yes.  
 19 Q. Is there any suggestion at all suggesting that there is  
 20 an atom of truth in that allegation?  
 21 A. Not that I'm aware of, no.  
 22 Q. Did Usman Darr in his evidence say either of those  
 23 things when questioned about these things and when under  
 24 oath?  
 25 A. Not that I heard, no.

62

1 Q. Finally in relation to Sajeel Shahid's phone, was  
 2 careful consideration given to whether there was any  
 3 police power to seize it?  
 4 A. There was, yes.  
 5 Q. Was a view taken that there was no such power?  
 6 A. There was.  
 7 MR HOUGH: Thank you very much. Those are all my questions.  
 8 Sir, would that be a convenient time for our  
 9 mid-morning break?  
 10 THE CHIEF CORONER: It would. We will break there. Thank  
 11 you.  
 12 (11.44 am)  
 13 (A short break)  
 14 (12.05 pm)  
 15 MR HOUGH: Sir, the next witness is Acting DS Idun.  
 16 ACTING DETECTIVE SERGEANT ZAC IDUN (sworn)  
 17 THE CHIEF CORONER: Good morning.  
 18 A. Good morning, sir.  
 19 THE CHIEF CORONER: As with everyone else, please do make  
 20 yourself comfortable, sitting or standing, whichever you  
 21 prefer?  
 22 A. I'm fine, thank you.  
 23 Questions by MR HOUGH QC  
 24 MR HOUGH: Would you please give your full name and rank for  
 25 the court?

63

1 A. I am Isaac Idun, I am an acting detective sergeant on  
 2 the Counter Terrorism Command at New Scotland Yard.  
 3 Q. Mr Idun, have you trained and obtained experience as  
 4 a family liaison officer and as a family liaison  
 5 coordinator?  
 6 A. Yes, sir, I trained as a family liaison officer in 2003  
 7 and I became a family liaison coordinator some years  
 8 later.  
 9 Q. Have you also trained in disaster victim identification?  
 10 A. Yes, I have.  
 11 Q. Have you acted in the capacity of family liaison  
 12 coordinator in a number of high-profile cases, including  
 13 relating to the terror attacks in Tunisia, on  
 14 Westminster Bridge and in this case?  
 15 A. Yes, sir.  
 16 Q. Have you informed yourself about the process for  
 17 identifying victims in this case in order to answer  
 18 questions of the families?  
 19 A. Yes, I have, sir.  
 20 Q. Do you understand that the family of Ignacio Echeverria  
 21 has raised a question by letter to the Coroner, which  
 22 you will be addressing?  
 23 A. Yes, I am, sir. I visited the family in Spain this year  
 24 and they handed me the letter at that stage and  
 25 explained the rationale around it.

64

1 Q. We also understand that Ms Ailes will have some  
2 questions on behalf of the Bélanger family?  
3 A. So I understand sir, yes.  
4 Q. But we won't be asking you about any of the other  
5 deceased because the families have not indicated any  
6 wish to ask you questions about them.  
7 A. Okay, sir.  
8 Q. First of all, some general questions about disaster  
9 victim identification, and I'm referring to a report you  
10 produced for this purpose, dated 21 June 2019?  
11 A. Yes, sir.  
12 Q. Are there well established procedures for identifying  
13 victims of disasters and passing on information to  
14 families?  
15 A. Yes, there are.  
16 Q. Looking at your paragraph 5.3 in your report, does the  
17 DVI process have a number of aims which were first set  
18 in the Clarke Report arising out of the Marchioness  
19 Inquiry?  
20 A. That's correct, sir, the Marchioness disaster, there  
21 were a high number of people killed in that incident but  
22 as a result of the learning and the way the police dealt  
23 with the victims and also handled the identifications,  
24 Lord Justice Clarke found that there were things that we  
25 needed to implement in order to make our procedures more

65

1 rigid and subject to checking, et cetera.  
2 Q. Did that include minimising the risk of mistaken  
3 identity?  
4 A. Yes, it did, sir.  
5 Q. Providing honest and accurate information?  
6 A. Yes.  
7 Q. Treating the deceased and bereaved with respect and  
8 dignity?  
9 A. That's correct, sir.  
10 Q. In this case, was a senior identification manager  
11 appointed in accordance with the procedures on the day  
12 of the attack?  
13 A. That's correct, sir.  
14 Q. On the morning of 4 June 2017, were seven of the victims  
15 recovered to St Thomas' Hospital mortuary for the  
16 process of identification and post mortem examination?  
17 A. That's correct, sir.  
18 Q. Subsequent to that was the body of a man believed to be  
19 Xavier Thomas and later proved to be Xavier Thomas  
20 recovered on 6 June?  
21 A. Yes, it was, sir.  
22 Q. Your paragraph 7.6. Were the identities of those who  
23 died established as believed through identification  
24 documents as soon as possible?  
25 A. Yes, they were. Some people had documents on them, some

66

1 of the victims were with people who clearly knew who  
2 they were, yes.  
3 Q. Were family liaison officers allocated to those who  
4 died?  
5 A. Yes, they were.  
6 Q. And did those FLOs make contact with the bereaved  
7 families to prepare them for the formal news of  
8 identification and that their loved ones had died?  
9 A. Amongst other things, but also to make sure that there  
10 was a clear flow of information during that process so  
11 that they could make the families understand what the  
12 process was, and to help them with practical and  
13 logistical issues as well.  
14 Q. Was an identification strategy produced which involved  
15 primary identifiers and a secondary identification  
16 process?  
17 A. Sir, that's correct. My understanding is that the  
18 coroner, coroner's officer and the SIM sat down and  
19 devised a strategy and the criteria for the  
20 identifications.  
21 Q. And were the agreed primary identifiers DNA, dental  
22 identification and fingerprint or other print impression  
23 identification?  
24 A. That's correct, sir.  
25 Q. Did secondary identifiers include visual identification

67

1 by a family member, identification documents and  
2 distinguishing physical features?  
3 A. Yes, distinguishing marks and scars, tattoos.  
4 Q. So for each of those who died, those forms of  
5 identification were used to establish who they were?  
6 A. That's correct, sir.  
7 Q. Looking at the days that followed, were CT scans of each  
8 of those who died carried out from 5 June 2017?  
9 A. That's correct, sir.  
10 Q. And were post mortem examinations then able to commence  
11 on 6 June 2017?  
12 A. That's correct, sir.  
13 Q. Over that period when those processes were being carried  
14 out, were the team of FLOs in contact with family and  
15 close friends?  
16 A. Yes, some of the families had to travel quite long  
17 distances, particularly those from Australia, so there  
18 was a period where they weren't in very, very close  
19 contact, but as much as they were able to.  
20 Q. Was the process of identification in this case  
21 complicated to an extent by the difficulty or the time  
22 to obtain comparator material for matters such as DNA  
23 and dental identification from the home countries of  
24 people who had died?  
25 A. Yes. Sometimes because the time delay in Australia, we

68

1 requested from authorities in Spain and from France as  
 2 well.  
 3 Q. Can I now ask you about Ignacio, and the letter which  
 4 has been written in relation to him.  
 5 A. Yes.  
 6 Q. Is it right in brief that the family have raised the  
 7 concern that the police found identification documents  
 8 on him at the scene that they, the family, were left in  
 9 the dark for several days about, him having been killed  
 10 in the attack?  
 11 A. That's correct, sir, and that's something I have to  
 12 apologise for on behalf of the Metropolitan Police.  
 13 It's always our intention to keep the families apprised  
 14 of as much information as possible, especially at a time  
 15 when they are, in the case of some family members,  
 16 looking through hospitals and making phone calls to  
 17 friends. So it's always important that we get as much  
 18 information to them as possible. On this occasion,  
 19 regrettably, I think we could have possibly done better.  
 20 Q. Can I just deal with the sequence of events briefly?  
 21 A. Yes.  
 22 Q. Is it right that Ignacio's wallet and phone were taken  
 23 by PC Warren, who gave him first aid?  
 24 A. Yes. PS Warren was one of those officers who spent  
 25 quite a lot of time on him but, as I understand it,

69

1 looking at the body-worn video, the property seemed to  
 2 drop out of clothing and was left on the floor. So the  
 3 officer correctly seized the property in order to secure  
 4 it and make sure that it didn't go missing.  
 5 Q. Did he then in the early hours of Sunday, 4 June, pass  
 6 that to a SO15 forensic officer?  
 7 A. Yes, he did, as soon as reasonably possible. He was  
 8 still engaged on other duties and other lifesaving  
 9 efforts, so yes, sir, he did so as soon as he could.  
 10 Q. Were the wallet and phone then moved to an exhibits  
 11 store?  
 12 A. Yes, they were.  
 13 Q. Did that cause some delay in information being passed to  
 14 the FLOs?  
 15 A. Yes, it did -- yes, it did.  
 16 Q. Now, did the FLOs first make contact with the family on  
 17 5 June 2017?  
 18 A. Correct.  
 19 Q. And did they have contact with the family on several  
 20 occasions on 5 and 6 June?  
 21 A. They, they did. There were periodic updates that they  
 22 had to give the family.  
 23 Q. What information was being passed to the family in those  
 24 updates?  
 25 A. So in relation to the investigation, what efforts we

70

1 were doing to identify Ignacio.  
 2 Q. What was said to them about what had or might have  
 3 happened to Ignacio on 5 and on 6 June?  
 4 A. So on the -- just referring to my statement, there was  
 5 very little information that we could give on the 5th in  
 6 relation to identification.  
 7 Q. And on the 6th?  
 8 A. On the 6th, there were further updates provided at 12.30  
 9 and 18.35 but, again, none of those conversations were  
 10 in relation to the positive identifications, only that  
 11 the investigation was going on.  
 12 Q. And was it on the 7th that the family were told to  
 13 prepare for the worst because it was very likely that  
 14 Ignacio had died even though there had not, by that  
 15 stage, been a formal identification procedure you've  
 16 identified?  
 17 A. That's correct, sir.  
 18 Q. So the difficulty was that there was a delay between  
 19 when the identification documents were secured on the  
 20 4th?  
 21 A. Yes.  
 22 Q. And when the family were given an informal indication of  
 23 likely identification on the 7th?  
 24 A. In essence, yes.  
 25 Q. And that was because of the wallet and phone having been

71

1 taken to an exhibits store in the way you've described?  
 2 A. Yes. Rather than being left with him at the scene.  
 3 Q. And therefore you have tendered your apology on behalf  
 4 of the Metropolitan Police --  
 5 A. That's correct, sir.  
 6 Q. -- and given that explanation.  
 7 A. Yes.  
 8 Q. Thank you.  
 9 THE CHIEF CORONER: I should just say, Mr Hough, in relation  
 10 to that issue, at the time I was aware of this, because  
 11 as I mentioned yesterday, I don't think this officer was  
 12 necessarily in court, but I went myself and completed  
 13 the SIM course in July 2017, alive to the concerns that  
 14 had particularly featured in respect of London Bridge,  
 15 and in the week, and certainly, I think, it was two  
 16 weeks following, I met with the consular officials from  
 17 Spain again to give my apologies to them that in fact  
 18 there had been a delay in the confirmation of the  
 19 identification process. But I made clear to them that  
 20 part of the DVI process, through Lord Clarke's report,  
 21 is that one should only give an identification once one  
 22 is certain of it, and that's why that process is there.  
 23 So, as I say, I apologised to Ignacio's family  
 24 through the consular officials on behalf of those, as it  
 25 were, in the coronial world, who may have caused any

72

1 delay in the formal identification taking place.  
 2 MR HOUGH: Yes, sir. Because Ignacio's family are not  
 3 represented in the Inquest, we thought it appropriate to  
 4 go through the matters in that level of detail with  
 5 Mr Idun.  
 6 THE CHIEF CORONER: Entirely right, and I suspect they may  
 7 read or see the transcripts, so again, important that  
 8 I said on the transcript what I've said about the  
 9 process that we went through.  
 10 A. And also, can I add, just so you're aware, I have been  
 11 speaking with the family on a regular basis anyway.  
 12 THE CHIEF CORONER: Yes.  
 13 A. And as part of my debrief to them in the next few days  
 14 I will make sure they're aware of the transcript of  
 15 these proceedings.  
 16 THE CHIEF CORONER: Thank you.  
 17 MR HOUGH: Then just a few matters in relation to  
 18 Sébastien Bélanger, given that I know Ms Ailes will be  
 19 asking in more detail. Is it right to say that no  
 20 identification was found on the body of  
 21 Sébastien Bélanger during the DVI procedure?  
 22 A. That's correct, sir.  
 23 Q. According to your notes, the contact from family liaison  
 24 officers involved first of all a meeting with his  
 25 girlfriend, friend and cousin on 5 June 2017 at 6.45 pm;

73

1 is that correct?  
 2 A. That's correct, sir, although there had been contact  
 3 before that.  
 4 Q. I see. Was the post mortem examination carried out on  
 5 6 June 2017?  
 6 A. That's correct, sir.  
 7 Q. Was an initial identification of Sébastien made from  
 8 fingerprints on 6 June 2017 at 9.20 in the evening?  
 9 A. That's correct, sir.  
 10 Q. And was a phone call made later that evening to the  
 11 family to give a confirmation of that identification?  
 12 A. By the family liaison officer, yes. And she in turn  
 13 contacted the rest of the family in France.  
 14 Q. Was there then confirmation of identification from  
 15 dental records on 7 June?  
 16 A. That's correct, sir.  
 17 MR HOUGH: Thank you very much. If you would wait there, as  
 18 I say, there may be some questions from Ms Ailes about  
 19 Sébastien.  
 20 Questions by MS AILES  
 21 MS AILES: Yes, thank you, Mr Idun.  
 22 We know, as I'm sure you've heard, that at around  
 23 22.53, Sébastien's body was removed from an ambulance on  
 24 Borough High Street and he was declared dead at the  
 25 scene at that point.

74

1 A. That's correct.  
 2 Q. His body, likewise, remained at the scene in accordance  
 3 with the protocol, didn't it?  
 4 A. As part of the crime scene, yes.  
 5 Q. Mr Bélanger had, as I understand it, a credit card  
 6 receipt on his person?  
 7 A. That's correct.  
 8 Q. Did that contain his name or any identifying details?  
 9 A. No, it just had the last four digits of the number and  
 10 the transaction details, but there were no identifying  
 11 details on the receipt itself.  
 12 Q. Mr Bélanger had a bag with him on the night of the  
 13 attack?  
 14 A. Yes.  
 15 Q. Can you explain what happened to that bag, please?  
 16 A. So my understanding is the bag was next to him or  
 17 reasonably close to him. That was seized by the police  
 18 officers. They decided that it was important to secure  
 19 it and make sure nothing went missing. On these  
 20 occasions, officers are always conscious that they could  
 21 or should leave property where possible with the person,  
 22 but where it's an active scene and there's lots of  
 23 members of the public and people moving around, it's  
 24 important they secure it as best as possible and at the  
 25 earliest opportunity hand it to a forensic management

75

1 team officer, which is what this officer did in this  
 2 case.  
 3 Q. And I've been asked to make clear on behalf of the  
 4 family that they are very grateful indeed for what  
 5 officers did at the scene and wouldn't wish to make any  
 6 criticism.  
 7 A. No.  
 8 Q. Was the consequence of that that the bag was recorded in  
 9 a miscellaneous DVI log?  
 10 A. So it was recorded in a miscellaneous property book.  
 11 Q. Yes.  
 12 A. There was a forensic officer at the scene who was  
 13 responsible for collecting all the miscellaneous items  
 14 from London Bridge and officers would collect items from  
 15 the bridge and bring in, and so that was part of other  
 16 property that was brought.  
 17 Q. And was that the same basis on which the wallet and  
 18 telephone that we've heard about relating to  
 19 Ignacio Echeverria was also recovered from the scene?  
 20 A. That's correct, yes.  
 21 Q. Was any consideration ever given to going through that  
 22 log of miscellaneous items in order to be able to say to  
 23 families: well, we found a bag at the scene which had  
 24 Sébastien's cards and other belongings in it?  
 25 A. That process would have happened once it's been properly

76

1 lodged, et cetera, but because of the sheer amount of  
 2 property that there is seized at the time it would take  
 3 a considerable time and the process of DVI would  
 4 continue in any way anyway, so even though the things  
 5 might be reconciled at some stage, that process of  
 6 identifying who the stuff belongs to would probably be  
 7 some hours or maybe sometimes even days later if there  
 8 is still an active incident.

9 Q. And we've heard obviously in particular about Ignacio  
 10 Echeverria and Sébastien Bélanger, but were there  
 11 a large number of individuals who were one way or  
 12 another present at the scene, whether directly victims  
 13 of the attack or not, who abandoned property?

14 A. Yes, and there was also going to be property in pubs and  
 15 bars, et cetera, not to mention the property from the  
 16 van where the suspects had been involved in --

17 Q. People in one way or another caught up in the attack?

18 A. Absolutely, yes.

19 Q. You began to receive calls in relation to  
 20 Sébastien Bélanger on 4 June. I think the first was at  
 21 2.15 pm when he was reported as a missing person?

22 A. So the calls were coming into the casualty bureau that  
 23 was set up for all members of the public to phone in,  
 24 they weren't coming into the family liaison team --

25 Q. Yes, I'm sorry.

77

1 A. -- but they were coming into a central -- no that's fine.

2 Q. You collectively, the Metropolitan Police, but  
 3 I appreciate the casualty clearing bureau?

4 A. That's absolutely correct, yes.

5 Q. Yes. And we won't go through the details of the call,  
 6 but was the gist of it this: that Sébastien had a large  
 7 number of friends and family that were concerned about  
 8 him?

9 A. Yes. Yes.

10 Q. And did they include individuals who were telling the  
 11 casualty clearing bureau that he had been last known to  
 12 be drinking at Boro Bistro?

13 A. And that they were with him just before the attack, yes.

14 Q. Is it right that by 9 o'clock on the morning of 5 June  
 15 there was an email from the DC who was liaison for SO15  
 16 at the casualty clearing bureau which related to  
 17 Sébastien?

18 A. Yes, there was an email that came into us at 1.27 in the  
 19 morning.

20 Q. Yes.

21 A. And that was followed up some hours later by a more  
 22 detailed email that explained the circumstances, but  
 23 also gave a description and also property.

24 Q. Did that email identify him as somebody who the police  
 25 at that stage considered to be one possible

78

1 identification for an unidentified deceased male?

2 A. Yes, and at that stage there were at least two  
 3 unidentified males.

4 Q. Unidentified, deceased males.

5 A. Yes.

6 Q. Yes, one of course who we now know was Sébastien?

7 A. Yes.

8 Q. Did that email provide a physical description that had  
 9 been provided by family and friends: trimmed black and  
 10 white beard, dark hair, balding at the back, and then  
 11 a description of clothing followed by a second  
 12 description of clothing --

13 A. Yes.

14 Q. -- the two of which were not entirely consistent?

15 A. That's correct, and also a phone number and a date of  
 16 birth.

17 Q. Yes. Did that indicate that there were no tattoos and  
 18 give no indication that there were any particular  
 19 identifying marks --

20 A. That's correct.

21 Q. -- that could be used to identify Sébastien?

22 Is it right to say that the view of the officer at  
 23 that stage was that this was a likely identification?

24 A. Yes, it was.

25 Q. But equally is it right to say that the information that

79

1 that was based on was largely the information that was  
 2 being provided to the police by Sébastien's family and  
 3 friends rather than information that you had and they  
 4 did not?

5 A. That would be fair.

6 Q. Could I ask you, please, about -- sorry, in fairness to  
 7 you I should say was it at that stage that you first  
 8 deployed family liaison officers?

9 A. So, just to be absolutely clear, what had happened  
 10 during the course of the night, we had asked for extra  
 11 family liaison officers from the network. Although we  
 12 have a lot of family liaison officers in the  
 13 Metropolitan Police, it was a big incident, so we  
 14 obviously asked for a number of officers to come from  
 15 the wider network. We had officers on standby who came  
 16 from Wales. They were actually waiting from the early  
 17 hours of the morning for deployment, so what I think  
 18 I decided to do was we would deploy them to the two  
 19 unidentified and when there was sufficient information  
 20 to say to them: these are people that you need to go and  
 21 see, they would be ready to go.

22 So at 9.25 on that morning, that's when they were  
 23 briefed, although they had been waiting for  
 24 clarification and information.

25 Q. So they were lined up so that they could make contact as

80

1 soon as there was news to give any family --  
 2 A. Yes. Yes, they had been standing by for some hours.  
 3 Q. -- in relation to the unidentified males?  
 4 A. Yes.  
 5 Q. Is it right that, in fact, at 11.30 on 5 June, a family  
 6 liaison officer did make contact with  
 7 Sébastien Bélanger's girlfriend?  
 8 A. That's correct.  
 9 Q. Was that family liaison officer able to give her any  
 10 information at that stage?  
 11 A. No, and it wouldn't have been appropriate to have  
 12 a conversation like that over the phone. It's always  
 13 better when first contact is made to make sure you're  
 14 talking to the right person, make sure they are really  
 15 a family member, so that was part of the role of the  
 16 FLO, introduce themselves to the family and when we had  
 17 an appropriate form of words or information, then we  
 18 would give those to the FLO.  
 19 Q. In terms of other families who were reporting missing  
 20 persons, there were obviously -- there was another  
 21 unidentified male, there were individuals who had been  
 22 taken to hospital with various degrees of injury.  
 23 A. Yes.  
 24 Q. What sort of volume of messages were the casualty  
 25 clearing bureau dealing with in terms of families who

81

1 were concerned that they might have a loved one who had  
 2 been killed at London Bridge?  
 3 A. So when I was preparing this document, looking back at  
 4 my emails, I think at that time, at 1.27 on the 4th --  
 5 sorry, on the 5th, the number of 40 unidentifieds was  
 6 coming into me.  
 7 THE CHIEF CORONER: Sorry, I missed the number?  
 8 A. 40, 4-0. And that ranged from real, you know, concerns  
 9 about people who might be involved to, I can recall one  
 10 person whose son was travelling around the world and  
 11 thought they might be in London in London Bridge in that  
 12 time. So there had to be a process of bringing down  
 13 those numbers to identify which were the actual ones  
 14 that we needed to isolate and concentrate on.  
 15 MS AILES: And so that number of 30 or 40 presumably  
 16 increases as calls come in and reduces as people are  
 17 either eliminated or identified.  
 18 A. Yes.  
 19 Q. Is that peak of about 40 the night of 4 June early  
 20 morning of the 5th?  
 21 A. I can't say that's the peak. I can say that's the  
 22 number that I recall from that particular time.  
 23 Q. At that particular time, I see.  
 24 A. Although the day before it would have been much, much  
 25 higher.

82

1 Q. I understand, so that may well be on the decline.  
 2 A. That is on the way down, yes.  
 3 Q. And does that process of identification continue  
 4 throughout 5 and 6 June --  
 5 A. Identification and reconciliation, yes.  
 6 Q. Could I ask you, please, about hospitals. You may  
 7 remember that in the pen portrait at the very start of  
 8 these Inquests, we heard of the family searching  
 9 tirelessly at hospitals for news of Sébastien.  
 10 A. Yes.  
 11 Q. Were your team also liaising with the hospitals through  
 12 the casualty clearing bureau?  
 13 A. Yes, so we had actually -- they wouldn't be necessarily  
 14 the family liaison team, but there are officers at  
 15 hospitals who are designated to do one thing, that is to  
 16 meet and greet those who come in as injured, to help to  
 17 identify them, and feed that information to the casualty  
 18 bureau so that they can reconcile it with those missing  
 19 person IDs that are coming in.  
 20 Q. That's part of the process of reconciliation?  
 21 A. That's part of the process, and then there will be  
 22 a wider call to hospitals outside a designated area,  
 23 because very often, especially if you are a Londoner,  
 24 you'd say: I'm not going to go to the hospital right  
 25 here, I will make my way to a hospital a little bit

83

1 further so I can get treatment. So there's quite a big  
 2 capturing amount of work they needed to do.  
 3 THE CHIEF CORONER: I was going to say, we've heard of some  
 4 people, for example, who walked away --  
 5 A. Yes.  
 6 THE CHIEF CORONER: -- and they may have travelled home and  
 7 gone to east London, quite a long way from the scene or  
 8 even west London and gone on to the local hospital --  
 9 A. Yes.  
 10 THE CHIEF CORONER: -- but in fact received their injury as  
 11 a consequence of what happened in London Bridge or  
 12 Borough Market?  
 13 A. That's correct, sir, yes. Even quite seriously injured  
 14 people.  
 15 THE CHIEF CORONER: Yes.  
 16 Sorry, Ms Ailes.  
 17 MS AILES: Was your team able to provide the family with any  
 18 information about that reconciliation process as it was  
 19 underway?  
 20 A. The information that the FLOs would have been given  
 21 would have been based round the work that we were trying  
 22 to do, that we had a number of unidentified people and  
 23 we believed that he was one of them. However, the  
 24 identification process was quite thorough and we  
 25 wouldn't be able to give a certain identification until

84

1 that process had been completed.

2 Q. And in terms of updates on the level of: we've confirmed

3 that there's no person who could be Sébastien Bélanger

4 at St Thomas' Hospital, we've confirmed that there's no

5 person who could be Sébastien Bélanger at St Mary's

6 Hospital, is that something that is possible?

7 A. Sometimes it's possible, it would depend on the number

8 of casualties, and because many casualties, often

9 they're not awake. Maybe some days or hours, we may not

10 find out who they are for such a long time. So it may

11 just be based on a look at that person to say they are

12 or they aren't. So we would be reluctant to give people

13 hope unless we were absolutely sure there was

14 a foundation for it.

15 Q. And in terms of a family going to a hospital directly,

16 would you expect the hospital to release information to

17 them?

18 A. No, I wouldn't. But in fairness to families, it's

19 exactly what all of us would probably do. It's

20 a natural thing that we would want to do and I think in

21 the same way that we would respond as police officers,

22 I think there's a potential that a hospital may listen

23 to what a family member is asking and may seek to act on

24 that the best they could. What they wouldn't want to do

25 is just turn around and say: sorry, we couldn't help.

85

1 Q. Yes.

2 A. Or they would link them into the police so that we could

3 link in with the family.

4 Q. And that's obviously something they have to balance with

5 issues like patient confidentiality, and so forth?

6 A. Yes.

7 Q. May I ask you about photographs, please?

8 A. Yes.

9 Q. An image was passed to the police, I believe, on 5 June

10 at 10.58.

11 A. That's my understanding, yes.

12 Q. But my understanding is that that came from the French

13 authorities --

14 A. Yes.

15 Q. -- who had also been contacted by Sébastien's family and

16 friends?

17 A. Yes, I understand that -- apologies, I can't go through

18 the whole process, but my understanding is that the

19 French authorities had already received information from

20 residents in their country that their loved ones were

21 involved and had themselves been proactively providing

22 the pictures which we could provide to the forensic

23 management team.

24 Q. And later in the process, in fact, I think the following

25 day, the families also provided, the family in England

86

1 also provided photos directly?

2 A. Yes, we, the family liaison officers were not aware that

3 the French authorities had been so proactive and so

4 quick, so they did their job in also asking for

5 a picture.

6 Q. Do you know whether a process of comparing those

7 photographs with the unidentified males in the mortuary

8 was ever carried out?

9 A. We wouldn't carry out an identification based on

10 a photograph. It's too prone to massive mistakes, as

11 has been proven regularly in the past.

12 Q. I appreciate that you wouldn't carry out a formal

13 identification --

14 A. Yes.

15 Q. -- such as would comply with the coroner's procedures --

16 A. Yes.

17 Q. -- but do you know whether a comparison was ever made?

18 A. It's my understanding the officers may have used

19 a picture for some sort of comparison but I haven't got

20 the details -- (overspeaking) --

21 Q. Just to get a -- (overspeaking) --

22 A. -- that I can say. No.

23 Q. Is that information that you would ever communicate to

24 a family that there had been a comparison?

25 A. I would be uncomfortable providing that because I have

87

1 been -- not for many years had access to investigations

2 where that has been a form of identification. I know in

3 Sousse that was used as an identification and it went

4 wrong three or four times.

5 So although it wasn't the same situation, I would be

6 reluctant to go to a family and say: we've used a photo

7 and made a comparison. It's not a clear comparison.

8 THE CHIEF CORONER: There are all sorts of reasons why it's

9 frowned upon as being used for identification. Apart

10 from anything else, sometimes people can be quite badly

11 in the course of an incident --

12 A. Yes.

13 THE CHIEF CORONER: -- and the photograph actually bears no

14 resemblance at all --

15 A. Yes.

16 THE CHIEF CORONER: -- to the person you are comparing it

17 with.

18 A. That's absolutely correct.

19 MS AILES: And you of course are constantly balancing on the

20 one hand the wish to give families as much information

21 as possible and on the other hand, how awful it would be

22 to get it wrong?

23 A. Yes.

24 Q. Especially to say: no, we don't think that's him, if in

25 fact it was?

88

1 A. Yes.  
 2 Q. On 6 June 2017, the post mortem was conducted. Your  
 3 records record that at 12.40 on 6 June the family were  
 4 warned that the post mortem findings were going to be  
 5 coming and that they should prepare for the worst?  
 6 A. Yes.  
 7 Q. Can you explain why the family liaison team had formed  
 8 the view that they were going to need to prepare  
 9 themselves for the worst?  
 10 A. It may simply be at that stage, 12.40 on the 6th, there  
 11 were no other unidentifieds, and almost by a process of  
 12 elimination, we were down to the last two or three  
 13 people.  
 14 Q. I see. And again, that was a process that had been  
 15 ongoing gradually during that time?  
 16 A. Yes, and because we had also made identifications in  
 17 others.  
 18 Q. You had, or, rather, the post mortem team had requested  
 19 fingerprint data and dental records. I think the dental  
 20 records had, in fact, been requested on 5 June about  
 21 3.30?  
 22 A. That's correct, from the French police, yes.  
 23 Q. And you haven't today got your records of when the  
 24 fingerprint details were requested from the French  
 25 police, but certainly they were not received from the

89

1 French police until 18.37 on 6 June?  
 2 A. That's correct.  
 3 Q. Did a fingerprint expert then get to work?  
 4 A. Yes, they would have had a number of fingerprint experts  
 5 on standby waiting for the comparison.  
 6 Q. And did his findings become available such that  
 7 a primary identification was made at 21.20?  
 8 A. Yes, that's correct. On the 6th.  
 9 Q. And was the family, through Sébastien's cousin, informed  
 10 of that primary identification at 22.45 that evening?  
 11 A. That's correct.  
 12 Q. Considering the information that the police had at the  
 13 various stages of the identification process, and  
 14 considering, of course, all the other reports that you  
 15 had, do you believe that there is information that could  
 16 have been provided to the family of Sébastien Bélanger  
 17 any sooner?  
 18 A. If the property had been with Sébastien then, yes, we  
 19 would have been more than happy to tell the family that  
 20 information. I think as an organisation we're always  
 21 looking back and reviewing our processes, and seeing how  
 22 we could have done things better.  
 23 Not all families are the same either, so given the  
 24 family information, you need to be sure that you're not  
 25 giving them hope or breaking their hearts, and I think

90

1 I can't, hand on heart go and say, you know, we could  
 2 have told them something different earlier in hindsight,  
 3 but what I can say is that at the time we were, without  
 4 a doubt, acting in the best interests of the family.  
 5 Q. So it really comes back to that separation between  
 6 Sébastien and his rucksack at the early stage?  
 7 A. As a contributing factor, yes.  
 8 Q. As a contributing factor which wasn't, I think, strictly  
 9 in accordance with the procedure, but was a judgment  
 10 that the officers made for understandable reasons at the  
 11 time?  
 12 A. Fully understandable and had I been them I probably  
 13 would have done exactly the same thing.  
 14 MS AILES: Thank you very much, and thank you very much also  
 15 for all the support that your team has been giving to  
 16 all of the families.  
 17 MR HOUGH: Thank you very much, officer. Those are all the  
 18 questions we have for you.  
 19 A. Sir, can I just simply say on behalf of certainly the  
 20 family liaison officers and the investigation team  
 21 condolences to all of the families. We have had the  
 22 opportunity to visit them all in their homes and they  
 23 have always extended to us the best hospitality, so  
 24 thank you.  
 25 THE CHIEF CORONER: And can I just say to you, your work as

91

1 a family liaison expert has been recognised and awarded,  
 2 quite rightly, in my view, but you do a fantastic job.  
 3 I know it's a very large team that have been used not  
 4 only for the families here, but as you have said,  
 5 Ignacio's parents who are not here, but they've had the  
 6 same level of care and those, for example, who were  
 7 seriously injured also had some family liaison work. So  
 8 thank you very much indeed for all that you have done.  
 9 A. Thank you, sir.  
 10 MR HOUGH: Just before Detective Superintendent Riggs goes  
 11 into the witness box, we have a final statement to be  
 12 read, which will be read by Mr Moss.  
 13 MR MOSS: Sir, this is a very short witness statement which  
 14 you are admitting under Rule 23 of the Coroners  
 15 (Inquest) Rules 2013. The maker of the statement is  
 16 Sofia Ryrie and the statement is dated 28 March 2019.  
 17 Interested persons have all had access to this witness  
 18 statement on Opus, and have been told that it will be  
 19 read and there have been no objections to it being read.  
 20 MS SOFIA RYRIE (read)  
 21 MR MOSS: "I am employed as trainee solicitor with the  
 22 Security Industry Authority. I make this statement from  
 23 perusal of records held by the Authority.  
 24 "The SIA is a non-departmental public body  
 25 established under the Private Security Industry Act

92

1 2001. Its functions are set out in section 1 of the  
2 2001 Act and includes licensing and approving  
3 individuals and businesses for carrying out specified  
4 private security industry activities ; setting and  
5 approving standards of conduct, training and  
6 supervision; and for the purposes of public protection,  
7 monitoring the activity and effectiveness of private  
8 security businesses and security operatives.

9 "The sectors of the security industry currently  
10 regulated by the SIA are Close Protection, Door  
11 Supervisors, Security Guarding, Public Space  
12 Surveillance (CCTV), Cash and Valuables in Transit,  
13 Keyholding, and in (Northern Ireland only), Vehicle  
14 Immobilisers.

15 "As a result of a communication made to me by Craig  
16 Mulgrew, a Detective Constable with the Metropolitan  
17 Police , I conducted a check on a record against  
18 a person's details ...

19 "As a result of the check from records held, I can  
20 state that:

21 "Mr Butt applied for a frontline Door Supervisor  
22 Licence on 22 March 2016. This licence was granted on  
23 20 April 2016 ... this licence was due to expire on  
24 20 April 2019.

25 "Mr Butt was registered as deceased on 6 June 2017

93

1 and subsequently his licence was cancelled.

2 "The SIA did not interact with Mr Butt on any  
3 occasion aside from Mr Butt's application for  
4 a frontline Door Supervisor Licence, granted on  
5 20 April ...

6 "All applicants are subject to three security checks  
7 before a decision on a licence is provided. These  
8 checks are:

9 "[1] criminality check [with the] (Disclosure and  
10 Barring Service)

11 "[2] right to work check.

12 "[3] identification check.

13 "The SIA can confirm that Mr Butt passed all three  
14 checks.

15 "In respect of the criminality check, Mr Butt's  
16 Disclosure and Barring Service Certificate contained one  
17 caution, given by the Metropolitan Police on  
18 27 December 2010 for assault occasioning actual bodily  
19 harm (ABH)."

20 And, sir , I shan't read the end of the statement.

21 THE CHIEF CORONER: Thank you.

22 MR HOUGH: Sir, the next and final witness is Detective  
23 Superintendent Riggs.

24 DETECTIVE SUPERINTENDENT REBECCA RIGGS (recalled)  
25 Questions by MR HOUGH QC

94

1 MR HOUGH: Detective Superintendent, you are already on oath  
2 and you've given us details of your role .

3 A. Yes, sir .

4 Q. You have given us details of your role in the Operation  
5 Dativial investigation .

6 First of all , has your team compiled a schedule of  
7 personal details of the people who died in the attack,  
8 the victims of the attack , for the purposes of preparing  
9 their Records of Inquest?

10 A. Yes, we have.

11 Q. Do you have a copy of the schedule in front of you?

12 A. Yes, I do.

13 Q. Can you confirm that the information in that schedule is  
14 all accurate?

15 A. Yes, I can.

16 Q. I'm not proposing to read out the contents of that  
17 schedule, both because it would be an arid exercise and  
18 also because some of the material is necessarily  
19 personal and sensitive . But if you are content for the  
20 evidence to be taken in that way, it can then be used to  
21 populate the Records of Inquest.

22 THE CHIEF CORONER: Certainly. I think that's the most  
23 sensible way to deal with it .

24 MR HOUGH: Those are the only questions I have for you,  
25 Detective Superintendent, at this stage.

95

1 Sir , may I just explain the procedure for the  
2 remaining questions. All interested persons have been  
3 aware from the outset that Detective Superintendent  
4 Riggs would be called at this stage to address any  
5 topics that remained and which she could answer on  
6 behalf of the investigation team.

7 THE CHIEF CORONER: Yes.

8 MR HOUGH: Topics have been provided over the course of the  
9 Inquests which she might be able to address. Then on  
10 19 June in the morning notice was given for any  
11 remaining topics that might be addressed to be notified  
12 by the following day, 20 June at 5.00 pm, so that  
13 Detective Superintendent Riggs could prepare her  
14 answers.

15 Some topics, as I say, had been supplied before  
16 20 June, and some more were supplied on 20 June. Some  
17 have been supplied more recently, including this  
18 morning, and we recognise for our part that it may be  
19 more difficult for Detective Superintendent Riggs to  
20 answer some of those that have been supplied late in the  
21 day.

22 THE CHIEF CORONER: Yes.

23 MR HOUGH: I say that by way of background to the questions  
24 of others.

25 THE CHIEF CORONER: That's very helpful, thank you.

96

Questions by MR PATTERSON QC

1 MR PATTERSON: Officer, can I have your help with a number  
2 of the topics that have been notified to you in advance.  
3 First of all, Redouane. As we know Redouane had applied  
4 for asylum in a false name?  
5 A. Yes.  
6 Q. Breached on a number of occasions the conditions, was  
7 detained, released, detained, released --  
8 I'm summarising it -- before ultimately in his real name  
9 making an application for residency under EEA procedures  
10 and the question was, was the background of him being  
11 somebody who had previously applied for asylum in  
12 a false name and breached the conditions and so forth,  
13 was all of that known to the authorities when he applied  
14 for and was granted residency? Have you been able to  
15 get to the bottom of that?  
16 A. Sir, whilst I've tried to explore it for you, sir, it's  
17 been very difficult to answer on behalf of another  
18 agency, ie the UK Border Agency, and I'm not in  
19 a position to answer that today in this court  
20 environment, I am afraid, with regards to what they knew  
21 and what they attempted during that time.  
22 Q. The second question was -- and we appreciate your  
23 answer -- if they had been aware of all of that, in any  
24 event would they have had power to refuse residency? Do  
25

97

1 you have the answer to that?  
2 A. I am afraid I'm not an expert in that space and  
3 unfortunately without the confirmation from that agency  
4 themselves I'm not in a position to give that on their  
5 behalf.  
6 THE CHIEF CORONER: I think we heard, Mr Patterson, that the  
7 application was based on his marriage to an EU national,  
8 Charisse.  
9 MR PATTERSON: Yes, exactly. We suspect the answer is: no,  
10 we have no power to refuse it.  
11 THE CHIEF CORONER: Well I suspect the answer is no, that if  
12 you are putting forward an application based upon  
13 marriage to an EU resident, I only say this from  
14 experience of dealing with cases which involve people  
15 who apply for residency where there's all sorts of  
16 issues in their background, but it doesn't seem in those  
17 cases to have stopped them getting an EU residency.  
18 MR PATTERSON: No, that's our suspicion.  
19 Secondly, Zaghba. Did the Border Agency know about  
20 the entry? We know that the terrorist details didn't go  
21 onto the entry on the SIS system. There was a serious  
22 crime entry nonetheless, which rather begs the question  
23 if somebody might be suspected of serious crime, which  
24 presumably could include things like murder or serious  
25 sexual offences, could they get into the jurisdiction,

98

1 and so the question was did the Border Agency know about  
2 Zaghba's serious crime entry on the SIS system?  
3 A. Sir, with regards to the serious crime flag, it would  
4 require a check to be done and that's the thing that  
5 I'm not able to corroborate on behalf of those agencies,  
6 as to whether or not they were checking that as he was  
7 coming through, so again, it's not something I can  
8 answer on behalf of somebody else.  
9 Q. And, again, the follow-up question would have been, but  
10 maybe you can't help with this, if they had identified  
11 that, would there have been power to refuse entry?  
12 A. I think that is unlikely in the scenario, sir. It would  
13 have merely been around an information marker.  
14 Q. ALM. One of the issues we have been analysing in the  
15 Inquests has been whether or not insufficient weight was  
16 granted to associations with ALM and particularly  
17 an association with their leader Choudary. Witness L  
18 was asked about the quotation from Richard Kemp to the  
19 effect that ALM had been underestimated by the  
20 authorities. Witness L, however, said that he disagreed  
21 and referred to observations from Peter Clarke, who was  
22 a senior counter terrorism officer. Can we see, please,  
23 {DC8239/1} and the quotation that Witness L was  
24 referring to. If we go, please, to {DC8239/4}, that was  
25 the quotation from Richard Kemp that he was asked about.

99

1 He said he disagreed and he drew attention to the  
2 quotation from Clarke, if we go, please, to page --  
3 further down. Yes.  
4 "Peter Clarke ... [didn't] agree with this analysis."  
5 He referred to hindsight, he spoke about the Good  
6 Friday agreement of 1998, do you see that at the bottom  
7 of the page?  
8 A. Yes.  
9 Q. He spoke about Irish republican terrorism being the main  
10 concern in the late 1990s/early 2000s. Over onto the  
11 next page, please {DC8239/5}, he spoke about events in  
12 2004 and Operation Crevice and the huge counter  
13 terrorism investigation that then flowed, spoke about  
14 7/7 which, as we know, was 2005, and:  
15 "Priorities were chosen according to the threat was  
16 posed by various groups. After 9/11, Irish terrorist  
17 groups pulled back on their activities, allowing a shift  
18 in focus towards finding out if Islamists did indeed  
19 pose a threat."  
20 Then he spoke about 7/7, Al-Muhajiroun. 2004, the  
21 bottom of the page, 2006. And then if we go on to the  
22 next page {DC8239/6}, the quotation from Mr Clarke, so  
23 this is what Witness L was relying upon:  
24 "[Nobody] knew whether the ideological stance of  
25 Al-Muhajiroun was going to inevitably lead to violence

100

1 ... once the threat from dissident republicans receded  
2 the focus on the Islamist threat grew very quickly ...  
3 it's ... fair to say that no-one had before encountered  
4 a terrorist threat that was rooted in ideology rather  
5 than political goals."

6 And then he speaks about Bakri Muhammad, and 7/7 in  
7 2005 and the journalist then lists some of the  
8 significant terror attacks towards the bottom of that  
9 page.

10 So that we understand what Witness L was referring  
11 to, in summary, Peter Clarke was defending the role of  
12 MI5 in relation to that period from 1998, the  
13 Good Friday Agreement in Northern Ireland, until 2006 or  
14 thereabouts, but he was not speaking, was he, about the  
15 later more recent period of some ten years from around  
16 2005 onwards through into the -- into 2010, 2011, 2012,  
17 2013, the Lee Rigby murder, and so forth?

18 A. I'm not sure what your question is for that, sir. Are  
19 you suggesting that ALM isn't taken seriously with  
20 regards to ...?

21 Q. No, I'm simply asking for your help with that quotation  
22 from Peter Clarke: he wasn't focusing on the last ten  
23 years, was he?

24 A. I can't comment for Mr Clarke, I'm afraid, sir. What  
25 I can tell you is that ALM is, and any association is

101

1 viewed, sir, very seriously within the Counter Terrorist  
2 Command.

3 Q. Certainly nowhere do we see Peter Clarke's quotation  
4 referring to recent years, do we?

5 A. From that particular press release there's nothing  
6 specific in relation to that, sir, no.

7 Q. Can I have your help, please, with, standing back at  
8 this stage of your investigation, and looking at the  
9 overall evidence and investigations that have -- what  
10 your investigations have told you, about what the three  
11 of them planned, what the three attackers planned. We  
12 know that they used a 2.5-tonne van for their attack.  
13 We know that Butt had been trying to get hold of  
14 a 7.5-tonne lorry. We know that the van that he did get  
15 was made heavier by loading 29 bags of gravel. We know  
16 that the weight of vans is a topic that's referred to in  
17 the propaganda, don't we?

18 A. Yes.

19 Q. And we know that the propaganda refers to things like  
20 mowing machines, using vehicles as weapons, doesn't it?

21 A. In some cases, yes.

22 Q. And it encourages picking the location with care and it  
23 focuses on all those sorts of issues for a would-be  
24 terrorist, doesn't it, in relation to vehicular attacks?

25 A. Yes, in some cases.

102

1 Q. Locations, timing, the most crowded locations, all of  
2 those sorts of matters, doesn't it?

3 A. It does, sir, yes.

4 Q. And Masood, of course, had recently provided that  
5 terrible example by his attack of what could be done  
6 with a vehicle being used as a weapon, hadn't he?

7 A. I actually can't comment on the Masood case, sir,  
8 I'm very sorry. I wasn't specifically involved and  
9 I was heavily involved in the London Bridge attack.

10 Q. Yes, but you know that it was on 22 March, don't you?

11 A. Yes.

12 Q. And therefore it was a recent example of a vehicular  
13 terrorist attack, wasn't it?

14 A. It was an example of where a vehicle had been used, yes  
15 sir.

16 Q. Yes. And it was a recent one, wasn't it?

17 A. Yes, it was indeed.

18 Q. So focusing on three terrorists and what their  
19 intentions were, as they drove into central London they  
20 were obviously, would you agree, wanting to use their  
21 van as a weapon?

22 A. It's very difficult to know what was in their minds,  
23 sir, with regard to the specifics of how that attack was  
24 going to be carried out.

25 Q. So what do you say they were intending as they drove

103

1 into town with their newly rented van and the 29 bags of  
2 gravel?

3 A. My personal view is that they were going to use that  
4 vehicle for an attack, but I can't say specifically what  
5 was in their head for that basis.

6 Q. Yes. That's the point I'm making: they were intending  
7 to use the vehicle for a terrorist attack, weren't they?

8 A. That is my belief, yes.

9 Q. Yes. And the propaganda also refers to such vehicle  
10 attacks being followed up by a second-stage attack,  
11 doesn't it?

12 A. In some cases, yes, sir.

13 Q. As Masood had done when he got out of his vehicle having  
14 murdered people first on the bridge, he got out with  
15 knives in his hands and began a second stage terrorist  
16 attack, didn't he?

17 A. He did, sir.

18 Q. And we know that Butt and Zaghba and Redouane had their  
19 three knives with them as they drove into central  
20 London, they obviously intended that it would be  
21 an attack with two stages; would you agree?

22 A. I would agree that that is the case, sir, yes.

23 Q. At the start of the Inquests, you gave evidence that if  
24 barriers had been in place on London Bridge, neither  
25 Christine Archibald nor Xavier Thomas, you said that

104

1 both of them may well still be with us today if there  
 2 had been barriers on the bridge?  
 3 A. I did say that.  
 4 Q. Equally, given that the attackers wanted to have  
 5 a two-stage attack, if barriers had been placed on  
 6 London Bridge, would you agree that it may well be the  
 7 case that there would have been no knife attack  
 8 beginning at the south end of the bridge?  
 9 A. I don't think I can say that, sir.  
 10 Q. But would you agree that certainly it's at the very  
 11 least possible -- I would suggest probable -- that if  
 12 there had been barriers there and they couldn't have  
 13 carried out an attack in that location, that they would  
 14 have looked for a different location in London to begin  
 15 their van attack? That must be a possibility, mustn't  
 16 it?  
 17 A. I don't think I can say what they were thinking, sir.  
 18 If we're talking about the bridge in particular there is  
 19 no evidence to suggest that that was the target of their  
 20 attack. I think it was a spontaneous decision on the  
 21 night, in the moment.  
 22 Q. But you've agreed that it's likely that they intended  
 23 a two-stage vehicle/knife attack; yes?  
 24 A. Yes.  
 25 Q. If they couldn't have attacked on the bridge for the

105

1 first part, they would have likely gone looking for some  
 2 other location, wouldn't they, for their terrorist  
 3 attack?  
 4 A. That's a possibility.  
 5 Q. And it's made more of a probability, I would suggest, by  
 6 virtue of the fact that Oxford Street appeared on the  
 7 phone that was in the van?  
 8 A. Oxford Street was on the phone in the van, yes.  
 9 Q. Which is a place which, as we know, has been highlighted  
 10 by other terrorists as a potential area for attack,  
 11 given the absence of bollards; yes?  
 12 A. As I said, that is a possibility, yes.  
 13 THE CHIEF CORONER: Would that be a convenient point to  
 14 break, Mr Patterson?  
 15 MR PATTERSON: My Lord, yes.  
 16 MR HOUGH: Sir, just before you do and while the witness is  
 17 still in court, may I just make one point.  
 18 I understand why the questions that have just been  
 19 asked were asked, but can I suggest, and this isn't  
 20 specifically focused on Mr Patterson, but on anybody who  
 21 is going to ask questions of this witness, that of  
 22 course the witness can fill in gaps, which is the  
 23 purpose of this evidence, but using her as a foil or  
 24 a sounding board to make points which can be perfectly  
 25 well made in submissions based upon the evidence,

106

1 whether they are good points or bad points, is perhaps  
 2 not of great value to the Inquest process.  
 3 THE CHIEF CORONER: That's a very valuable observation,  
 4 thank you.  
 5 We will sit again at 2.05.  
 6 (1.05 pm)  
 7 (The Luncheon Adjournment)  
 8 (2.05 pm)  
 9 THE CHIEF CORONER: Mr Patterson.  
 10 MR PATTERSON: Officer, a few remaining distinct topics,  
 11 please.  
 12 Saad Butt. I think you confirmed on an earlier  
 13 occasion that when he said that Hashim Rehman had made  
 14 a report, you could find no record of that?  
 15 A. That's right.  
 16 Q. Also in relation to Saad Butt, we heard some evidence  
 17 that he had had some engagement with Prevent and we  
 18 heard some evidence that he had had what may appear to  
 19 have been significant dealings with Prevent and  
 20 different organisations, including the receipt of money,  
 21 and the question that was provided to you some time ago  
 22 was whether there are any details of the dealings that  
 23 he had with Prevent or the nature of any work tasked or  
 24 any payments that were received; can you help with that  
 25 topic?

107

1 A. So from the research that my team have done what we're  
 2 able to tell you is that Saad Butt did actually work for  
 3 the Young Muslim Advisory Group. He didn't actually  
 4 work for Prevent directly, or the MPS. The Advisory  
 5 Group was funded by the Home Office to advise on youth  
 6 engagement and Prevent work.  
 7 Q. So the funding was provided to that organisation for  
 8 whom he worked for that reason: specifically to help  
 9 with Prevent-type work?  
 10 A. Youth engagement and Prevent work, yes.  
 11 Q. And would that include issues such as closer liaison  
 12 between the community and the counter terrorism  
 13 authorities?  
 14 A. Not necessarily specific with counter terrorism; it was  
 15 Prevent in a broader perspective.  
 16 Q. So that would include what kind of topics or issues?  
 17 A. I can't give you the context or the details of what that  
 18 group itself did. All I can tell you is it was for  
 19 youth engagement from a Muslim perspective around  
 20 Prevent.  
 21 Q. And we've heard that Prevent does include counter  
 22 terrorism issues and does include child protection  
 23 issues?  
 24 A. Yes, it does.  
 25 Q. A different topic, please. Mr Jolley said that he would

108

1 make inquiries into the topic of the banning of Butt  
 2 from mosques and whether greater clarity might be  
 3 obtained as to whether it was one or more than one  
 4 mosque from which he was banned and, if so, what the  
 5 reasons were?  
 6 A. It was just one mosque.  
 7 Q. And which one was that? Do we know the precise one?  
 8 A. It was the one on 11-13 Broadway in Barking.  
 9 Q. Barking. On Broadway, did you say?  
 10 A. Yes.  
 11 Q. And the reason?  
 12 A. The imam was doing a speech in relation to how important  
 13 it was to vote, and he had objected to that and had been  
 14 quite vocal within that environment so he was asked to  
 15 leave the room. Even afterwards he remained vocal so he  
 16 was asked to leave.  
 17 Q. And was that in the context of the 2015 general  
 18 election? Do you have the date?  
 19 A. I don't have the date, sorry.  
 20 THE CHIEF CORONER: Certainly that would appear,  
 21 Mr Patterson, I think, to fit with other evidence we've  
 22 heard that it coincided with the lead-up to that general  
 23 election.  
 24 MR PATTERSON: Yes. And it's right, officer, isn't it, that  
 25 frequently in an ALM context we see that as a theme,

109

1 don't we, an anti-democracy theme of not recognising the  
 2 democratic process in this country?  
 3 A. That has been the case, yes.  
 4 Q. The events at Regent's Park, another item we were told  
 5 that would be looked into, was Witness M told us that  
 6 in August 2015, his team learned via YouTube of the  
 7 episode on 31 July 2015 when Butt and others were in  
 8 Regent's Park and the events outside the mosque.  
 9 The question was whether the officers on the day who  
 10 we see in the footage having dealings with these ALM  
 11 extremists, whether those officers had at the time  
 12 communicated to the counter terrorism officers what was  
 13 going on?  
 14 A. No, they hadn't.  
 15 Q. Next, working at London Bridge railway station.  
 16 Witness M was asked about whether his team was aware of  
 17 an application made by Khuram Butt to work for that  
 18 particular railway network and in particular to work at  
 19 London Bridge railway station. Was that something that  
 20 ever reached his team?  
 21 A. No.  
 22 Q. The port stops. You dealt in your report into  
 23 Sajeel Shahid with the port stops, a number of them.  
 24 Were they occasions when counter terrorism officers were  
 25 speaking to him at Dover?

110

1 A. Not from SO15, sir, no.  
 2 Q. They were police officers, were they?  
 3 A. They were port officers, yes.  
 4 Q. Employed by?  
 5 A. They were police officers in that area, yes, in that  
 6 region.  
 7 Q. So employed by Kent Constabulary?  
 8 A. Yes.  
 9 Q. So that information was held by the police. Would that  
 10 be available to the counter terrorism officers, those  
 11 records of the comings and goings of Sajeel Shahid?  
 12 A. I think what I said in my evidence, sir, is it was  
 13 referred to MI5. So, yes, that evidence would have  
 14 been -- that information would have been available  
 15 following that intelligence feed.  
 16 Q. So there was one quite close to the attack on 5 May 2017  
 17 which we know was provided three days later to MI5. The  
 18 earlier ones in time, can we assume that they would have  
 19 been provided to MI5 shortly thereafter, so, for  
 20 example, May 2014?  
 21 A. Correct.  
 22 Q. In relation to Sajeel Shahid and the gym, the search  
 23 warrant was granted on the 7th, so four days after the  
 24 attack. Witness M indicated that the gym didn't have  
 25 any significance to his investigation prior to the

111

1 attack.  
 2 A. Correct.  
 3 Q. After the attack, when was it that the significance was  
 4 realised?  
 5 A. I think it was stemming from a media report that had  
 6 come in relation to footage that was revealed in  
 7 relation to the meet at the gym.  
 8 Q. So the footage with the so-called walk-and-talk  
 9 activity?  
 10 A. Yes.  
 11 Q. So that was obtained by your team shortly after the  
 12 incident, via the assistance of the media?  
 13 A. I'm not sure it was with the assistance of the media,  
 14 sir, but it was recovered from the media, yes.  
 15 Q. I see. So the media obtained it?  
 16 A. Yes.  
 17 Q. And you obtained it from the media, and is that what led  
 18 to the application for a search warrant?  
 19 A. Yes.  
 20 Q. And at that stage had the attendance at the gym of  
 21 Redouane or Zaghba been identified?  
 22 A. Not at that stage.  
 23 Q. So at that early stage, what suspicions or intelligence  
 24 or information did you have about the gym at that early  
 25 stage?

112

1 A. I can't be specific about that, sir. It's not a topic  
2 that I prepared for so I would need to go back and  
3 check.  
4 Q. Witness M indicated that Sajeel Shahid wasn't a name  
5 that featured in their investigation. When was it  
6 a name that came to your attention and your  
7 investigation?  
8 A. Sorry, sir, say that again. The desk creaked,  
9 I couldn't ...  
10 Q. Sajeel Shahid --  
11 A. Yes.  
12 Q. -- M told the court that Sajeel Shahid was not a name  
13 that had featured in his investigation.  
14 A. Correct.  
15 Q. Then the attack took place and at some stage you told us  
16 that you made inquiries into him. How did he come to  
17 your attention?  
18 A. Again, sir, it's not a specific topic that I've prepared  
19 for so I would need to go and check on the exact date  
20 that that occurred.  
21 Q. Or the source of that information, can you help with  
22 that?  
23 A. I can't, sir, sorry.  
24 Q. So you contacted him and his solicitor; is that right?  
25 A. Correct.

113

1 Q. And he refused to give an account?  
2 A. That's correct.  
3 Q. In your dealings with him, did you speak by telephone  
4 with him?  
5 A. I think it was email contact, sir.  
6 Q. So the telephone links that he had with Butt, they  
7 weren't identified at that stage; is that right?  
8 A. Correct.  
9 Q. Obviously yesterday, over two years after the attack, it  
10 emerged that there had been extensive telephone contacts  
11 between him and Butt in the months leading up to the  
12 attack. Can you help with why that hadn't been explored  
13 before?  
14 A. The subscriber check had brought the ownership of that  
15 phone back to Norien [Ramzan].  
16 Q. And so what caused it to be identified yesterday or in  
17 recent days?  
18 A. It was based on Mr Shahid's own comments in his  
19 testimony.  
20 Q. Yes, but in terms of the telephone usage, what caused it  
21 to be identified that the Norien Ramzan telephone number  
22 was one that was in contact with Butt?  
23 A. That was a very early stage. Call data checks were done  
24 within a matter of days of the attack. I think it was  
25 12 June.

114

1 MR HOUGH: I think, if it helps, the fact that the number  
2 ending 804 was Sajeel Shahid's number rather than simply  
3 historically having been that of his partner was  
4 discovered because that was his contact number used in  
5 the immediate period before he gave evidence.  
6 THE CHIEF CORONER: Yes.  
7 MR PATTERSON: Ah, thank you.  
8 A. Thank you.  
9 THE CHIEF CORONER: I think when he gave evidence it was one  
10 of the first questions he was asked about what his  
11 telephone number -- whether he used the 804 phone. He  
12 gave the explanation that he did. He also explained  
13 that in fact it had been used by him and his then  
14 partner --  
15 A. Correct.  
16 THE CHIEF CORONER: -- at the time of these events.  
17 MR HOUGH: Exactly. The attribution to him required his  
18 confirmation --  
19 THE CHIEF CORONER: Yes.  
20 MR HOUGH: -- which could only be obtained when we got him  
21 into the witness box.  
22 THE CHIEF CORONER: Yes.  
23 MR PATTERSON: The computer that was seized from the gym,  
24 has it been examined?  
25 A. I haven't prepared for that topic, sir, so I would need

115

1 to go back and check on it.  
2 Q. It might be thought that it's surprising that in  
3 relation to the gym and Butt's conduct at the gym and  
4 what Butt was doing, and whether there were missed  
5 opportunities to detect what Butt was doing, that it was  
6 only yesterday that it was identified that Butt was in  
7 contact with this person who had a historical extremist  
8 pedigree, Sajeel Shahid. Can you help with that, as to  
9 whether it could have been identified before yesterday  
10 that Butt was in contact with this person of this type,  
11 this extremist?  
12 A. So I think Witness L gave evidence in relation to  
13 knowing that there was -- that Shahid featured in  
14 relation to the gym. In terms of confirmation of direct  
15 contact, that is speculative, sir. We cannot confirm  
16 who made what calls at what time and there is no  
17 evidence to suggest that that was the case, and there  
18 never has been.  
19 Q. And the failure to seize his phone yesterday, surely  
20 there must be grounds to suspect that Khuram Butt and  
21 his contacts might be on that phone, such that that  
22 would be relevant evidence that could be seized and  
23 examined?  
24 A. I disagree, sir. There is no evidence to link Shahid to  
25 Operation Datal, or raise him as a suspect in this

116

1 case, either pre-attack or post-attack, and if there had  
 2 been an opportunity to do that, if there was evidence to  
 3 suggest it, I can assure you that myself and my team  
 4 would have taken action in relation to that.  
 5 Q. But for all we know, on that phone there are text  
 6 messages from Butt that tally with all of these entries  
 7 we see in the call data?  
 8 A. That is speculation, sir. There's no evidence that  
 9 actually suggests that at this time.  
 10 Q. Well, yes. If you don't investigate the phone then you  
 11 don't know, it's speculative, and for all we know that  
 12 phone to this day is bursting with relevant messages  
 13 from Khuram Butt that may touch upon attack planning;  
 14 would you agree?  
 15 A. There's no evidence to support that, sir.  
 16 Q. Well, have you looked at the phone?  
 17 A. No, sir.  
 18 Q. And if we just look on the screen, please, {DC8348/7},  
 19 the evidence we had some weeks ago was from Detective  
 20 Sergeant Ager was that from 14 January onwards, Butt and  
 21 the other accomplices, Redouane and Zaghba, were in  
 22 regular contact, all three of them in contact on  
 23 14 January. Do you remember that evidence?  
 24 A. Yes, sir.  
 25 Q. And so has there been an analysis to see whether the

117

1 cell site data assists in identifying where Butt was and  
 2 where Sajeel Shahid was at the time they had contact?  
 3 A. No.  
 4 Q. Because it's right, isn't it, that often in  
 5 an investigation cell site data will show that person A  
 6 is located at, to take an example, a town out of London  
 7 at a given time, and person B is cell sited to the same  
 8 small town out of London at or around the same time,  
 9 suggesting that they were in each other's company. Has  
 10 any investigation of that sort been carried out into  
 11 what was going on between Sajeel Shahid and Butt?  
 12 A. There is no intelligence or evidence to suggest that  
 13 Shahid was involved in Operation Dativai, sir.  
 14 Q. And if we go, please, to page 11 {DC8348/11}, another  
 15 thing that often features in investigations is the  
 16 sequence of contact. You might have A contacting B, A  
 17 contacting C, A contacting B, A contacting C in  
 18 a sequence, rather suggesting that the same topic is  
 19 being discussed between particular individuals; that's  
 20 right, isn't it?  
 21 A. That can be the case.  
 22 Q. And so, for example, on this day in May, when we know  
 23 that the attack planning was well underway, has there  
 24 been an analysis of the data as to when Butt is  
 25 contacting Zaghba and Butt is contacting Redouane to see

118

1 if in and around the same times those are times when he  
 2 is also contacting Sajeel Shahid?  
 3 A. There has been much analysis around the contact between  
 4 the three suspects, which has been produced in evidence  
 5 for you, sir.  
 6 Q. Can we see the timeline to see what Butt was doing on  
 7 21 May. We can see the contact between Butt and the  
 8 phone that Sajeel Shahid was using on 21 May. We can  
 9 see that, for example, just after 3 o'clock that day,  
 10 there's quite a lot of text message contact, isn't  
 11 there?  
 12 A. There is in relation to that phone, sir. Who was making  
 13 that contact is speculation.  
 14 Q. 15.06, 15.07, 15.08, 15.08, 15.12; yes?  
 15 A. Yes.  
 16 Q. If we go, please, to the timeline, {DC8207/1} and if we  
 17 go forward in the timeline, please, to 21 May, it's  
 18 quite a way through the document, I am afraid.  
 19 Unfortunately I don't have the page reference, but  
 20 21 May. {DC8207/14}. Thank you. If we can just expand  
 21 it. Go up the page a little. Down a bit. Around the  
 22 middle of the day, if we scroll to the right, at 2.30  
 23 that afternoon, so just before those text contacts,  
 24 entry 574, if we scroll to the right, please, we can see  
 25 that Butt was in contact with Zaghba and others, and

119

1 that was one of the occasions when they went swimming  
 2 together. So it appears, does it not, that at the time  
 3 when Butt is with Zaghba, he is in contact, it seems,  
 4 with Sajeel Shahid?  
 5 A. That's speculation, sir.  
 6 Q. But has this been looked into or investigated?  
 7 A. In relation to Mr Shahid, there is no evidence to  
 8 suggest that he is involved in Operation Dativai.  
 9 MR PATTERSON: Thank you, I have no more questions.  
 10 Questions by MR ADAMSON  
 11 MR ADAMSON: Superintendent Riggs, during the evidence of  
 12 Sajeel Shahid yesterday, he confirmed that he used the  
 13 804 telephone and Mr Patterson, when he questioned him,  
 14 suggested that he ought to supply it to the police, and  
 15 he indicated, although he wanted to speak to  
 16 a solicitor, he would cooperate with that request.  
 17 A. He did.  
 18 Q. Mr Patterson's questions were then followed up by  
 19 Mr Hough in re-examination, and Mr Hough indicated that  
 20 the police would be asking to look at his phone.  
 21 A. Yes, sir, we did.  
 22 Q. Why?  
 23 A. Because he volunteered that information within the court  
 24 environment.  
 25 Q. Yes. But presumably the reason why you were keen to

120

1 follow up that opportunity was because there were  
 2 reasonable grounds to think that there might be relevant  
 3 evidence on that phone?  
 4 A. I think, sir, it was more about the case that you would  
 5 ask me questions today as to whether or not we pursued  
 6 that line of inquiry, which we did.  
 7 Q. Because you understand, don't you, the concerns that  
 8 those who I represent have about that person?  
 9 A. I do, sir.  
 10 Q. And so they want to know why it wasn't just seized?  
 11 A. There was no power for us to do that, sir.  
 12 Q. No power to seize the phone of a man who owned or  
 13 operated two institutions in which Mr Butt was employed  
 14 and/or worked in some capacity --  
 15 A. Yes.  
 16 Q. -- in the months prior to this attack?  
 17 A. Correct.  
 18 Q. But you won't close your minds to this, will you?  
 19 A. Not at all, sir. Not at all.  
 20 Q. This investigation is never really closed, is it?  
 21 A. It's important to keep an open mind about any  
 22 investigation and future information that comes in.  
 23 Q. Because I can inform you that my clients do want you to  
 24 seize that phone.  
 25 A. I can understand that.

121

1 MR ADAMSON: To see what's on it. Thank you very much.  
 2 A. Thank you.  
 3 Further questions by MR PATTERSON QC  
 4 MR PATTERSON: I told Mr Hough there were two short matters  
 5 I omitted. Forgive me.  
 6 THE CHIEF CORONER: Right.  
 7 MR PATTERSON: Officer you told us last week that you would  
 8 check in relation to the Abdoullahi brothers, when they  
 9 were under investigation and whether they were under  
 10 investigation at the time of the trip to Leeds when Butt  
 11 and Redouane together went there in a car on 18 April,  
 12 you having told us that they were under counter  
 13 terrorism investigation at some stage before the attack.  
 14 Can you help with when that investigation began?  
 15 A. Yes, unfortunately sir, I cannot give any further  
 16 information in relation to that, so I cannot confirm the  
 17 dates.  
 18 Q. And one of those was Abu Talha, the person who made the  
 19 "This is how you gut a kuffar" comment at the barbecue;  
 20 that's right, isn't it?  
 21 A. We did review that, sir, we did review the notes from  
 22 his statement and also the statement itself and there  
 23 are now three different versions of what was said at  
 24 that barbecue, sir. I cannot say which one is the  
 25 accurate version.

122

1 Q. Yes, that evidence came, I think, from Saad Butt as to  
 2 what was said --  
 3 A. That's correct, sir.  
 4 Q. -- is that right? But those two individuals, the  
 5 Abdoullahi brothers, are they linked to ALM?  
 6 A. I cannot discuss the Abdoullahi brothers within this  
 7 court environment, sir.  
 8 Q. And the other thing was this: Mr Jolley, I think, agreed  
 9 to check in relation to the Ripple Road mosque. We know  
 10 that arrests were made and, indeed, convictions followed  
 11 in relation to suspects who were linked to the Ripple  
 12 Road mosque and who were engaged in the radicalisation  
 13 of young people at that mosque, and we looked at some  
 14 press reports earlier in the Inquest in relation to  
 15 that, and Mr Jolley was going to check whether  
 16 investigations had been carried out into whether there  
 17 were links between those individuals who, of course,  
 18 were from the locality, the Barking locality, and  
 19 Khuram Butt.  
 20 A. Yes, sir. Nothing suggests they were directly linked.  
 21 Q. And are those investigations that had been carried out  
 22 at the time or are those investigations that have been  
 23 made since the attack?  
 24 A. I don't have that information, sir. I would need to go  
 25 back on that.

123

1 MR PATTERSON: Thank you for your help.  
 2 THE CHIEF CORONER: Yes.  
 3 Questions by MS BARTON QC  
 4 MS BARTON: Thank you, sir. I've just got two issues in  
 5 relation to the movements of the Trojan City 2 ARV, if  
 6 you can help me with that, please. I've got the report,  
 7 {DC8313/1}, if we could have that on screen.  
 8 Superintendent Riggs, just to remind you of the issue  
 9 which arose earlier in the Inquests, it was suggested in  
 10 these Inquests that lives could have been saved if the  
 11 first City of London Police ARV had driven south over  
 12 the bridge to Borough Market rather than stopping to  
 13 assist casualties, and you may recall that I think you,  
 14 in the light of that, tasked your team to carry out  
 15 an analysis of the movements; is that correct?  
 16 A. Yes, that's correct.  
 17 Q. And this report was the resulting report from that  
 18 investigation.  
 19 Can we discern the following facts from that report.  
 20 If we look at page 1, I think paragraph 2.2, is it  
 21 correct that the BTP radio message, which we heard from  
 22 PC Duggan was the cause of them setting off, was timed  
 23 at 22.09.13?  
 24 A. That's correct.  
 25 Q. Also at page 1, I think we see that at 22.09.25, the

124

1 final victim who suffered the fatal injuries , Ignacio ,  
 2 was stabbed on Borough High Street to the south of the  
 3 bridge?  
 4 A. Yes, that's correct.  
 5 Q. So, in fact , there was only some 12 seconds between the  
 6 report which the ARV officers heard and that final fatal  
 7 stabbing?  
 8 A. That's absolutely right .  
 9 Q. At page 2 of that report {DC8313/2}, I think we see  
 10 that, despite arriving very quickly, at 22.11.16, the  
 11 CCTV on Adelaide House at the north end of the bridge  
 12 shows that ARV coming into view?  
 13 A. Correct.  
 14 Q. So there was, in fact , no opportunity to have prevented  
 15 the attacks on those who in fact died as a result of  
 16 this incident , was there?  
 17 A. There was no opportunity to do that at all .  
 18 Q. To deal with a second suggestion that was made in  
 19 respect of those officers in Trojan 2, to the effect  
 20 that they may have been in Borough Market when the first  
 21 shots were fired by the other City Police ARV, can we  
 22 go, please, to {DC8313/4}. As a result of the work that  
 23 has been done, are you satisfied that the Trojan 2 ARV  
 24 stopped at the north end of the bridge and the boot  
 25 opened at 22.11.42?

125

1 A. Yes, that's correct.  
 2 Q. Is that consistent in your view with the evidence of  
 3 PC Duggan that when the vehicle stopped at the north  
 4 end, he got out and deployed immediately round to the  
 5 boot?  
 6 A. That's absolutely correct.  
 7 Q. If we then go to {DC8313/6}, please, of that report,  
 8 I think it's fair to say that your team have analysed  
 9 this footage very closely to try and identify PC Duggan  
 10 and his colleague; is that correct?  
 11 A. Yes, several days, ma'am.  
 12 Q. And between 22.13.19 and 22.13.22 is a man believed by  
 13 your team to be PC Duggan seen running south along the  
 14 bridge?  
 15 A. That's correct.  
 16 Q. At page 9 of this report, {DC8313/9}, at 22.13.38, does  
 17 the male your team believed to be PC Duggan, cross  
 18 towards Christine Archibald?  
 19 A. Yes, he does.  
 20 Q. And we see him crossing, don't we, with another man?  
 21 A. Yes.  
 22 Q. Who we believe to be the man that brought his attention  
 23 to Christine?  
 24 A. That's correct.  
 25 Q. And is this movement consistent with the statement of

126

1 David Anderson who gave evidence that he was joined by  
 2 a CoLP officer as he was giving a fourth cycle of  
 3 compressions to Christine?  
 4 A. Yes, that's correct.  
 5 Q. How confident is your team that this is PC Duggan?  
 6 A. They are 99.9% confident, ma'am, with regards to that.  
 7 Q. So based upon all the CCTV, has your team concluded that  
 8 PC Duggan remained with Christine until 22.20.04, and  
 9 let me just have a look at the page number we need for  
 10 that. Page 15, please {DC8313/15}. Because we there  
 11 see them at the rear of the vehicle, is that right, when  
 12 they go and collect their primary weapons?  
 13 A. Correct.  
 14 Q. And that is consistent with when PC Duggan says he left  
 15 Christine and went immediately to the car and made his  
 16 way into Borough Market.  
 17 A. That's correct, ma'am.  
 18 Q. And we know, don't we, that the first shots from the  
 19 other City Police ARV, Trojan 1, took place at 22.16.50  
 20 and 22.16.52.  
 21 A. That's right .  
 22 Q. It must follow, Superintendent Riggs, from your evidence  
 23 that PC Duggan and his colleague were not in  
 24 Borough Market when those first shots were fired?  
 25 A. They were not in Borough Market, ma'am. And just for

127

1 the record of PC Duggan, because I saw the emotional  
 2 impact of that suggestion, to reassure him this evidence  
 3 confirms it, and if there was ever any doubt in his mind  
 4 that he may have been able to save some of those  
 5 victims, which had crossed his mind, to reassure him  
 6 that was never the case based on these timings.  
 7 MS BARTON: Thank you very much.  
 8 Further questions by MR HOUGH QC  
 9 MR HOUGH: Just in conclusion, Detective Superintendent, you  
 10 and your members of your team have given evidence now on  
 11 a number of occasions in these Inquests and have given  
 12 evidence of an extremely exhaustive investigation, but  
 13 is the evidence which you have given necessarily only  
 14 a small proportion of the total results and output of  
 15 your investigation?  
 16 A. Rest assured, sir, that is absolutely the case. This is  
 17 just a snapshot of the efforts, the information, and the  
 18 volume of data that my officers have needed to trawl  
 19 through to provide this evidence at this Inquest.  
 20 Q. So, to give one practical example, when DS Ager produced  
 21 his reports of the most relevant telecommunications and  
 22 electronic media data, that was necessarily a selection  
 23 from a vast amount of material that had been analysed?  
 24 A. Absolutely, yes.  
 25 Q. And we lawyers in our turn made our selection in asking

128

1 questions of the most relevant parts of that?  
 2 A. Yes, sir.  
 3 Q. And is it also right that on each occasion where your  
 4 team have been asked to look into some further matter as  
 5 a result of evidence that has turned up during the  
 6 course of the hearing, as sometimes happens, that your  
 7 team has done that work and produced additional reports  
 8 of the kind we have seen today?  
 9 A. Yes, that's right, sir, and in terms of just some of  
 10 those requests, they've had to be quite admirable  
 11 efforts in terms of timings, painful reviews, to be able  
 12 to be confident that the evidence that we produce is  
 13 factually accurate and is evidence that helps inform the  
 14 families of what happened on that night.  
 15 MR HOUGH: Thank you very much. Those are all the questions  
 16 I have.  
 17 THE CHIEF CORONER: Superintendent Riggs, can I -- it's very  
 18 clear to me that you have led an extremely thorough and  
 19 highly professional team. I appreciate that Mr Hough  
 20 has said that what we've seen in court probably is very  
 21 much the tip of the iceberg, but I'm also conscious that  
 22 the officers I have seen in court are probably also the  
 23 tip of a very large iceberg of people who have done  
 24 a lot of the legwork, to use that phrase.  
 25 A. Yes, sir.

129

1 THE CHIEF CORONER: Those who have presented material have  
 2 relied upon work by colleagues and very much it is the  
 3 work of a very large team, and can I simply thank all of  
 4 them through you for the assistance they've given to the  
 5 Inquest team, to those lawyers representing the various  
 6 interested persons, but perhaps most importantly to me  
 7 in the task that I have to undertake. Thank you very  
 8 much indeed.  
 9 A. Thank you, sir.  
 10 MR HOUGH: Sir, subject to any submissions tomorrow, that is  
 11 the end of the evidence.  
 12 THE CHIEF CORONER: Thank you very much, Mr Hough.  
 13 I know there was, or there has been discussion about  
 14 the timings for tomorrow. I'm going to leave that very  
 15 much to the parties who are best placed to work it out.  
 16 What I am going to suggest is that perhaps we sit  
 17 tomorrow at 10 o'clock.  
 18 MR HOUGH: We had been planning for 9.30, but I think we can  
 19 manage 10 o'clock if that's your preference, sir.  
 20 THE CHIEF CORONER: 10 o'clock would be a slight preference  
 21 for me.  
 22 MR HOUGH: I think our timetable was finishing at 4.00, so  
 23 it can start readily at 10.00 and finish at 4.30.  
 24 THE CHIEF CORONER: Yes. And if it finishes at 4.00 that's  
 25 even better.

130

1 Very well, we will sit again tomorrow at 10 o'clock.  
 2 (2.43 pm)  
 3 (The court adjourned until 10.00 am on  
 4 Wednesday, 25 June 2019)  
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 22  
 23  
 24  
 25

131

1	INDEX	
2		PAGE
3	MR BARRY FULBROOK (sworn) .....	2
4	Questions by MR HOUGH QC .....	2
5	Questions by MR PATTERSON QC .....	26
6	DS SIMON AGER (recalled) .....	44
7	Questions by MR HOUGH QC .....	44
8	Questions by MR PATTERSON QC .....	50
9	Further questions by MR HOUGH QC .....	62
10	ACTING DETECTIVE SERGEANT ZAC IDUN .....	63
	(sworn)	
11		
	Questions by MR HOUGH QC .....	63
12		
	Questions by MS AILES .....	74
13		
	MS SOFIA RYRIE (read) .....	92
14		
	DETECTIVE SUPERINTENDENT REBECCA .....	94
15	RIGGS (recalled)	
16	Questions by MR HOUGH QC .....	94
17	Questions by MR PATTERSON QC .....	97
18	Questions by MR ADAMSON .....	120
19	Further questions by MR PATTERSON QC .....	122
20	Questions by MS BARTON QC .....	124
21	Further questions by MR HOUGH QC .....	128
22		
23		
24		
25		
	132	
	133	

A					B	
abandoned (1) 77:13	addressed (2) 17:16	110:10 123:5	applicants (2) 34:19	association (5) 6:25 7:6		19:6,7 22:5 31:5,6
abdoullahi (3) 122:8	96:11		94:6	33:19 99:17 101:25		50:12,13
123:5,6	addressing (1) 64:22	almost (2) 17:2 89:11	application (7) 5:18	associations (3) 31:18	b (3) 118:7,16,17	behind (1) 43:1
abh (1) 94:19	adelaide (1) 125:11	almohajiroun (2)	94:3 97:10 98:7,12	32:12 99:16	back (15) 4:18 27:8	being (35) 1:17,21
able (17) 3:20 28:5,5	adjoined (1) 131:3	100:20,25	110:17 112:18	assume (4) 38:22,25	31:3 54:19 55:4 79:10	11:21 13:4 17:19 19:4
42:23 51:25 68:10,19	adjournment (1) 107:7	along (1) 126:13	applications (1) 30:3	57:19 111:18	82:3 90:21 91:5	20:2,6 25:6 34:12
76:22 81:9 84:17,25	admirable (1) 129:10	alongside (2) 26:8 62:16	applied (7) 9:20 10:19	assumes (1) 33:13	100:17 102:7 113:2	37:21 38:1,6 39:4,23
96:9 97:15 99:5 108:2	admitting (1) 92:14	already (6) 5:12 9:14	24:9 93:21 97:4,12,14	assuming (1) 29:16	114:15 116:1 123:25	42:2,23 44:9 50:4
128:4 129:11	adopt (1) 12:3	also (43) 1:14,20 3:25	applies (1) 20:23	assure (1) 117:3	background (4) 5:19	53:11 54:11,15 60:21
abolishment (1) 13:16	adopting (1) 8:23	4:9 5:14 8:9	apply (2) 29:20 98:15	assured (2) 11:22	96:23 97:11 98:16	68:13 70:13,23 72:2
above (1) 41:18	advance (1) 97:3	10:9,13,21 14:13 18:2	appointed (1) 66:11	128:16	bad (1) 107:1	80:2 88:9 92:19 97:11
absence (1) 106:11	advantages (1) 29:22	25:16 30:12,25 47:21	appointing (1) 21:21	asylum (2) 97:5,12	badly (1) 88:10	100:9 103:6 104:10
absolutely (19) 26:24	advice (2) 41:18 52:8	64:9 65:1,23 67:9	appraised (1) 69:13	atom (1) 62:20	bag (5) 75:12,15,16	118:19
27:13,23 28:10	advise (1) 108:5	73:10 76:19 77:14	appreciate (4) 78:3	attack (55) 8:9 15:4,5	76:8,23	belief (2) 51:14 104:8
36:3,19,22 37:7,19	advising (1) 18:11	78:23,23 79:15 83:11	87:12 97:23 129:19	16:4,7 17:6 27:14	bags (2) 102:15 104:1	believe (6) 49:16
43:17 77:18 78:4 80:9	advisory (7) 21:8,12	86:15,25 87:1,4 89:16	approach (2) 8:23 52:5	37:13 50:14 52:13	bakri (1) 101:6	59:3,10 86:9 90:15
85:13 88:18 125:8	25:10,11 34:12	91:14 92:7 95:18	approaching (1) 28:9	53:12 54:8 55:7,19	balance (1) 86:4	126:22
126:6 128:16,24	108:3,4	104:9 107:16 115:12	appropriate (8) 9:3 14:9	60:17 62:11 66:12	balancing (1) 88:19	believed (6) 54:16
abu (1) 122:18	aegis (1) 18:17	119:2 122:22 124:25	18:4 22:13 23:5 73:3	69:10 75:13 77:13,17	balancing (1) 79:10	66:18,23 84:23
abusive (2) 45:20,25	affected (1) 8:7	129:3,21,22	81:11,17	78:13 95:7,8 102:12	ballpark (1) 31:14	126:12,17
accepted (1) 48:22	affecting (1) 16:15	although (8) 26:18	appropriately (1) 26:11	103:5,9,13,23	bank (1) 4:2	belongings (1) 76:24
accepting (1) 21:24	afraid (7) 28:15 53:13	57:13 74:2 80:11,23	approved (1) 38:16	104:4,7,10,16,21	banking (3) 18:12	belongs (1) 77:6
access (8) 6:1,4	55:4 97:21 98:2	82:24 88:5 120:15	approving (2) 93:2,5	105:5,7,13,15,20,23	39:14,18	below (2) 8:18 39:12
15:18,24 18:3 39:14	101:24 119:18	always (6) 69:13,17	april (4) 93:23,24 94:5	106:3,10 111:16,24	banned (1) 109:4	bereaved (2) 66:7 67:6
88:1 92:17	after (18) 4:5 15:4 17:6	75:20 81:12 90:20	122:11	112:1,3 113:15	banning (1) 109:1	best (9) 1:16,20 6:16
accessed (1) 29:12	37:13 45:7 50:18 52:5	91:23	archibald (2) 104:25	114:9,12,24 117:13	barbecue (3) 59:22	31:5 75:24 85:24
accomplices (2) 26:18	56:3 58:20,20	ambulance (1) 74:23	126:18	118:23 121:16 122:13	122:19,24	91:4,23 130:15
117:21	59:14,22 100:16	amongst (3) 37:23 39:3	area (5) 17:18 31:4	123:23	barking (3) 109:8,9	better (6) 1:25 52:20
accordance (3) 66:11	111:23 112:3,11 114:9	67:9	83:22 106:10 111:5	attacked (1) 105:25	123:18	69:19 81:13 90:22
75:2 91:9	119:9	84:2 128:23	areas (3) 7:7 12:16	attackers (3) 48:2	barrier (1) 42:25	130:25
according (2) 73:23	afternoon (5) 47:7	amplification (1) 3:1	25:12	102:11 105:4	barriers (4) 104:24	between (34) 19:11,24
100:15	58:10 59:4,12 119:23	analysed (2) 126:8	arent (3) 51:9 56:7	105:2,5,12	105:2,5,12	20:10 24:2 27:10,19
account (4) 31:14 50:3	afterwards (1) 109:15	128:23	85:12	38:21 64:13 101:8	barring (3) 6:6 94:10,16	44:11,14 45:2,11,16
51:18 114:1	again (19) 20:14 21:4	analysing (1) 99:14	argument (1) 45:2	102:24 104:10 125:15	barry (3) 2:6,16 132:3	46:14 48:18
accounted (1) 16:13	35:24 36:17 39:15	analysis (5) 100:4	arid (1) 95:17	attempt (1) 57:7	bars (2) 10:25 77:15	49:5,9,11,18,25 52:13
accurate (4) 66:5 95:14	41:4 56:20,22 59:16	117:25 118:24 119:3	arising (2) 22:25 65:18	attempted (4) 28:8	barton (4) 124:3,4	55:16 58:19 59:17
122:25 129:13	71:9 72:17 73:7 89:14	124:15	arose (1) 124:9	49:17 57:17 97:22	128:7 132:20	60:18 71:18 91:5
achieve (2) 13:18 43:11	99:7,9 107:5 113:8,18	anderson (1) 127:1	around (21) 16:21,23	attempts (1) 61:8	based (15) 3:17 8:3	108:12 114:11
achieved (1) 46:6	131:1	andor (1) 121:14	26:5 40:15 42:22	attend (1) 1:16	22:14 46:3 49:2 80:1	118:11,19 119:3,7
achieving (1) 35:17	against (4) 16:17 25:8	another (11) 18:11 25:3	43:17 44:12 54:25	attendance (1) 112:20	84:21 85:11 87:9	123:17 125:5 126:12
across (1) 27:24	39:19 93:17	28:15 51:12 77:12,17	59:11 64:25 74:22	attended (1) 44:25	98:7,12 106:25 114:18	beyond (3) 8:24 33:25
acted (1) 64:11	agencies (5) 22:10	81:20 97:18 110:4	75:23 82:10 85:25	attendees (2) 37:23	127:7 128:6	34:1
acting (6) 1:9 63:15,16	23:2,3,7 99:5	118:14 126:20	99:13 101:15 108:19	40:14	basically (1) 6:10	big (2) 80:13 84:1
64:1 91:4 132:10	agency (5) 97:19,19	answer (15) 24:16 28:24	118:8 119:1,3,21	attention (6) 34:20 37:3	basis (6) 24:21 26:1,10	birth (1) 79:16
action (4) 18:24 30:25	98:3,19 99:1	33:11 53:15,16 64:17	arranged (1) 15:8	100:1 113:6,17 126:22	73:11 76:17 104:5	bistro (1) 78:12
38:14 117:4	ager (7) 1:8 44:5,6,9	96:5,20 97:18,20,24	arrests (1) 123:10	attribute (1) 49:21	bear (1) 34:7	bit (2) 83:25 119:21
actions (1) 28:7	117:20 128:20 132:6	98:1,9,11 99:8	arriving (1) 125:10	attribution (1) 115:17	beard (1) 79:10	black (1) 79:9
active (2) 75:22 77:8	ago (2) 107:21 117:19	answers (1) 96:14	arv (7) 124:5,11	august (2) 8:13 110:6	bears (1) 88:13	blanger (10) 65:2
actively (1) 26:7	agree (7) 100:4 103:20	anticrime (1) 11:3	125:6,12,21,23 127:19	australia (2) 68:17,25	became (1) 64:7	73:18,21 75:5,12
activities (3) 18:9 93:4	104:21,22 105:6,10	antidemocracy (1)	aside (1) 94:3	authenticating (1) 6:10	become (3) 45:21 46:21	77:10,20 85:3,5 90:16
100:17	117:14	110:1	ask (19) 2:17 3:9 9:4,23	authentication (1) 4:15	90:6	blangers (1) 81:7
activity (6) 8:16	agreed (4) 42:12 67:21	antiterror (1) 46:9	13:7 15:3 17:5 21:20	authorities (13) 18:3	before (35) 3:6 5:4,23	board (3) 30:13 60:24
32:19,22 37:1 93:7	105:22 123:8	anxious (1) 35:10	26:16 34:16 46:13	34:18 35:5,23 36:20	8:9 9:24 15:4 16:4	106:24
112:9	101:13	anybody (1) 106:20	62:2 65:6 69:3 80:6	39:10 69:1 86:13,19	19:5 20:20 22:20	bodies (2) 14:15 26:3
actual (2) 82:13 94:18	ah (2) 29:3 115:7	anything (4) 12:18	83:6 86:7 106:21	87:3 97:14 99:20	28:9,25 39:16 45:7	bodily (1) 94:18
actually (15) 13:5 25:20	aid (1) 69:23	36:15 61:2 88:10	121:5	108:13	47:3 50:17 52:13	body (11) 7:13 17:9,13
31:19 32:17 38:23	ailable (11) 65:1 73:18	anyway (3) 53:17 73:11	asked (18) 41:22 47:11	authority (2) 92:22,23	53:12 54:14 55:19	33:15,22 37:22 66:18
42:8 51:14 53:5 80:16	74:18,20,21 82:15	77:4	51:6,18 52:6 62:5 76:3	automated (1) 4:12	60:17 74:3 78:13	73:20 74:23 75:2
83:13 88:13 103:7	84:16,17 88:19 91:14	apart (2) 46:25 88:9	80:10,14 99:18,25	available (9) 12:18	82:24 92:10 94:7	92:24
108:2,3 117:9	132:12	apartments (1) 4:2	106:19,19 109:14,16	22:14 50:19 52:11	96:15 97:9 101:3	bodyworn (1) 70:1
adamant (1) 28:10	aims (1) 65:17	apologies (2) 72:17	110:16 115:10 129:4	60:16,17 90:6	106:16 114:13 115:5	bollards (1) 106:11
adamson (4) 120:10,11	albeit (1) 35:7	86:17	asking (8) 13:25 65:4	111:10,14	116:9 119:23 122:13	bona (1) 7:8
122:1 132:18	aligned (1) 24:12	apologise (1) 69:12	73:19 85:23 87:4	awake (1) 85:9	beforehand (1) 27:15	book (3) 28:6 35:3
adapting (1) 36:20	alive (1) 72:13	apologised (1) 72:23	101:21 120:20 128:25	awarded (1) 92:1	122:14	76:10
add (2) 13:20 73:10	allegation (1) 62:20	apology (1) 72:3	assault (1) 94:18	aware (14) 13:4 25:16	begin (1) 105:14	booking (4) 5:13 27:7
addeen (1) 60:19	allocate (1) 1:24	app (2) 5:15 24:1	asserts (1) 51:4	27:16 28:2,16 30:20	beginning (1) 105:8	36:2 39:14
additional (5) 9:2,16	allocated (1) 67:3	appear (2) 107:18	assessment (1) 22:14	62:21 72:10 73:10,14	begins (1) 55:17	boosting (1) 34:13
22:18 23:15 129:7	allow (2) 28:13 39:19	109:20	assets (1) 8:6	87:2 96:3 97:24	begs (1) 98:22	boot (2) 125:24 126:5
address (13) 3:23	allowing (1) 100:17	appeared (2) 46:5 106:6	assist (2) 55:4 124:13	110:16	behalf (13) 2:17 26:16	border (3) 97:19 98:19
4:2,10,16 5:20	allows (1) 13:25	appears (1) 120:2	assistance (3)	awareness (1) 27:13	65:2 69:12 72:3,24	99:1
6:11,15,19 10:5	alm (8) 99:14,16,19	appetite (3) 18:23	112:12,13 130:4	away (3) 24:24 42:6	76:3 91:19 96:6 97:18	boro (1) 78:12
44:10,18 96:4,9	101:19,25 109:25	38:2,12	associated (1) 54:3	84:4	98:5 99:5,8	borough (8) 74:24
				awful (1) 88:21	behaviour (8) 7:14	84:12 124:12 125:2,20

127:16,24,25  
**both (8)** 31:3 40:5  
 42:16 46:21 49:14  
 50:10 95:17 105:1  
**bottom (8)** 18:21 41:13  
 59:6 61:4 97:16  
 100:6,21 101:8  
**bought (1)** 59:20  
**box (3)** 8:18 92:11  
 115:21  
**bq (2)** 4:21 29:11  
**breach (1)** 11:1  
**breached (2)** 97:7,13  
**break (4)** 63:9,10,13  
 106:14  
**breaking (1)** 90:25  
**bridge (25)** 27:20 30:21  
 37:13 64:14 72:14  
 76:14,15 82:2,11  
 84:11 103:9 104:14,24  
 105:2,6,8,18,25  
 110:15,19 124:12  
 125:3,11,24 126:14  
**brief (1)** 69:6  
**briefed (1)** 80:23  
**briefly (4)** 17:5 45:13,14  
 69:20  
**bring (1)** 76:15  
**bringing (1)** 82:12  
**british (1)** 28:22  
**broader (2)** 11:3 108:15  
**broadway (2)** 109:8,9  
**brothers (4)** 45:21  
 122:8 123:5,6  
**brought (4)** 40:16 76:16  
 114:14 126:22  
**brush (1)** 58:23  
**btp (1)** 124:21  
**bullet (4)** 39:8 41:4  
 48:10,17  
**bureau (7)** 77:22  
 78:3,11,16 81:25  
 83:12,18  
**bursting (1)** 117:12  
**business (3)** 16:7 26:20  
 35:9  
**businesses (12)** 31:14  
 32:3,9 33:1,9,10  
 34:3,8,17 35:4 93:3,8  
**butt (67)** 3:10,18  
 4:11,20 9:11,13  
 14:10,25 23:24 24:4  
 26:17 27:6 29:7  
 44:11,14,24 45:1,6,19  
 46:14,18 47:10 48:3  
 50:10 52:13 53:11  
 54:17 55:6,16 59:17  
 61:3 62:16 93:21,25  
 94:2,13 102:13 104:18  
 107:12,16 108:2 109:1  
 110:7,17 114:6,11,22  
 116:4,5,6,10,20  
 117:6,13,20  
 118:1,11,24,25  
 119:6,7,25 120:3  
 121:13 122:10  
 123:1,19  
**butts (17)** 4:16 5:3 10:3  
 14:4 27:11 28:3 48:19  
 49:6 50:12 51:6 58:1  
 61:15,23 62:11  
 94:3,15 116:3  
**bvrla (11)** 6:25 10:21  
 17:9 18:17 31:19  
 32:10,20 33:6,16,17  
 34:1

**C**

**c (2)** 118:17,17  
**call (10)** 4:25 5:16  
 18:16,19 46:9 74:10  
 78:5 83:22 114:23  
 117:7  
**called (7)** 4:9 10:13,21  
 29:8 41:25 44:9 96:4  
**calls (12)** 27:6 49:17  
 56:11,12,13 57:5,17  
 69:16 77:19,22 82:16  
 116:16  
**came (7)** 27:24 42:15  
 78:18 80:15 86:12  
 113:6 123:1  
**campaigns (1)** 22:8  
**cancelled (1)** 94:1  
**cannot (8)** 1:15 14:20  
 29:20 116:15  
 122:15,16,24 123:6  
**cant (14)** 53:13 55:4  
 58:24 61:17 82:21  
 86:17 91:1 99:10  
 101:24 103:7 104:4  
 108:17 113:1,23  
**capable (1)** 11:16  
**capacity (2)** 64:11  
 121:14  
**capturing (1)** 84:2  
**car (15)** 24:18,18  
 25:5,19 27:10 30:14  
 32:6,7,10,15 33:6,17  
 34:9 122:11 127:15  
**card (11)** 4:3,7,10,15  
 6:14 10:6 12:4 39:16  
 49:25 53:11 75:5  
**cards (3)** 7:17 10:12  
 76:24  
**care (2)** 92:6 102:22  
**careful (1)** 63:2  
**carried (14)** 5:23 6:9,22  
 9:23 10:2 68:8,13 74:4  
 87:8 103:24 105:13  
 118:10 123:16,21  
**carry (4)** 6:7 87:9,12  
 124:14  
**carrying (1)** 93:3  
**cases (7)** 53:7 64:12  
 98:14,17 102:21,25  
 104:12  
**cash (1)** 93:12  
**casualties (3)** 85:8,8  
 124:13  
**casualty (7)** 77:22  
 78:3,11,16 81:24  
 83:12,17  
**category (1)** 9:9  
**caught (1)** 77:17  
**cause (3)** 13:4 70:13  
 124:22  
**caused (3)** 72:25  
 114:16,20  
**caution (1)** 94:17  
**cctv (3)** 93:12 125:11  
 127:7  
**cell (5)** 49:22,24  
 118:1,5,7  
**central (3)** 78:1 103:19  
 104:19

**centre (1)** 48:15  
**certain (4)** 1:8 13:18  
 72:22 84:25  
**certificate (1)** 94:16  
**cetera (3)** 66:1 77:1,15  
**chair (1)** 41:24  
**changed (2)** 27:9 30:21  
**charisse (1)** 98:8  
**check (32)** 4:6,9,12,13  
 6:2,5,18 7:21 10:10  
 12:7,17 13:22 17:20  
 30:1 39:19 54:19  
 61:19,21 93:17,19  
 94:9,11,12,15 99:4  
 113:3,19 114:14 116:1  
 122:8 123:9,15  
**checked (1)** 27:5  
**checking (7)** 6:15 7:16  
 10:4 17:19 41:11 66:1  
 99:6  
**checks (28)** 5:19,22  
 6:6,9,18,21,22 8:20  
 9:23 10:2 12:3 15:21  
 16:17,19,23,24 17:3  
 22:1,18 23:15,16,17  
 29:16 41:6 94:6,8,14  
 114:23  
**chief (55)** 1:3,6,13,19  
 2:1,4,7,9 33:13,22  
 34:1 44:4 50:22 56:6  
 57:16,22 63:10,17,19  
 72:9 73:6,12,16 82:7  
 84:3,6,10,15  
 88:8,13,16 91:25  
 94:21 95:22  
 96:7,22,25 98:6,11  
 106:13 107:3,9 109:20  
 115:6,9,16,19,22  
 122:6 124:2 129:17  
 130:1,12,20,24  
**child (1)** 108:22  
**chosen (2)** 11:17 100:15  
**choudary (1)** 99:17  
**christine (6)** 104:25  
 126:18,23 127:3,8,15  
**chronology (1)** 60:10  
**circumstances (1)** 78:22  
**city (4)** 124:5,11 125:21  
 127:19  
**civil (3)** 40:6,9,12  
**clarification (1)** 80:24  
**clarity (1)** 109:2  
**clarke (9)** 65:18,24  
 99:21 100:2,4,22  
 101:11,22,24  
**clarkes (2)** 72:20 102:3  
**classification (1)** 9:2  
**classify (2)** 9:9 24:7  
**clean (1)** 5:9  
**clear (7)** 12:20 67:10  
 72:19 76:3 80:9 88:7  
 129:18  
**clearing (5)** 78:3,11,16  
 81:25 83:12  
**clearly (2)** 2:12 67:1  
**clients (1)** 121:23  
**close (6)** 68:15,18 75:17  
 93:10 111:16 121:18  
**closed (2)** 61:3 121:20  
**closely (1)** 126:9  
**closer (1)** 108:11  
**clothing (3)** 70:2  
 79:11,12

**club (1)** 24:18  
**clubs (1)** 30:14  
**code (16)**  
 13:7,18,21,22,25  
 14:5,16,20,21 19:4  
 36:5 39:6 41:6,9  
 42:15,23  
**coincided (1)** 109:22  
**colleague (5)** 3:16 37:14  
 40:3 126:10 127:23  
**colleagues (2)** 44:1  
 130:2  
**collect (3)** 4:20 76:14  
 127:12  
**collected (2)** 4:23 39:17  
**collecting (1)** 76:13  
**collectively (1)** 78:2  
**colour (1)** 60:23  
**colp (1)** 127:2  
**come (6)** 31:23 80:14  
 82:16 83:16 112:6  
 113:16  
**comes (6)** 23:4 35:21  
 36:8 54:19 91:5  
 121:22  
**comfortable (2)** 2:9  
 63:20  
**coming (9)** 33:18  
 77:22,24 78:1 82:6  
 83:19 89:5 99:7  
 125:12  
**comings (1)** 111:11  
**command (2)** 64:2  
 102:2  
**commence (1)** 68:10  
**comment (3)** 101:24  
 103:7 122:19  
**comments (1)** 114:18  
**commercial (5)** 9:10  
 22:17 23:14,23 38:3  
**committee (2)** 31:8,10  
**common (1)** 13:12  
**communicate (1)** 87:23  
**communicated (1)**  
 110:12  
**communication (4)**  
 24:21 45:18 54:17  
 93:15  
**communications (10)**  
 1:8 16:23 22:8  
 44:11,14 45:6,16  
 46:3,14,16  
**community (1)** 108:12  
**companies (20)** 8:11  
 10:23 13:20 18:8,25  
 25:13,19,25 28:9 30:8  
 32:4,6,10,15,18  
 33:6,17,24 34:9 38:15  
**company (13)** 2:23 5:22  
 6:1 8:20 13:20 14:1,23  
 18:13 20:23,25 22:20  
 34:23 118:9  
**comparable (1)** 6:6  
**comparator (1)** 68:22  
**comparing (2)** 87:6  
 88:16  
**comparison (6)**  
 87:17,19,24 88:7,7  
 90:5  
**compiled (1)** 95:6  
**completed (2)** 72:12  
 85:1  
**completely (1)** 23:9

**complicated (1)** 68:21  
**comply (4)** 35:12,13  
 36:18 87:15  
**comprehensive (1)**  
 16:21  
**compressions (1)** 127:3  
**computer (2)** 6:2  
 115:23  
**concentrate (1)** 82:14  
**concentration (1)** 7:7  
**concept (1)** 30:13  
**concern (2)** 69:7 100:10  
**concerned (4)** 8:2 45:24  
 78:7 82:1  
**concerning (2)** 27:14  
 48:2  
**concerns (4)** 34:10  
 72:13 82:8 121:7  
**concluded (1)** 127:7  
**concluding (1)** 1:11  
**conclusion (1)** 128:9  
**conditions (3)** 10:18  
 97:7,13  
**condolences (2)** 43:25  
 91:21  
**conduct (3)** 20:17 93:5  
 116:3  
**conducted (5)** 4:13  
 16:24 17:4 89:2 93:17  
**conference (1)** 18:16  
**confident (3)** 127:5,6  
 129:12  
**confidential (1)** 42:2  
**confidentiality (1)** 86:5  
**confirm (7)** 4:10 49:4  
 53:13 94:13 95:13  
 116:15 122:16  
**confirmation (7)** 21:20  
 72:18 74:11,14 98:3  
 115:18 116:14  
**confirmed (5)** 41:25  
 85:2,4 107:12 120:12  
**confirming (1)** 6:11  
**confirms (1)** 128:3  
**connect (1)** 57:20  
**connected (4)** 48:3  
 49:18 57:18,23  
**connecting (1)** 57:6  
**conscious (2)** 75:20  
 129:21  
**consequence (2)** 76:8  
 84:11  
**considerable (1)** 77:3  
**consideration (3)** 48:6  
 63:2 76:21  
**considered (1)** 78:25  
**considering (2)**  
 90:12,14  
**consist (1)** 21:14  
**consistent (5)** 50:3  
 79:14 126:2,25 127:14  
**constable (1)** 93:16  
**constabulary (1)** 111:7  
**constantly (1)** 88:19  
**consular (2)** 72:16,24  
**contact (42)** 7:24  
 20:19,21,24 21:22  
 28:25 36:9 48:18  
 49:5,9 55:6,14,16 58:1  
 61:16,23 67:6  
 68:14,19 70:16,19  
 73:23 74:2 80:25  
 81:6,13 114:5,22

115:4 116:7,10,15  
 117:22,22 118:2,16  
 119:3,7,10,13,25  
 120:3  
**contacted (4)** 35:25  
 74:13 86:15 113:24  
**contacting (8)** 27:7  
 118:16,17,17,17,25,25  
 119:2  
**contacts (8)** 48:1 53:11  
 55:20,24 56:1 114:10  
 116:21 119:23  
**contain (1)** 75:8  
**contained (2)** 53:10  
 94:16  
**content (3)** 8:3 36:9  
 95:19  
**contents (1)** 95:16  
**context (5)** 15:3 62:8  
 108:17 109:17,25  
**continue (4)** 16:1 45:16  
 77:4 83:3  
**continues (2)** 57:3 58:1  
**continuing (1)** 25:15  
**contributing (2)** 91:7,8  
**convenience (1)** 30:10  
**convenient (2)** 63:8  
 106:13  
**conventional (1)** 24:5  
**conversation (1)** 81:12  
**conversations (1)** 71:9  
**conviction (3)** 12:21,24  
 36:13  
**convictions (6)** 12:14  
 13:11,24 14:18 15:1  
 123:10  
**cooling (1)** 19:5  
**cooperate (2)** 35:10  
 120:16  
**coordinator (3)**  
 64:5,7,12  
**copy (1)** 95:11  
**coroner (59)** 1:3,6,13,19  
 2:1,4,7,9,18 33:13,22  
 34:1 37:9 44:4 50:22  
 56:6 57:16,22  
 63:10,17,19 64:21  
 67:18 72:9 73:6,12,16  
 82:7 84:3,6,10,15  
 88:8,13,16 91:25  
 94:21 95:22  
 96:7,22,25 98:6,11  
 106:13 107:3,9 109:20  
 115:6,9,16,19,22  
 122:6 124:2 129:17  
 130:1,12,20,24  
**coroners (3)** 67:18  
 87:15 92:14  
**coronial (1)** 72:25  
**corporate (1)** 3:3  
**correct (115)** 3:21 4:4  
 5:2,15,17 6:23 7:10,19  
 8:1,25 11:25 12:11,25  
 13:6 14:3,25 18:20  
 19:2 20:8,18 22:6,22  
 29:1,2,12 30:19,22  
 32:25 35:1,8 39:25  
 40:4,24 45:4  
 46:2,7,12,20 47:13,20  
 48:13,16 49:8,19 50:5  
 53:1 54:7 55:18  
 56:4,10,18,24  
 57:21,24 59:18,19,24

60:3,8 61:10 65:20  
 66:9,13,17 67:17,24  
 68:6,9,12 69:11 70:18  
 71:17 72:5 73:22  
 74:1,2,6,9,16 75:1,7  
 76:20 78:4 79:15,20  
 81:8 84:13 88:18  
 89:22 90:2,8,11  
 111:21 112:2  
 113:14,25 114:2,8  
 115:15 121:17 123:3  
 124:15,16,21,24  
 125:4,13  
 126:1,6,10,15,24  
 127:4,13,17  
**correctly (1)** 70:3  
**corroborate (1)** 99:5  
**couldnt (8)** 28:15 32:11  
 33:2,11 85:25  
 105:12,25 113:9  
**counter (14)** 12:3 22:7  
 38:6 64:2 99:22  
 100:12 102:1  
 108:12,14,21  
 110:12,24 111:10  
 122:12  
**counterfeit (2)** 10:10  
 12:7  
**counters (1)** 30:25  
**countries (3)** 25:16,17  
 68:23  
**country (3)** 25:24 86:20  
 110:2  
**couple (2)** 22:25 62:5  
**course (22)** 1:16 8:6  
 15:5 26:19,21 34:14  
 42:13 43:23 47:6 48:1  
 60:9 72:13 79:6 80:10  
 88:11,19 90:14 96:8  
 103:4 106:22 123:17  
 129:6  
**courtroom (1)** 52:6  
**cousin (2)** 73:25 90:9  
**cover (2)** 23:23 44:18  
**coverage (1)** 38:10  
**craig (1)** 93:15  
**creaked (1)** 113:8  
**created (1)** 15:23  
**credit (4)** 7:17 12:4  
 39:15 75:5  
**crevice (1)** 100:12  
**crime (6)** 8:15 75:4  
 98:22,23 99:2,3  
**criminal (3)** 6:2 12:13  
 37:1  
**criminality (2)** 94:9,15  
**criteria (1)** 67:19  
**criticised (1)** 31:11  
**criticism (1)** 76:6  
**cross (1)** 126:17  
**crosscheck (1)** 10:22  
**crossed (1)** 128:5  
**crossing (1)** 126:20  
**crosssection (1)** 21:14  
**crowded (1)** 103:1  
**cs (1)** 56:11  
**ct (1)** 68:7  
**culture (1)** 17:2  
**current (3)** 3:2 21:10  
 28:2  
**currently (2)** 25:18 93:9  
**customer (11)** 7:3  
 10:17 11:12,16,19

16:21 18:25 29:24  
30:9 36:8 38:15  
customerfacing (1) 31:3  
customers (2) 12:1  
22:17  
cycle (1) 127:2

**D**

damage (1) 26:22  
dark (2) 69:9 79:10  
darr (16) 44:12,14  
45:1,24 46:8,14,18  
47:3,6,17 50:9,16,24  
62:7,13,22  
data (26) 11:5 19:8  
22:10,23 23:1,3,4,12  
25:18 26:2 35:4 39:9  
40:23 41:13 42:15  
49:22,24 53:2 89:19  
114:23 117:7  
118:1,5,24 128:18,22  
database (1) 35:23  
date (4) 79:15  
109:18,19 113:19  
dated (3) 8:13 65:10  
92:16  
dates (1) 122:17  
datival (5) 62:9 95:5  
116:25 118:13 120:8  
daughter (1) 62:17  
david (1) 127:1  
day (23) 5:1 28:7,10  
34:21 46:25 50:21,22  
52:12 55:20,23  
59:11,22 61:11 66:11  
82:24 86:25 96:12,21  
110:9 117:12 118:22  
119:9,22  
days (13) 45:10 52:16  
54:8 68:7 69:9 73:13  
77:7 85:9 111:17,23  
114:17,24 126:11  
dc (1) 78:15  
dc682611 (1) 48:5  
dc682612 (1) 48:9  
dc68269 (1) 47:25  
dc82071 (1) 119:16  
dc820714 (1) 119:20  
dc82391 (1) 99:23  
dc82394 (1) 99:24  
dc82395 (1) 100:11  
dc82396 (1) 100:22  
dc83071 (1) 60:13  
dc83124 (1) 47:16  
dc83125 (1) 47:21  
dc83131 (1) 124:7  
dc831315 (1) 127:10  
dc83132 (1) 125:9  
dc83134 (1) 125:22  
dc83136 (1) 126:7  
dc83139 (1) 126:16  
dc83141 (1) 44:19  
dc834810 (1) 59:8  
dc834811 (2) 59:25  
118:14  
dc83482 (2) 55:15 56:5  
dc83483 (1) 56:19  
dc83484 (1) 56:25  
dc83485 (1) 57:2  
dc83486 (1) 57:25  
dc83487 (2) 58:7  
117:18  
dc83488 (1) 58:15

dc83489 (1) 58:25  
dead (1) 74:24  
deal (7) 9:25 31:16  
44:23 61:11 69:20  
95:23 125:18  
dealing (6) 1:9 25:2  
29:25 55:9 81:25  
98:14  
dealings (4) 107:19,22  
110:10 114:3  
deals (1) 3:16  
dealt (2) 65:22 110:22  
debate (2) 27:18,21  
debated (2) 39:4,23  
debited (1) 18:13  
debrief (1) 73:13  
deceased (5) 65:5 66:7  
79:1,4 93:25  
december (6) 42:14  
49:7 55:17 56:2,20  
94:18  
decided (2) 75:18 80:18  
decision (4) 13:13 43:7  
94:7 105:20  
decisions (1) 43:14  
declared (1) 74:24  
decline (1) 83:1  
deems (1) 25:13  
defending (1) 101:11  
definition (1) 38:24  
degree (2) 31:8 34:6  
degrees (1) 81:22  
delay (5) 68:25 70:13  
71:18 72:18 73:1  
delete (1) 53:4  
deleted (1) 52:18  
democratic (1) 110:2  
dental (5) 67:21 68:23  
74:15 89:19,19  
department (5) 19:12  
37:22 39:13 40:5,9  
depend (1) 85:7  
depends (1) 57:10  
deploy (1) 80:18  
deployed (2) 80:8 126:4  
deployment (1) 80:17  
descending (1) 46:17  
describe (1) 19:7  
described (4) 10:4  
45:25 51:1 72:1  
description (4) 78:23  
79:8,11,12  
designated (2) 83:15,22  
desk (3) 18:8 27:24  
113:8  
despite (2) 27:7 125:10  
detail (3) 46:17 73:4,19  
detailed (2) 20:14 78:22  
details (27) 3:23 5:7  
6:12,14 7:21 13:11,23  
14:9,14 20:22 25:25  
39:18 41:7 49:2  
75:8,10,11 78:5 87:20  
89:24 93:18 95:2,4,7  
98:20 107:22 108:17  
detained (2) 97:8,8  
detect (2) 8:15 116:5  
detected (1) 25:4  
detective (16) 1:11  
63:16 64:1 92:10  
93:16 94:22,24  
95:1,25 96:3,13,19  
117:19 128:9

132:10,14  
deter (1) 8:15  
determine (2) 14:1  
35:21  
develop (1) 25:15  
developed (1) 42:12  
development (3)  
25:11,18 31:17  
developments (1) 15:2  
devices (2) 10:11 29:13  
devised (1) 67:19  
dft (4) 40:9,14 41:18,24  
diagram (2) 60:13 61:8  
didn't (13) 16:17,19  
31:21 50:11,13 52:8  
70:4 75:3 98:20 100:4  
104:16 108:3 111:24  
died (9) 66:23 67:4,8  
68:4,8,24 71:14 95:7  
125:15  
different (16) 14:14  
28:8,21,22 51:21  
52:9,17,22 53:1,2  
60:22 91:2 105:14  
107:20 108:25 122:23  
differs (1) 10:22  
difficult (4) 14:8 96:19  
97:18 103:22  
difficulties (2) 42:22  
45:11  
difficulty (2) 68:21  
71:18  
digits (1) 75:9  
dignity (1) 66:8  
direct (2) 20:24 116:14  
directing (1) 55:3  
direction (6) 34:17  
35:19 36:4 39:9  
50:16,17  
directions (1) 42:17  
directly (6) 16:15 77:12  
85:15 87:1 108:4  
123:20  
director (1) 3:3  
disagree (1) 116:24  
disagreed (2) 99:20  
100:1  
disagreement (1) 46:11  
disaster (3) 64:9  
65:8,20  
disasters (1) 65:13  
discern (1) 124:19  
disclose (1) 36:15  
disclosure (3) 6:5  
94:9,16  
discourtesy (1) 1:17  
discover (1) 47:17  
discovered (1) 115:4  
discuss (2) 15:9 123:6  
discussed (8) 15:18  
19:19 20:6 21:5 39:20  
42:3,18 118:19  
discussing (1) 40:24  
discussion (5) 15:25  
19:15 20:14 40:21  
130:13  
discussions (3) 16:1  
18:22 38:7  
display (1) 60:24  
displayed (1) 61:13  
dissident (1) 101:1  
distances (1) 68:17  
distinct (1) 107:10

distinguish (1) 24:2  
distinguishing (2)  
68:2,3  
dna (2) 67:21 68:22  
dnr (1) 10:25  
document (10) 7:2  
8:3,8,13,14 16:5 17:8  
21:17 82:3 119:18  
documentation (1) 30:2  
documents (8) 7:21  
10:10 37:9 66:24,25  
68:1 69:7 71:19  
does (14) 9:6 14:17  
21:14,16 23:23 65:16  
83:3 103:3  
108:21,22,24 120:2  
126:16,19  
doesn't (9) 11:3,8 25:5  
57:11 98:16 102:20,24  
103:2 104:11  
doing (8) 17:1 38:12,19  
71:1 109:12 116:4,5  
119:6  
domestic (1) 45:1  
done (21) 4:5 22:11  
25:6 26:2 28:14,17  
39:1 54:25 55:4 69:19  
90:22 91:13 92:8 99:4  
103:5 104:13 108:1  
114:23 125:23  
129:7,23  
donovan (2) 3:13,16  
donovans (1) 4:19  
dont (33) 14:8,15  
26:22,25 29:23 31:12  
32:3 36:24 43:3 44:19  
51:2,17 52:14  
53:4,14,16 57:20 61:2  
72:11 88:24 102:17  
103:10 105:9,17  
109:19 110:1  
117:10,11 119:19  
121:7 123:24 126:20  
127:18  
door (3) 93:10,21 94:4  
doubt (9) 27:24 34:10  
35:9,12,16 36:1,18  
91:4 128:3  
dover (1) 110:25  
down (15) 4:18 32:1  
36:23 38:5 39:8  
40:19,22 41:4 57:19  
67:18 82:12 83:2  
89:12 100:3 119:21  
drawn (1) 34:20  
drew (1) 100:1  
drinking (1) 78:12  
driven (1) 124:11  
driver (5) 6:15 13:11  
17:21 22:1 41:6  
drivers (1) 6:17  
driving (14) 5:7,9,9  
6:11 7:8,17 9:2,16  
10:5 11:16 12:4 14:23  
15:1 17:19  
drop (1) 70:2  
drove (3) 103:19,25  
104:19  
ds (7) 1:8,9 44:5,6  
63:15 128:20 132:6  
due (1) 93:23  
duggan (10) 124:22  
126:3,9,13,17

127:5,8,14,23 128:1  
duplicate (1) 3:12  
duration (1) 57:5  
during (11) 46:25 47:6  
48:14 54:13 67:10  
73:21 80:10 89:15  
97:22 120:11 129:5  
dustpan (1) 58:23  
duties (1) 70:8  
dvi (5) 65:17 72:20  
73:21 76:9 77:3  
dvla (10) 13:7,17,21  
14:4 34:18 36:7,9,12  
39:5 41:9

**E**

earlier (11) 40:21 42:22  
50:21,22,23 62:18  
91:2 107:12 111:18  
123:14 124:9  
earliest (1) 75:25  
early (17) 39:15 44:13  
46:15,15 50:1  
54:10,11 58:7,19  
60:12 70:5 80:16  
82:19 91:6 112:23,24  
114:23  
east (1) 84:7  
echeverria (3) 64:20  
76:19 77:10  
eea (1) 97:10  
effect (4) 11:3 61:2  
99:19 125:19  
effectively (2) 10:25  
11:4  
effectiveness (1) 93:7  
efforts (4) 70:9,25  
128:17 129:11  
eight (2) 55:21 60:1  
either (5) 5:23 62:22  
82:17 90:23 117:1  
election (2) 109:18,23  
electronic (3) 21:24  
29:13 128:22  
element (3) 24:24 25:5  
36:25  
elements (3) 6:13 19:21  
20:14  
eliminated (1) 82:17  
elimination (1) 89:12  
elizabeth (1) 4:2  
else (3) 63:19 88:10  
99:8  
elsewhere (1) 55:3  
email (8) 1:21 3:23  
78:15,18,22,24 79:8  
114:5  
emails (1) 82:4  
emerged (1) 114:10  
emerging (1) 21:10  
emotional (1) 128:1  
employed (4) 92:21  
111:4,7 121:13  
employee (1) 17:2  
employees (1) 29:15  
employer (1) 2:21  
employers (1) 6:7  
enabled (1) 1:24  
encountered (3) 10:17  
44:2 101:3  
encourages (1) 102:22  
end (9) 41:19 44:12  
60:7 94:20 105:8

125:11,24 126:4  
130:11  
ending (9) 3:25  
48:7,11,19,22  
49:6,6,20 115:2  
endorsement (1) 41:11  
endorsements (2)  
14:2,23  
ends (1) 53:22  
enforcement (8) 19:8  
20:24 22:7 23:1,3,7,12  
26:1  
engaged (3) 30:25 70:8  
123:12  
engagement (4) 107:17  
108:6,10,19  
engaging (2) 7:12 36:19  
england (2) 32:1 86:25  
enhanced (1) 41:5  
ensure (1) 6:16  
ensuring (3) 16:23  
22:13,23  
entries (1) 31:6  
enterprise (1) 27:7  
entirely (4) 54:1,25  
73:6 79:14  
entitled (1) 7:3  
entries (1) 117:6  
entry (6) 98:20,21,22  
99:2,11 119:24  
environment (4) 97:21  
109:14 120:24 123:7  
environmental (1)  
30:18  
episode (1) 110:7  
equal (1) 49:14  
equally (4) 13:1 36:16  
79:25 105:4  
equates (1) 32:6  
equipment (2) 10:10  
22:13  
especially (3) 69:14  
83:23 88:24  
essence (1) 71:24  
essentially (1) 37:24  
establish (3) 9:3,18 68:5  
established (3) 65:12  
66:23 92:25  
estranged (2) 46:21  
50:16  
et (3) 66:1 77:1,15  
eu (3) 98:7,13,17  
even (13) 12:13  
14:13,21 16:22 34:3  
37:3 71:14 77:4,7  
84:8,13 109:15 130:25  
evening (3) 74:8,10  
90:10  
event (1) 97:25  
events (5) 69:20 100:11  
110:4,8 115:16  
ever (7) 30:16 76:21  
87:8,17,23 110:20  
128:3  
every (4) 17:2,4,21  
36:25  
everyone (2) 27:15  
63:19  
everyones (1) 27:17  
everything (3) 24:17  
36:1 43:5  
evidence (55) 1:5,11  
7:16 28:3,23 46:22

47:1,4 50:11  
51:8,19,22 53:19  
62:10,22 95:20 102:9  
104:23 105:19  
106:23,25 107:16,18  
109:21 111:12,13  
115:5,9  
116:12,17,22,24  
117:2,8,15,19,23  
118:12 119:4 120:7,11  
121:3 123:1 126:2  
127:1,22  
128:2,10,12,13,19  
129:5,12,13 130:11  
exact (1) 113:19  
exactly (4) 85:19 91:13  
98:9 115:17  
examination (2) 66:16  
74:4  
examinations (1) 68:10  
examined (3) 45:5  
115:24 116:23  
example (17) 23:25  
24:14,16 28:3 29:11  
56:2,13 84:4 92:6  
103:5,12,14 111:20  
118:6,22 119:9 128:20  
examples (1) 16:24  
exercise (1) 95:17  
exhaustive (1) 128:12  
exhibits (3) 37:11 70:10  
72:1  
exist (1) 25:5  
expand (1) 119:20  
expect (1) 85:16  
experian (4) 4:9,12 6:18  
10:7  
experience (2) 64:3  
98:14  
expert (4) 60:21 90:3  
92:1 98:2  
experts (1) 90:4  
expire (1) 93:23  
explain (4) 62:7 75:15  
89:7 96:1  
explained (3) 64:25  
78:22 115:12  
explanation (2) 72:6  
115:12  
explore (3) 26:7,12  
97:17  
explored (1) 114:12  
exploring (1) 25:14  
extend (1) 4:25  
extended (1) 91:23  
extensive (1) 114:10  
extent (1) 68:21  
external (2) 11:8 12:19  
extra (1) 80:10  
extract (1) 3:15  
extremely (2) 128:12  
129:18  
extremist (2) 116:7,11  
extremists (1) 110:11

**F**

facetoface (5) 28:18,24  
29:15,20 30:7  
factor (2) 91:7,8  
factually (1) 129:13  
failure (1) 116:19  
fair (5) 32:14 46:17  
80:5 101:3 126:8

fairness (2) 80:6 85:18  
 false (2) 97:5,13  
 families (20) 26:17  
 43:22 64:18 65:5,14  
 67:7,11 68:16 69:13  
 76:23 81:19,25 85:18  
 86:25 88:20 90:23  
 91:16,21 92:4 129:14  
 family (66) 45:19,24  
 51:5 62:11,14  
 64:4,4,6,7,11,20,23  
 65:2 67:3 68:1,14  
 69:6,8,15  
 70:16,19,22,23  
 71:12,22 72:23  
 73:2,11,23  
 74:11,12,13 76:4  
 77:24 78:7 79:9  
 80:2,8,11,12  
 81:1,5,9,15,16 83:8,14  
 84:17 85:15,23  
 86:3,15,25 87:2,24  
 88:6 89:3,7  
 90:9,16,19,24 91:4,20  
 92:1,7  
 fantastic (1) 92:2  
 fatal (2) 125:1,6  
 feasible (1) 40:18  
 feature (1) 31:13  
 featured (5) 42:19  
 72:14 113:5,13 116:13  
 features (3) 35:22 68:2  
 118:15  
 feed (2) 83:17 111:15  
 feel (1) 23:11  
 felt (3) 38:25 42:24  
 43:10  
 few (13) 27:4 28:4  
 40:21 43:22 52:24  
 54:8 55:22,23 56:3  
 60:1 73:13,17 107:10  
 fides (1) 7:8  
 figure (6) 28:1 31:14,25  
 32:4 33:2 37:18  
 figures (3) 33:13,18  
 57:16  
 fill (1) 106:22  
 final (5) 17:18 92:11  
 94:22 125:1,6  
 finally (4) 1:21 21:1  
 37:8 63:1  
 find (4) 36:12 58:22  
 85:10 107:14  
 finding (1) 100:18  
 findings (4) 40:11,20  
 89:4 90:6  
 fine (2) 63:22 78:1  
 fingerprint (5) 67:22  
 89:19,24 90:3,4  
 fingerprints (1) 74:8  
 finish (1) 130:23  
 finishes (1) 130:24  
 finishing (1) 130:22  
 fired (2) 125:21 127:24  
 firm (1) 33:3  
 firms (2) 32:1 33:4  
 first (28) 1:4 3:9 7:12  
 8:20 17:6 44:10,18  
 45:10 49:5 50:9 52:23  
 65:8,17 69:23 70:16  
 73:24 77:20 80:7  
 81:13 95:6 97:4  
 104:14 106:1 115:10

124:11 125:20  
 127:18,24  
 fit (1) 109:21  
 fitness (1) 48:15  
 fitted (1) 22:13  
 flag (4) 12:24 36:14,16  
 99:3  
 flagged (1) 24:16  
 flags (1) 12:10  
 flash (1) 35:23  
 flavour (1) 55:14  
 flo (2) 81:16,18  
 floor (1) 70:2  
 flos (5) 67:6 68:14  
 70:14,16 84:20  
 flow (1) 67:10  
 flowed (1) 100:13  
 focus (4) 16:17,19  
 100:18 101:2  
 focused (1) 106:20  
 focuses (1) 102:23  
 focusing (3) 16:14  
 101:22 103:18  
 foil (1) 106:23  
 follow (2) 121:1 127:22  
 followed (11) 1:7,8,10  
 19:10 23:21 68:7  
 78:21 79:11 104:10  
 120:18 123:10  
 following (11) 4:25 5:1  
 13:16 40:21 43:16  
 60:10 72:16 86:24  
 96:12 111:15 124:19  
 follows (1) 9:14  
 followup (1) 99:9  
 footage (4) 110:10  
 112:6,8 126:9  
 force (4) 17:8 25:20,21  
 35:7  
 forensic (4) 70:6 75:25  
 76:12 86:22  
 forgive (1) 122:5  
 form (7) 5:13 7:16  
 18:24 20:6 38:14  
 81:17 88:2  
 formal (5) 23:4 67:7  
 71:15 73:1 87:12  
 formed (1) 89:7  
 forms (2) 21:24 68:4  
 forth (6) 41:12 52:25  
 56:16 86:5 97:13  
 101:17  
 forward (5) 18:11  
 19:4,18 98:12 119:17  
 found (6) 14:13 16:25  
 65:24 69:7 73:20  
 76:23  
 foundation (1) 85:14  
 four (4) 60:1 75:9 88:4  
 111:23  
 fourth (2) 41:8 127:2  
 framework (1) 18:5  
 france (2) 69:1 74:13  
 fraud (2) 8:3,5  
 french (6) 86:12,19  
 87:3 89:22,24 90:1  
 frequently (1) 109:25  
 friday (3) 31:7 100:6  
 101:13  
 friends (6) 68:15 69:17  
 78:7 79:9 80:3 86:16  
 front (4) 2:11 18:8  
 29:24 95:11

frontline (2) 93:21 94:4  
 frowned (1) 88:9  
 fry (1) 4:2  
 fulbrook (12) 1:7  
 2:5,6,7,16,17 26:16  
 33:23 37:11 43:20  
 44:4 132:3  
 full (3) 2:15 11:21 63:24  
 fuller (1) 15:14  
 fully (2) 31:4 91:12  
 functions (1) 93:1  
 funded (1) 108:5  
 funding (1) 108:7  
 further (23) 7:20 20:10  
 25:6 36:16 38:5  
 39:8,12,13 40:19,22  
 41:4,17 62:4 71:8 84:1  
 100:3 122:3,15 128:8  
 129:4 132:9,19,21  
 future (2) 10:19 121:22

---

**G**

---

gaps (1) 106:22  
 gave (10) 51:8,19 69:23  
 78:23 104:23  
 115:5,9,12 116:12  
 127:1  
 general (5) 16:6 46:16  
 65:8 109:17,22  
 generally (3) 5:23 7:24  
 9:24  
 generation (1) 34:25  
 genuine (2) 7:9 14:13  
 get (19) 3:1 20:20  
 26:23 28:5,10 29:14  
 34:5 38:2 51:11 55:13  
 69:17 84:1 87:21  
 88:22 90:3 97:16  
 98:25 102:13,14  
 gets (1) 11:5  
 getting (4) 27:8,10,11  
 98:17  
 girlfriend (2) 73:25 81:7  
 gist (1) 78:6  
 give (30) 2:15 13:19,23  
 24:1 31:13 32:2  
 33:2,11 46:22 47:1  
 51:6,18 63:24 70:22  
 71:5 72:17,21 74:11  
 79:18 81:1,9,18 84:25  
 85:12 88:20 98:4  
 108:17 114:1 122:15  
 128:20  
 given (27) 3:22 11:25  
 25:21 38:9 48:6  
 55:20,23 60:20 61:4  
 63:2 71:22 72:6 73:18  
 76:21 84:20 90:23  
 94:17 95:2,4 96:10  
 105:4 106:11 118:7  
 128:10,11,13 130:4  
 giving (4) 18:3 90:25  
 91:15 127:2  
 glance (1) 60:16  
 goals (1) 101:5  
 goes (2) 29:19 92:10  
 going (33) 13:14 17:6  
 19:23 20:17 28:10  
 34:17 35:19 36:21  
 40:12 42:8 43:1 49:14  
 50:15,17 51:5 60:19  
 71:11 76:21 77:14  
 83:24 84:3 85:15

89:4,8 100:25 103:24  
 104:3 106:21 110:13  
 118:11 123:15  
 130:14,16  
 goings (1) 111:11  
 gone (6) 42:15,16 57:7  
 84:7,8 106:1  
 good (9) 1:3,4 2:7,8  
 63:17,18 100:5 101:13  
 107:1  
 goods (5) 9:20 12:15,22  
 23:22,25  
 government (21) 14:15  
 17:12 18:22,24  
 19:16,24 20:11 21:15  
 23:7 26:8,11 30:12  
 38:2,5,8,11,13,18,25  
 39:18 41:14  
 gradually (1) 89:15  
 granted (5) 93:22 94:4  
 97:15 99:16 111:23  
 grateful (1) 76:4  
 gravel (2) 102:15 104:2  
 great (1) 107:2  
 greater (3) 23:2 38:24  
 109:2  
 greet (1) 83:16  
 grew (1) 101:2  
 grounds (2) 116:20  
 121:2  
 group (8) 17:24 19:24  
 35:13,14 38:7  
 108:3,5,18  
 groups (2) 100:16,17  
 guarding (1) 93:11  
 guidance (18) 6:24  
 7:6,12,23 8:2,10,14  
 9:6,12,14,18,19  
 11:11,14,25 12:9  
 16:3,6  
 guidelines (1) 18:25  
 gut (1) 122:19  
 gym (23) 48:15  
 54:3,10,17,24 58:22  
 60:11,18,23,24  
 61:3,4,12,13  
 111:22,24 112:7,20,24  
 115:23 116:3,3,14

---

**H**

---

hadnt (3) 103:6 110:14  
 114:12  
 hair (1) 79:10  
 haleema (11)  
 44:11,14,24  
 45:1,6,19,23 46:14,18  
 47:10 50:10  
 haleemas (1) 47:22  
 halfway (1) 8:18  
 hand (12) 9:15 14:9  
 44:20 52:6,7,10  
 53:9,10 75:25  
 88:20,21 91:1  
 handed (2) 51:24 64:24  
 handing (3) 22:2,17  
 23:14  
 handled (1) 65:23  
 hands (2) 26:23 104:15  
 handset (2) 53:8,10  
 hannah (1) 41:25  
 happened (6) 71:3  
 75:15 76:25 80:9  
 84:11 129:14

happens (1) 129:6  
 happy (2) 61:5 90:19  
 harm (1) 94:19  
 hashim (1) 107:13  
 hasnt (3) 51:6,12,18  
 havent (7) 50:16,20,24  
 54:2 87:19 89:23  
 115:25  
 having (11) 24:14 29:22  
 39:14 52:3 55:6 69:9  
 71:25 104:13 110:10  
 115:3 122:12  
 head (1) 104:5  
 headed (1) 16:11  
 heading (4) 37:20 38:5  
 40:8 41:17  
 hear (1) 48:21  
 heard (16) 50:10 55:14  
 62:9,25 74:22 76:18  
 77:9 83:8 84:3 98:6  
 107:16,18 108:21  
 109:22 124:21 125:6  
 hearing (1) 129:6  
 hearings (1) 55:9  
 heart (1) 91:1  
 hearts (1) 90:25  
 heavier (1) 102:15  
 heavily (1) 103:9  
 hed (1) 47:11  
 heightened (1) 27:13  
 held (8) 3:4 11:5 14:14  
 18:17 36:7 92:23  
 93:19 111:9  
 help (29) 15:11 27:4  
 33:4 34:16 36:21  
 38:11 42:5 43:2,18  
 51:25 52:2 55:2 58:24  
 62:3 67:12 83:16  
 85:25 97:2 99:10  
 101:21 102:7 107:24  
 108:8 113:21 114:12  
 116:8 122:14 124:1,6  
 helpful (4) 2:4 35:11  
 37:8 96:25  
 helps (3) 60:15 115:1  
 129:13  
 here (6) 16:6 35:14  
 50:20 83:25 92:4,5  
 herself (3) 48:14  
 54:5,12  
 hertz (24) 1:7,15 2:21  
 3:2,6,10,18 4:5  
 5:14,15 6:1 9:20,23  
 10:25 11:10 23:10  
 26:18 28:1,24 29:14  
 30:6 35:9 43:15 44:1  
 hertzys (1) 16:3  
 hes (1) 51:5  
 hgvs (2) 9:7,8  
 high (5) 13:2 32:17  
 65:21 74:24 125:2  
 higher (1) 82:25  
 highlighted (1) 106:9  
 highly (2) 53:6 129:19  
 highprofile (1) 64:12  
 hindsight (2) 91:2 100:5  
 hire (8) 3:20 4:25  
 5:15,22 12:22 13:1,4  
 23:25  
 hirer (1) 6:3  
 hirers (1) 8:21  
 hiring (7) 3:9,16  
 5:1,14,23 9:7 10:25

historical (1) 116:7  
 historically (1) 115:3  
 history (1) 41:12  
 hold (1) 102:13  
 holder (1) 13:9  
 home (10) 19:12 31:7  
 37:22 40:5 44:25  
 45:12,14 68:23 84:6  
 108:5  
 homes (1) 91:22  
 honest (1) 66:5  
 hope (3) 60:15 85:13  
 90:25  
 hospital (10) 66:15  
 81:22 83:24,25 84:8  
 85:4,6,15,16,22  
 hospitality (1) 91:23  
 hospitals (6) 69:16  
 83:6,9,11,15,22  
 hotline (2) 18:7 46:9  
 hough (59)  
 1:3,4,7,14,21  
 2:2,5,14,15 26:13  
 28:24 33:20 41:22  
 43:20,23 44:5,7,8 50:6  
 54:4 62:4,5  
 63:7,15,23,24 72:9  
 73:2,17 74:17 91:17  
 92:10 94:22,25  
 95:1,24 96:8,23  
 106:16 115:1,17,20  
 120:19,19 122:4  
 128:8,9 129:15,19  
 130:10,12,18,22  
 132:4,7,9,11,16,21  
 hour (1) 28:4  
 hours (11) 34:22  
 58:19,20,21 60:12  
 70:5 77:7 78:21 80:17  
 81:2 85:9  
 house (1) 125:11  
 however (3) 47:14  
 84:23 99:20  
 huge (3) 56:21 58:7  
 100:12  
 hundreds (2) 34:7,7  
 husband (1) 46:1

---

**I**

---

iceberg (2) 129:21,23  
 id (1) 43:5  
 idea (1) 32:2  
 ideas (2) 19:3 40:15  
 identical (1) 59:20  
 identification (45) 1:9  
 6:21 7:17 64:9 65:9  
 66:10,16,23  
 67:8,14,15,22,23,25  
 68:1,5,20,23 69:7  
 71:6,15,19,23  
 72:19,21 73:1,20  
 74:7,11,14 79:1,23  
 83:3,5 84:24,25  
 87:9,13 88:2,3,9  
 90:7,10,13 94:12  
 identifications (4) 65:23  
 67:20 71:10 89:16  
 identified (18) 23:11  
 37:1 48:14 53:21,24  
 54:5,12,12,14 71:16  
 82:17 99:10 112:21  
 114:7,16,21 116:6,9

identifiers (3)  
 67:15,21,25  
 identify (8) 22:4 60:15  
 71:1 78:24 79:21  
 82:13 83:17 126:9  
 identifying (10) 23:17  
 36:20 60:17 64:17  
 65:12 75:8,10 77:6  
 79:19 118:1  
 identities (1) 66:22  
 identity (2) 8:21 66:3  
 idents (1) 83:19  
 ideological (1) 100:24  
 ideology (1) 101:4  
 idun (8) 1:9 63:15,16  
 64:1,3 73:5 74:21  
 132:10  
 ie (1) 97:19  
 ignacio (8) 64:20 69:3  
 71:1,3,14 76:19 77:9  
 125:1  
 ignacios (4) 69:22 72:23  
 73:2 92:5  
 ill (1) 8:7  
 im (30) 3:3 28:16 33:16  
 35:18 42:11 43:3,4  
 54:1,25 60:19 62:21  
 63:22 65:9 74:22  
 77:25 83:24 95:16  
 97:9,19 98:2,4 99:5  
 101:18,21,24 103:8  
 104:6 112:13 129:21  
 130:14  
 image (1) 86:9  
 imagine (2) 33:5 38:20  
 imam (1) 109:12  
 immediate (1) 115:5  
 immediately (5) 45:6,7  
 52:5 126:4 127:15  
 immobilise (1) 15:20  
 immobilisers (1) 93:14  
 impact (1) 128:2  
 implement (1) 65:25  
 implementing (1) 43:15  
 important (7) 2:10  
 69:17 73:7 75:18,24  
 109:12 121:21  
 importantly (1) 130:6  
 impression (1) 67:22  
 improved (1) 43:15  
 improving (1) 40:22  
 incident (8) 45:2,7  
 65:21 77:8 80:13  
 88:11 112:12 125:16  
 incidents (1) 38:9  
 include (10) 18:3 21:21  
 66:2 67:25 78:10  
 98:24 108:11,16,21,22  
 included (1) 18:11  
 includes (2) 16:13 93:2  
 including (8) 3:23 10:4  
 16:7 19:4,18 64:12  
 96:17 107:20  
 increased (1) 29:18  
 increases (1) 82:16  
 increasing (1) 30:9  
 incriminating (1) 53:4  
 independent (1) 21:8  
 index (1) 132:1  
 indicate (2) 24:15 79:17  
 indicated (7) 33:14  
 51:24 65:5 111:24  
 113:4 120:15,19

indicating (3) 11:7  
 18:22 41:18  
 indication (2) 71:22  
 79:18  
 indicators (1) 19:6  
 individual (3) 6:19  
 20:22 23:19  
 individuals (8) 24:22  
 77:11 78:10 81:21  
 93:3 118:19 123:4,17  
 industry (16) 15:15,22  
 17:23 19:11,25 20:11  
 21:15 26:3,3,8 27:22  
 33:15 92:22,25 93:4,9  
 inevitably (1) 100:25  
 inform (2) 121:23  
 129:13  
 informal (1) 71:22  
 information (56) 7:24  
 10:5 11:4,25 13:18  
 22:10 23:1,3,6,11  
 26:10 30:4 34:23  
 42:16 44:15 47:24  
 49:3 60:16,23 65:13  
 66:5 67:10 69:14,18  
 70:13,23 71:5 79:25  
 80:1,3,19,24 81:10,17  
 83:17 84:18,20 85:16  
 86:19 87:23 88:20  
 90:12,15,20,24 95:13  
 99:13 111:9,14 112:24  
 113:21 120:23 121:22  
 122:16 123:24 128:17  
 informed (2) 64:16 90:9  
 initial (1) 74:7  
 injured (3) 83:16 84:13  
 92:7  
 injuries (1) 125:1  
 injury (2) 81:22 84:10  
 input (2) 10:23 11:4  
 inquest (8) 73:3 92:15  
 95:9,21 107:2 123:14  
 128:19 130:5  
 inquests (8) 46:23 83:8  
 96:9 99:15 104:23  
 124:9,10 128:11  
 inquire (1) 54:21  
 inquiries (5) 36:16  
 54:25 61:4 109:1  
 113:16  
 inquiry (2) 65:19 121:6  
 insist (2) 28:18,24  
 instance (1) 14:17  
 instances (1) 37:1  
 institutions (1) 121:13  
 instore (1) 5:16  
 insufficient (1) 99:15  
 insurance (2) 36:23  
 37:20  
 intelligence (5) 31:10  
 40:23 111:15 112:23  
 118:12  
 intend (1) 24:10  
 intended (4) 1:17 24:15  
 104:20 105:22  
 intending (3) 23:19  
 103:25 104:6  
 intention (1) 69:13  
 intentions (1) 103:19  
 interact (2) 29:6 94:2  
 interest (1) 54:10  
 interested (4) 2:2 92:17  
 96:2 130:6

interests (1) 91:4  
 internal (2) 10:15,20  
 internally (1) 27:15  
 international (1) 2:21  
 intervened (1) 13:5  
 intervening (2) 27:9,19  
 intimidating (1) 29:25  
 into (35) 2:12,25 11:8  
 12:18 26:7,9 46:17  
 51:11 54:21 57:2 58:1  
 77:22,24 78:1,18 82:6  
 86:2 92:11 98:25  
 101:16,16 103:19  
 104:1,19 109:1  
 110:5,22 113:16  
 115:21 118:10 120:6  
 123:16 125:12 127:16  
 129:4  
 introduce (1) 81:16  
 introduced (1) 36:17  
 invention (1) 51:10  
 investigate (2) 35:24  
 117:10  
 investigated (1) 120:6  
 investigation (25) 13:2  
 62:8,9 70:25 71:11  
 91:20 95:5 96:6  
 100:13 102:8 111:25  
 113:5,7,13 118:5,10  
 121:20,22  
 122:9,10,13,14 124:18  
 128:12,15  
 investigations (9) 52:21  
 53:3 88:1 102:9,10  
 118:15 123:16,21,22  
 involve (3) 19:15 32:9  
 98:14  
 involved (13) 15:5 38:2  
 45:2,22 67:14 73:24  
 77:16 82:9 86:21  
 103:8,9 118:13 120:8  
 involving (3) 38:9 45:25  
 48:1  
 ireland (2) 93:13 101:13  
 irish (2) 100:9,16  
 isaac (1) 64:1  
 isc (2) 31:9 34:10  
 islamist (1) 101:2  
 islamists (1) 100:18  
 isnt (15) 29:20 32:23  
 41:21 52:16,21  
 53:3,17 58:22 101:19  
 106:19 109:24  
 118:4,20 119:10  
 122:20  
 isolate (1) 82:14  
 issues (16) 1:10  
 15:17,18 26:6 27:15  
 31:9 67:13 86:5 98:16  
 99:14 102:23  
 108:11,16,22,23 124:4  
 italy (4) 25:17,18  
 35:2,14  
 item (2) 20:2 110:4  
 items (7) 14:12 21:21  
 39:20 42:20  
 76:13,14,22  
 its (70) 3:12 6:10,17,19  
 8:5,5 11:4,11 18:19  
 23:7,9,13 25:12,21  
 26:5,6,12 28:17 31:11  
 32:14 33:5,9 34:2,12  
 35:7 36:22,22 37:6

38:20 49:25 51:10,12  
 52:16,20 53:3,17,19  
 61:23 69:13,17  
 75:22,23 76:25 81:12  
 85:7,18,19 87:10,18  
 88:7,8 92:3 93:1 97:17  
 99:7 101:3 103:22  
 105:10,22 106:5  
 109:24 113:1,18 116:2  
 117:11 118:4 119:17  
 121:21 126:8 129:17  
 itself (4) 60:19 75:11  
 108:18 122:22  
 ive (11) 38:23 39:5  
 42:21 50:20 53:19  
 73:8 76:3 97:17  
 113:18 124:4,6

---

**J**

---

january (10) 19:25  
 41:23 49:7 50:1  
 58:1,7,16 59:1  
 117:20,23  
 job (3) 3:4 87:4 92:2  
 john (4) 35:22,22,25  
 36:2  
 joined (1) 127:1  
 jolley (3) 108:25  
 123:8,15  
 journalist (1) 101:7  
 judgment (1) 91:9  
 july (6) 15:4 16:1 17:9  
 21:2 72:13 110:7  
 june (44) 1:1 3:19 4:21  
 5:21 12:20 15:2 44:15  
 46:15,22 50:23,23  
 54:6 55:5 61:12 65:10  
 66:14,20 68:8,11  
 70:5,17,20 71:3 73:25  
 74:5,8,15 77:20 78:14  
 81:5 82:19 83:4 86:9  
 89:2,3,20 90:1 93:25  
 96:10,12,16,16 114:25  
 131:4  
 jurisdiction (1) 98:25

---

**K**

---

keen (1) 120:25  
 keep (2) 69:13 121:21  
 keeping (2) 16:13 36:23  
 kemp (2) 99:18,25  
 kennedys (1) 1:18  
 kent (1) 111:7  
 kept (3) 42:6 46:25 47:3  
 key (2) 21:15 26:3  
 keyholding (1) 93:13  
 khuram (21) 3:10,18  
 4:11,16,20 5:3 10:3  
 14:4,10,25 23:24  
 45:22 48:3,19 49:6  
 50:12 62:11 110:17  
 116:20 117:13 123:19  
 khurams (2) 62:14,15  
 killed (5) 26:17 62:17  
 65:21 69:9 82:2  
 kind (3) 6:6 108:16  
 129:8  
 knew (6) 51:5,15 62:11  
 67:1 97:21 100:24  
 knife (1) 105:7  
 knives (3) 59:20  
 104:15,19

know (44) 36:25 38:25  
 42:22,23 44:19 45:23  
 51:2,17 52:14 54:6,18  
 73:18 74:22 79:6 82:8  
 87:6,17 88:2 91:1 92:3  
 97:4 98:19,20 99:1  
 100:14  
 102:12,13,14,15,19  
 103:10,22 104:18  
 106:9 109:7 111:17  
 117:5,11,11 118:22  
 121:10 123:9 127:18  
 130:13  
 knowing (1) 116:13  
 known (8) 13:10 29:5  
 37:3 54:2 62:14,15  
 78:11 97:14  
 kuffar (1) 122:19

---

**L**

---

l (6) 99:17,20,23 100:23  
 101:10 116:12  
 lamp (1) 10:11  
 lamps (1) 12:6  
 language (1) 7:13  
 large (12) 14:12 29:9  
 58:3,4,12 59:1,16  
 77:11 78:6 92:3  
 129:23 130:3  
 largely (1) 80:1  
 larger (2) 5:24 9:24  
 largest (1) 31:18  
 last (11) 21:19 25:1  
 32:4 39:8 42:14 48:17  
 75:9 78:11 89:12  
 101:22 122:7  
 lasting (1) 56:12  
 late (9) 45:10 50:1  
 56:1,22 58:10,14 59:4  
 96:20 100:10  
 later (12) 4:21 25:21  
 46:4 56:7 64:8 66:19  
 74:10 77:7 78:21  
 86:24 101:15 111:17  
 launched (1) 42:14  
 lawfully (2) 22:11 26:2  
 lawyers (3) 2:19 128:25  
 130:5  
 lcv (1) 9:10  
 lead (1) 100:25  
 leader (1) 99:17  
 leading (2) 55:7 114:11  
 leadup (1) 109:22  
 learned (1) 110:6  
 learning (1) 65:22  
 leaser (1) 8:21  
 leasing (1) 9:1  
 least (3) 49:24 79:2  
 105:11  
 leave (4) 75:21  
 109:15,16 130:14  
 led (2) 112:17 129:18  
 lee (1) 101:17  
 leeds (1) 122:10  
 left (8) 52:5 57:8,14  
 60:22 69:8 70:2 72:2  
 127:14  
 legal (7) 5:21 17:20  
 18:4 37:14,17 40:3  
 52:8  
 legislate (1) 38:13  
 legislated (1) 43:12

legislation (5) 18:23  
 25:20 34:20,21 43:8  
 legislative (1) 25:23  
 legwork (1) 129:24  
 leisure (1) 24:8  
 less (1) 30:12  
 let (1) 127:9  
 lets (1) 36:4  
 letter (3) 64:21,24 69:3  
 level (3) 73:4 85:2 92:6  
 liaising (1) 83:11  
 liaison (22)  
 64:4,4,6,7,11 67:3  
 73:23 74:12 77:24  
 78:15 80:8,11,12  
 81:6,9 83:14 87:2 89:7  
 91:20 92:1,7 108:11  
 licence (23) 5:7,9,10  
 6:11,16,17 7:8,17 9:4  
 10:5 12:4 13:9  
 14:18,24 17:19 22:1  
 41:6 93:22,22,23  
 94:1,4,7  
 licences (3) 10:12 14:2  
 17:21  
 licensed (1) 11:16  
 licensing (1) 93:2  
 lifesaving (1) 70:8  
 light (8) 9:10,20  
 12:15,22 23:21,23,25  
 124:14  
 like (13) 9:7 11:9 23:24  
 35:11 40:15 43:25  
 49:3 58:17 61:6 81:12  
 86:5 98:24 102:19  
 likely (9) 6:19 25:21  
 34:2,4 71:13,23 79:23  
 105:22 106:1  
 likewise (1) 75:2  
 line (2) 38:1 121:6  
 lined (1) 80:25  
 lines (1) 40:22  
 link (5) 6:11 11:8 86:2,3  
 116:24  
 linked (7) 4:10,15 10:6  
 12:18 123:5,11,20  
 links (3) 60:17 114:6  
 123:17  
 list (3) 13:11 18:14  
 39:19  
 listen (1) 85:22  
 lists (1) 101:7  
 literally (1) 24:19  
 literature (1) 31:2  
 little (5) 38:2 41:17  
 71:5 83:25 119:21  
 live (1) 50:11  
 livery (1) 22:20  
 lives (1) 124:10  
 livetime (2) 26:1,10  
 living (1) 6:20  
 loading (1) 102:15  
 local (1) 84:8  
 locality (2) 123:18,18  
 located (1) 118:6  
 location (11) 24:6,7  
 25:2 29:4,6 31:3 49:20  
 102:22 105:13,14  
 106:2  
 locationbased (1) 24:25  
 locations (2) 103:1,1  
 locking (1) 58:22  
 lodged (1) 77:1

log (2) 76:9,22  
 logistical (1) 67:13  
 london (22) 27:20 30:21  
 37:13 72:14 76:14  
 82:2,11,11 84:7,8,11  
 103:9,19 104:20,24  
 105:6,14 110:15,19  
 118:6,8 124:11  
 londoner (1) 83:23  
 long (5) 2:23 54:2 68:16  
 84:7 85:10  
 longer (2) 18:3 43:10  
 look (25) 7:2,5 8:18  
 10:19 11:10 16:3  
 19:21 21:7 24:17  
 26:7,9 28:7 36:4 37:10  
 39:1 47:25 48:17  
 57:11 61:17 85:11  
 117:18 120:20 124:20  
 127:9 129:4  
 looked (7) 17:19 45:6  
 105:14 110:5 117:16  
 120:6 123:13  
 looking (19) 7:13 11:4  
 12:9 13:24 14:12  
 18:24 25:12 34:13  
 38:14 46:3 47:9 65:16  
 68:7 69:16 70:1 82:3  
 90:21 102:8 106:1  
 lorry (2) 28:6 102:14  
 losses (1) 44:1  
 lot (8) 27:18 34:9 57:4  
 58:3 69:25 80:12  
 119:10 129:24  
 lots (1) 75:22  
 loudly (1) 2:11  
 loved (3) 67:8 82:1  
 86:20  
 low (1) 8:23  
 loyalty (1) 51:14  
 luncheon (1) 107:7

---

**M**

---

m (5) 110:5,16 111:24  
 113:4,12  
 maam (4) 126:11  
 127:6,17,25  
 machines (1) 102:20  
 main (2) 55:8 100:9  
 maintained (1) 1:18  
 maker (1) 92:15  
 making (8) 17:20 26:21  
 33:16,23 69:16 97:10  
 104:6 119:12  
 male (3) 79:1 81:21  
 126:17  
 males (4) 79:3,4 81:3  
 87:7  
 maliciously (1) 51:10  
 man (5) 66:18 121:12  
 126:12,20,22  
 manage (1) 130:19  
 management (2) 75:25  
 86:23  
 manager (3) 3:7,8 66:10  
 mandatory (5) 31:20  
 34:11 39:24 41:2 42:7  
 manner (1) 17:25  
 manual (1) 4:13  
 many (16) 16:24 23:10  
 30:2,3,8 31:14 32:3,9  
 37:1 55:20 56:22  
 58:16 59:2,8 85:8 88:1

march (5) 5:20 27:8  
 92:16 93:22 103:10  
 marchioness (2)  
 65:18,20  
 marital (4) 45:11,12,14  
 46:10  
 marker (1) 99:13  
 market (6) 84:12 124:12  
 125:20 127:16,24,25  
 markings (1) 10:12  
 marks (2) 68:3 79:19  
 marriage (3) 46:18  
 98:7,13  
 marys (1) 85:5  
 masood (4) 27:7  
 103:4,7 104:13  
 massive (1) 87:10  
 master (1) 4:21  
 match (2) 11:5 14:15  
 matches (1) 6:19  
 material (6) 12:7 60:14  
 68:22 95:18 128:23  
 130:1  
 materials (1) 7:17  
 matter (5) 27:5 38:3  
 42:3 114:24 129:4  
 matters (6) 44:10 68:22  
 73:4,17 103:2 122:4  
 maximum (1) 3:1  
 maybe (3) 77:7 85:9  
 99:10  
 mean (2) 25:1 29:18  
 means (3) 20:24 29:13  
 43:6  
 measures (2) 15:9,13  
 mechanics (1) 35:20  
 media (8) 27:22  
 112:5,12,13,14,15,17  
 128:22  
 meet (2) 83:16 112:7  
 meeting (18)  
 15:3,8,11,17 17:8 18:2  
 19:11,24 20:10 21:2  
 28:18 29:15,21 30:7  
 37:24 38:23 41:23  
 73:24  
 meetings (5) 17:5,12  
 21:1 31:17 42:18  
 member (7) 29:6 30:23  
 37:14 62:10 68:1  
 81:15 85:23  
 members (8) 32:11  
 33:7,18 69:15 75:23  
 77:23 128:10  
 membership (2) 3:19,22  
 mention (2) 1:14 77:15  
 mentioned (3) 27:23  
 42:22 72:11  
 merely (1) 99:13  
 message (12) 47:10  
 49:14 51:4 52:3  
 57:8,14,14  
 62:13,15,16 119:10  
 124:21  
 messages (18) 45:9  
 47:17 49:11 50:15,17  
 52:12,18,23,24 53:4  
 55:15 56:6,8 59:16  
 62:7 81:24 117:6,12  
 met (1) 72:16  
 method (4) 4:6 5:14  
 6:10 7:9  
 metropolitan (8) 8:10

15:8 69:12 72:4 78:2  
80:13 93:16 94:17  
**mi5 (7)** 13:5 34:19  
59:14 101:12  
111:13,17,19  
**microphone (2)** 2:11,25  
**middle (1)** 119:22  
**midmorning (1)** 63:9  
**might (26)** 12:18  
15:19,23 18:2,7 34:6  
36:13  
52:11,12,22,23,24  
54:14 71:2 77:5  
82:1,9,11 96:9,11  
98:23 109:2 116:2,21  
118:16 121:2  
**mind (4)** 34:7 121:21  
128:3,5  
**minds (4)** 27:17 60:10  
103:22 121:18  
**minimising (1)** 66:2  
**ministers (3)** 38:16  
40:13 41:19  
**minute (5)** 41:22,23  
56:15,15,16  
**minutes (4)** 28:4 40:9  
56:12,16  
**miscellaneous (4)**  
76:9,10,13,22  
**missed (2)** 82:7 116:4  
**missing (5)** 70:4 75:19  
77:21 81:19 83:18  
**mistaken (1)** 66:2  
**mistakes (1)** 87:10  
**misunderstood (1)** 29:3  
**mobile (3)** 3:25 45:5  
52:21  
**model (5)** 29:22 34:25  
36:5 39:6,21  
**models (1)** 42:17  
**moment (6)** 19:22 25:7  
31:23 46:6 61:17  
105:21  
**money (2)** 18:12 107:20  
**monitoring (2)** 25:11  
93:7  
**month (2)** 46:15 49:9  
**months (9)** 27:10 37:13  
49:7,12 51:1 55:7,19  
114:11 121:16  
**moodiar (2)** 37:15,16  
**more (22)** 30:1 32:2  
33:5,9 34:3 35:3 41:7  
50:7 52:24 54:23  
65:25 73:19 78:21  
90:19 96:16,17,19  
101:15 106:5 109:3  
120:9 121:4  
**morning (18)** 1:3,4  
2:7,8 47:6 58:10  
59:4,11 63:17,18  
66:14 78:14,19  
80:17,22 82:20  
96:10,18  
**mortem (6)** 66:16 68:10  
74:4 89:2,4,18  
**mortuary (2)** 66:15 87:7  
**mosque (6)** 109:4,6  
110:8 123:9,12,13  
**mosques (1)** 109:2  
**moss (3)** 92:12,13,21  
**most (7)** 2:10 34:4  
95:22 103:1 128:21

129:1 130:6  
**mostly (1)** 29:9  
**move (2)** 11:24 15:2  
**moved (3)** 45:12,14  
70:10  
**movement (1)** 126:25  
**movements (2)**  
124:5,15  
**moving (1)** 75:23  
**mowing (1)** 102:20  
**mps (1)** 108:4  
**ms (19)** 1:11 21:19 65:1  
73:18 74:18,20,21  
82:15 84:16,17 88:19  
91:14 92:20 124:3,4  
128:7 132:12,13,20  
**much (34)** 1:19 14:10  
17:2 26:13 29:23  
43:18 44:3,4 46:17  
47:23 50:6 62:2,10  
63:7 68:19 69:14,17  
74:17 82:24,24 88:20  
91:14,14,17 92:8  
119:3 122:1 128:7  
129:15,21  
130:2,8,12,15  
**muhammad (1)** 101:6  
**mulgrew (1)** 93:16  
**multiple (1)** 55:24  
**murder (2)** 98:24  
101:17  
**murdered (1)** 104:14  
**muslim (2)** 108:3,19  
**must (3)** 105:15 116:20  
127:22  
**mustnt (1)** 105:15  
**myself (2)** 72:12 117:3

---

**N**

---

**nacey (1)** 21:19  
**name (16)** 2:15,16 3:23  
6:18 35:21,22 55:11  
61:9 63:24 75:8  
97:5,9,13 113:4,6,12  
**names (2)** 34:19 40:8  
**national (3)** 6:2 36:21  
98:7  
**natural (1)** 85:20  
**nature (4)** 17:3  
34:11,11 107:23  
**necessarily (6)** 72:12  
83:13 95:18 108:14  
128:13,22  
**necessary (1)** 5:3  
**need (10)** 30:16 34:6  
80:20 89:8 90:24  
113:2,19 115:25  
123:24 127:9  
**needed (11)** 17:15  
38:11,18 39:1,1 44:22  
47:7 65:25 82:14 84:2  
128:18  
**neither (2)** 37:22  
104:24  
**nervousness (1)** 12:10  
**netherlands (2)** 49:25  
50:4  
**network (4)** 57:10  
80:11,15 110:18  
**never (3)** 116:18 121:20  
128:6  
**newly (1)** 104:1  
**news (3)** 67:7 81:1 83:9

**next (20)** 18:16 38:8  
39:3 41:7,17 44:5  
46:13 57:25  
58:6,15,25 59:8,25  
63:15 73:13 75:16  
94:22 100:11,22  
110:15  
**nice (2)** 2:11 15:5  
**night (11)** 56:2,3,23  
58:10,14 59:4 75:12  
80:10 82:19 105:21  
129:14  
**nobody (1)** 100:24  
**nondepartmental (1)**  
92:24  
**none (2)** 42:18 71:9  
**nonetheless (1)** 98:22  
**noninteractive (1)**  
24:19  
**nonmandatory (1)** 20:6  
**nonregulated (1)** 43:12  
**noone (1)** 101:3  
**noor (1)** 62:16  
**nor (2)** 37:22 104:25  
**norien (4)** 48:12 53:25  
114:15,21  
**north (3)** 125:11,24  
126:3  
**northern (2)** 93:13  
101:13  
**noted (2)** 42:2 57:16  
**notes (2)** 73:23 122:21  
**nothing (9)** 12:12,23,23  
13:3 27:8 36:14 75:19  
102:5 123:20  
**notice (6)** 60:24  
61:2,5,13,25 96:10  
**notified (2)** 96:11 97:3  
**notifying (1)** 34:17  
**nowadays (1)** 23:24  
**nowhere (1)** 102:3  
**number (68)** 3:22,25  
13:19 19:18 32:16,17  
33:1,11 38:9,20 40:18  
48:11,19,22 52:17  
53:17,18,20,22  
54:14,15,16,20  
55:8,8,10 56:21  
58:1,3,4,7,12  
59:1,16,17 60:23  
61:4,13,14,15,15,23,24  
64:12 65:17,21 75:9  
77:11 78:7 79:15  
80:14 82:5,7,15,22  
84:22 85:7 90:4 97:2,7  
110:23 114:21  
115:1,2,4,11 127:9  
128:11  
**numbers (4)** 34:13  
48:3,6 82:13  
**nuns (2)** 37:15,16

---

**O**

---

**oath (3)** 44:8 62:24  
95:1  
**objected (1)** 109:13  
**objection (1)** 26:4  
**objections (1)** 92:19  
**observation (1)** 107:3  
**observations (1)** 99:21  
**obtain (6)** 14:20 28:8  
42:24 49:21 53:2  
68:22

**obtained (6)** 64:3 109:3  
112:11,15,17 115:20  
**obtaining (2)** 7:23  
11:25  
**obviously (8)** 35:20  
77:9 80:14 81:20 86:4  
103:20 104:20 114:9  
**occasion (6)** 44:9 54:23  
69:18 94:3 107:13  
129:3  
**occasioning (1)** 94:18  
**occasions (7)** 23:10  
70:20 75:20 97:7  
110:24 120:1 128:11  
**occurred (3)** 15:4 38:21  
113:20  
**oclock (7)** 56:3 78:14  
119:9 130:17,19,20  
131:1  
**october (8)** 19:13 40:2  
41:19 44:13 45:10,18  
46:4,6  
**offence (1)** 12:21  
**offences (1)** 98:25  
**offer (2)** 30:6 43:25  
**offered (1)** 28:21  
**offering (1)** 30:8  
**office (5)** 19:12 31:7  
37:22 40:5 108:5  
**officer (24)** 44:8 50:9  
57:17 60:13 64:4,6  
67:18 70:3,6 72:11  
74:12 76:1,1,12 79:22  
81:6,9 91:17 97:2  
99:22 107:10 109:24  
122:7 127:2  
**officers (30)** 67:3 69:24  
73:24 75:18,20  
76:5,14  
80:8,11,12,14,15  
83:14 85:21 87:2,18  
91:10,20  
110:9,11,12,24  
111:2,3,5,10 125:6,19  
128:18 129:22  
**official (2)** 18:14 41:24  
**officials (4)** 40:10 41:18  
72:16,24  
**often (7)** 53:3 55:23  
56:1 83:23 85:8  
118:4,15  
**okay (3)** 31:24 61:7  
65:7  
**omitted (1)** 122:5  
**once (7)** 13:22,22 15:20  
23:5 72:21 76:25  
101:1  
**ones (9)** 10:3  
57:18,20,22,23 67:8  
82:13 86:20 111:18  
**oneway (1)** 23:9  
**ongoing (1)** 89:15  
**online (3)** 13:17,17  
29:22  
**onto (10)** 39:3 54:4  
57:25 58:6,15,25  
59:8,25 98:21 100:10  
**onwards (3)** 16:22  
101:16 117:20  
**open (4)** 36:19 43:3  
52:4 121:21  
**opened (1)** 125:25  
**operate (1)** 10:21

**operated (1)** 121:13  
**operates (1)** 15:16  
**operating (2)** 24:3 29:4  
**operation (8)** 42:2  
59:14 62:9 95:4  
100:12 116:25 118:13  
120:8  
**operatives (1)** 93:8  
**operators (2)** 9:4 30:1  
**opinion (2)** 43:9,13  
**opportunities (2)** 15:20  
116:5  
**opportunity (6)** 75:25  
91:22 117:2 121:1  
125:14,17  
**opted (1)** 42:1  
**options (1)** 51:16  
**opus (1)** 92:18  
**oral (1)** 1:23  
**order (8)** 1:5 3:20 6:2  
13:18 64:17 65:25  
70:3 76:22  
**organisation (7)** 26:19  
27:2 28:15,22 37:21  
90:20 108:7  
**organisations (3)**  
28:13,23 107:20  
**others (9)** 8:6 35:21  
42:21 52:20 89:17  
96:24 110:7 118:9  
119:25  
**ought (1)** 120:14  
**ourselves (4)** 28:9 30:23  
37:6 59:13  
**outcome (1)** 52:9  
**output (1)** 128:14  
**outset (2)** 31:16 96:3  
**outside (14)** 25:16  
31:15 32:8  
33:3,9,10,15,16,24  
34:8 42:9 60:11 83:22  
110:8  
**over (39)** 7:20 16:10  
17:23 19:3 20:5  
22:2,17 23:14 28:14  
31:9 40:1 41:6 43:5  
47:21 48:9 50:4  
51:1,25 52:3,6,7,10  
53:9,10 54:23 55:6  
56:5,19 58:6,15,25  
59:8,25 68:13 81:12  
96:8 100:10 114:9  
124:11  
**overall (1)** 102:9  
**overdue (1)** 8:24  
**overseas (1)** 34:20  
**oversee (1)** 21:8  
**overseeing (1)** 21:12  
**oversight (1)** 31:9  
**overspeaking (2)**  
87:20,21  
**own (5)** 10:15 30:12  
43:12 55:11 114:18  
**owned (1)** 121:12  
**owner (1)** 48:15  
**ownership (1)** 114:14  
**oxford (2)** 106:6,8

---

**P**

---

**painful (1)** 129:11  
**panel (6)** 21:8,12,14  
25:10,11 34:12

**paper (4)**  
13:10,10,13,16  
**paragraph (11)**  
17:11,18 39:12 41:8  
45:15 46:3 47:9 48:6  
65:16 66:22 124:20  
**parents (1)** 92:5  
**park (2)** 110:4,8  
**parked (1)** 29:8  
**parliamentary (1)** 31:8  
**part (20)**  
13:10,11,13,16 24:23  
31:1 34:12 35:13,14  
37:2 43:15 72:20  
73:13 75:4 76:15  
81:15 83:20,21 96:18  
106:1  
**participate (2)** 13:21  
32:3  
**particular (11)** 9:25  
51:4 77:9 79:18  
82:22,23 102:5 105:18  
110:18,18 118:19  
**particularly (3)** 68:17  
72:14 99:16  
**parties (1)** 130:15  
**partner (4)** 48:12 53:24  
115:3,14  
**partners (2)** 24:12 29:9  
**parts (2)** 44:22 129:1  
**party (1)** 18:19  
**pass (3)** 1:19 12:17 70:5  
**passed (6)** 29:16 52:3  
70:13,23 86:9 94:13  
**passing (2)** 49:11 65:13  
**past (2)** 12:14 87:11  
**patient (1)** 86:5  
**patterson (36)** 26:15,16  
33:20,25 34:2 43:18  
50:8,9,24 56:8 57:25  
62:2 97:1,2 98:6,9,18  
106:14,15,20 107:9,10  
109:21,24 115:7,23  
120:9,13 122:3,4,7  
124:1 132:5,8,17,19  
**pattersons (1)** 120:18  
**payment (12)**  
4:6,6,10,15 5:3  
6:10,14 7:9 10:4,6  
11:21 21:24  
**payments (1)** 107:24  
**pc (11)** 69:23 124:22  
126:3,9,13,17  
127:5,8,14,23 128:1  
**peak (2)** 82:19,21  
**pedigree (1)** 116:8  
**pen (1)** 83:7  
**penultimate (3)** 17:11  
47:9 48:10  
**people (32)** 8:6 14:11  
16:25 24:6,20 29:24  
30:12,13 42:9,23 53:4  
60:15 65:21 66:25  
67:1 68:24 75:23  
77:17 80:20 82:9,16  
84:4,14,22 85:12  
88:10 89:13 95:7  
98:14 104:14 123:13  
129:23  
**perfectly (1)** 106:24  
**perhaps (5)** 34:5 51:13  
107:1 130:6,16  
**period (14)** 4:25 8:24

19:5 27:19 49:25 50:4  
52:13 53:12 59:14  
68:13,18 101:12,15  
115:5  
**periodic (1)** 70:21  
**permissible (1)** 5:17  
**person (25)** 10:9 13:24  
14:23 25:3 29:14  
36:10 39:16 54:12,22  
75:6,21 77:21 81:14  
82:10 83:19 85:3,5,11  
88:16 116:7,10  
118:5,7 121:8 122:18  
**personal (5)** 3:23 7:8  
95:7,19 104:3  
**persons (6)** 2:3 81:20  
92:17 93:18 96:2  
130:6  
**perspective (2)**  
108:15,19  
**perusal (1)** 92:23  
**petter (5)** 99:21 100:4  
101:11,22 102:3  
**phone (57)** 3:25 5:16  
27:6 28:14 45:5 47:22  
48:22,23  
49:6,17,20,20,22,24  
51:24 52:7,7,10,11,22  
54:14,15,16,20  
55:8,16 60:23  
61:14,14,15,23,24  
63:1 69:16,22 70:10  
71:25 74:10 77:23  
79:15 81:12 106:7,8  
114:15 115:11  
116:19,21  
117:5,10,12,16  
119:8,12 120:20  
121:3,12,24  
**phones (3)** 49:9,12,18  
**photo (1)** 88:6  
**photograph (4)** 60:25  
61:6 87:10 88:13  
**photographs (2)** 86:7  
87:7  
**photos (1)** 87:1  
**phrase (1)** 129:24  
**physical (3)** 16:14 68:2  
79:8  
**pick (1)** 50:11  
**picked (1)** 50:13  
**picking (1)** 102:22  
**pickup (1)** 19:5  
**picture (2)** 87:5,19  
**pictures (1)** 86:22  
**piece (3)** 9:6,12,19  
**place (13)** 8:9 17:6,9  
18:20 21:11 30:22  
43:16 49:24 73:1  
104:24 106:9 113:15  
127:19  
**placed (3)** 24:11 105:5  
130:15  
**planned (2)** 102:11,11  
**planning (3)** 117:13  
118:23 130:18  
**plans (4)** 51:6  
62:11,14,15  
**play (1)** 43:15  
**please (57)** 1:19  
2:5,9,15 3:11 5:6 7:11  
17:7 19:10,23 20:9  
21:1 37:10,12 39:3

40:1 41:7,21 43:22  
 47:16,24,25 48:5,9  
 51:21 55:13 56:19  
 57:2,25 58:6,15,25  
 59:25 60:13 61:21  
 63:19,24 75:15 80:6  
 83:6 86:7 99:22,24  
 100:2,11 102:7 107:11  
 108:25 117:18 118:14  
 119:16,17,24 124:6  
 125:22 126:7 127:10  
**pm (8)** 47:12 63:14  
 73:25 77:21 96:12  
 107:6,8 131:2  
**pnc (2)** 6:4 11:8  
**pointed (1)** 35:2  
**points (10)** 7:24 18:24  
 20:17,20 21:18 41:4  
 62:9 106:24 107:1,1  
**pointsguidelines (1)**  
 38:14  
**police (50)** 6:1 8:10,19  
 13:5 15:8,11,25  
 17:12,25 18:12  
 34:19,23 39:19 41:15  
 44:25 48:14 52:5  
 54:5,13,23 59:14  
 61:12,12 63:3 65:22  
 69:7,12 72:4 75:17  
 78:2,24 80:2,13 85:21  
 86:2,9 89:22,25  
 90:1,12 93:17 94:17  
 111:2,5,9 120:14,20  
 124:11 125:21 127:19  
**political (1)** 101:5  
**politics (2)** 43:1,3  
**populate (1)** 95:21  
**port (3)** 110:22,23  
 111:3  
**portrait (1)** 83:7  
**pose (1)** 100:19  
**posed (2)** 24:23 100:16  
**position (2)** 97:20 98:4  
**positive (2)** 57:22 71:10  
**possibilities (1)** 51:9  
**possibility (6)** 17:20  
 26:9 30:6 105:15  
 106:4,12  
**possible (15)** 15:12,19  
 29:17 43:6 66:24  
 69:14,18 70:7  
 75:21,24 78:25 85:6,7  
 88:21 105:11  
**possibly (4)** 6:16 34:18  
 52:12 69:19  
**post (7)** 3:2 66:16  
 68:10 74:4 89:2,4,18  
**postattack (1)** 117:1  
**potential (5)** 6:3 51:17  
 52:19 85:22 106:10  
**potentially (3)** 25:4  
 29:23 57:15  
**power (7)** 63:3,5 97:25  
 98:10 99:11 121:11,12  
**practical (2)** 67:12  
 128:20  
**practicalities (1)** 26:5  
**practice (2)** 13:12 41:15  
**practising (1)** 35:16  
**preattack (1)** 117:1  
**precise (1)** 109:7  
**prefer (1)** 63:21  
**preference (2)**

130:19,20  
**preliminary (2)** 40:10,20  
**premises (3)** 16:8,15  
 29:9  
**premiums (1)** 36:23  
**prepare (5)** 67:7 71:13  
 89:5,8 96:13  
**prepared (3)** 113:2,18  
 115:25  
**preparing (2)** 82:3 95:8  
**present (3)** 40:2 51:22  
 77:12  
**presented (1)** 130:1  
**presenting (1)** 40:20  
**president (1)** 37:17  
**press (5)** 38:10 42:4,6  
 102:5 123:14  
**pressure (1)** 29:23  
**presumably (3)** 82:15  
 98:24 120:25  
**prevent (10)** 8:15  
 107:17,19,23  
 108:4,6,10,15,20,21  
**prevented (3)** 14:19  
 17:1 125:14  
**preventive (2)** 15:9,13  
**prevertype (1)** 108:9  
**preventing (3)** 12:24  
 36:13 42:18  
**previously (5)** 10:17  
 11:1 19:19 38:21  
 97:12  
**primarily (1)** 8:2  
**primary (6)** 60:18  
 67:15,21 90:7,10  
 127:12  
**print (1)** 67:22  
**prior (5)** 13:9 37:16  
 50:14 111:25 121:16  
**priorities (1)** 100:15  
**priority (1)** 13:2  
**private (4)** 15:12 92:25  
 93:4,7  
**proactive (1)** 87:3  
**proactively (1)** 86:21  
**probability (1)** 106:5  
**probable (1)** 105:11  
**probably (8)** 24:21 43:6  
 57:4 77:6 85:19 91:12  
 129:20,22  
**probus (1)** 1:15  
**procedure (5)** 35:20  
 71:15 73:21 91:9 96:1  
**procedures (10)** 9:14  
 11:11,14 34:15 43:16  
 65:12,25 66:11 87:15  
 97:10  
**proceed (3)** 11:7 13:14  
 36:10  
**proceedings (2)** 5:12  
 73:15  
**proceeds (1)** 25:20  
**process (32)** 3:19 15:25  
 23:21 64:16 65:17  
 66:16 67:10,12,16  
 68:20 72:19,20,22  
 73:9 76:25 77:3,5  
 82:12 83:3,20,21  
 84:18,24 85:1  
 86:18,24 87:6  
 89:11,14 90:13 107:2  
 110:2  
**processed (2)** 5:4 15:22

**processes (2)** 68:13  
 90:21  
**processing (1)** 12:16  
**produce (2)** 48:2 129:12  
**produced (6)** 44:11  
 65:10 67:14 119:4  
 128:20 129:7  
**professional (2)** 43:4  
 129:19  
**profitable (1)** 35:17  
**profits (2)** 26:21 35:18  
**programmes (1)** 53:1  
**prone (1)** 87:10  
**propaganda (3)**  
 102:17,19 104:9  
**properly (2)** 26:19 76:25  
**property (12)** 6:20  
 70:1,3 75:21 76:10,16  
 77:2,13,14,15 78:23  
 90:18  
**proportion (2)** 32:14  
 128:14  
**proportionate (1)** 17:25  
**proposal (4)** 20:2 41:6,9  
 42:3  
**proposed (4)** 19:16  
 21:7,14 34:15  
**proposing (3)** 40:12  
 41:1 95:16  
**protect (2)** 17:14 36:24  
**protecting (3)** 8:5 36:22  
 37:6  
**protection (6)** 16:17  
 22:23 26:2 93:6,10  
 108:22  
**protections (1)** 25:8  
**protocol (1)** 75:3  
**proved (1)** 66:19  
**proven (1)** 87:11  
**provide (14)** 3:22,25 5:7  
 11:11 13:13 16:20  
 34:6,23 36:1,1 79:8  
 84:17 86:22 128:19  
**provided (22)** 4:11 6:15  
 8:14 10:6 13:17 14:22  
 23:6,12 37:9 71:8 79:9  
 80:2 86:25 87:1 90:16  
 94:7 96:8 103:4  
 107:21 108:7  
 111:17,19  
**provides (1)** 10:12  
**providing (8)** 1:22 24:19  
 25:18 26:9,20 66:5  
 86:21 87:25  
**proving (1)** 17:15  
**provision (3)** 35:4,4  
 39:17  
**ps (1)** 69:24  
**public (12)** 17:14 27:18  
 34:6 36:24 42:4,7,13  
 75:23 77:23 92:24  
 93:6,11  
**publicly (1)** 60:16  
**published (1)** 6:24  
**pubs (1)** 77:14  
**pulled (1)** 100:17  
**purchase (1)** 14:12  
**purely (1)** 14:19  
**purpose (4)** 3:10 24:1  
 65:10 106:23  
**purposes (3)** 45:23 93:6  
 95:8  
**pursued (1)** 121:5

**putting (1)** 98:12

---

**Q**

---

**q (518)** 2:17,21,23,25  
 3:4,6,9,22,25  
 4:2,5,9,14,18,23,25  
 5:3,6,9,12,19  
 6:1,5,9,21,24  
 7:2,5,11,16,20,23  
 8:2,8,13,18,23  
 9:1,6,12,18,23  
 10:9,13,16,24  
 11:3,10,14,19,21,24  
 12:3,6,9,12,20  
 13:1,7,25 14:4,7,21  
 15:2,8,11,17,25  
 16:3,10,13,17  
 17:5,11,18,23  
 18:2,7,11,16,21  
 19:3,10,15,18,21  
 20:2,5,9,13,17,19  
 21:1,4,7,12,14,17,24  
 22:1,4,7,10,13,17,20,23,25  
 23:7,14,21,24 24:13  
 25:1,6,23 26:8,25  
 27:2,4,18,22,24  
 28:1,3,12,17,21  
 29:3,11,14,18  
 30:6,11,15,18,20  
 31:7,21,23,25  
 32:8,13,19,22  
 33:1,3,9,12  
 34:5,10,14,25  
 35:2,7,9,16,19  
 36:4,7,12,22  
 37:5,7,18,20 38:1,5  
 39:3,8,12,21,23  
 40:1,5,8,17,19  
 41:1,4,11,17,21 42:15  
 43:1,14 44:18,22  
 45:5,9,14,18,23  
 46:3,8,13,21,25  
 47:3,6,9,14,16,21,23  
 48:5,9,14,17,21,25  
 49:2,9,11,14,17,20,24  
 50:3 51:4,9,17,20,24  
 52:3,11,16,20  
 53:3,8,14,17,21,24  
 54:2,8,10,18,21  
 55:2,6,11,13,19  
 56:1,5,11,15,19,25  
 57:7,13  
 58:3,6,10,12,14,19,25  
 59:4,6,11,20,22,25  
 60:4,7,9,13  
 61:8,11,19,21,23  
 62:13,19,22 63:1,5  
 64:3,9,11,16,20  
 65:1,4,8,12,16  
 66:2,5,7,10,14,18,22  
 67:3,6,14,21,25  
 68:4,7,10,13,20  
 69:3,6,20,22  
 70:5,10,13,16,19,23  
 71:2,7,12,18,22,25  
 72:3,6,8 73:23  
 74:4,7,10,14  
 75:2,5,8,12,15  
 76:3,8,11,17,21  
 77:9,17,19,25  
 78:2,5,10,14,20,24  
 79:4,6,8,14,17,21,25  
 80:6,25 81:3,5,9,19,24

82:19,23  
 83:1,3,6,11,20 85:2,15  
 86:1,4,7,9,12,15,24  
 87:6,12,15,17,21,23  
 88:24 89:2,7,14,18,23  
 90:3,6,9,12 91:5,8  
 95:4,11,13,16 97:7,23  
 99:9,14 100:9 101:21  
 102:3,7,19,22  
 103:1,4,10,12,16,18,25  
 104:6,9,13,18,23  
 105:4,10,22,25  
 106:5,9 107:16  
 108:7,11,16,21,25  
 109:7,9,11,17  
 110:4,15,22  
 111:2,4,7,9,16,22  
 112:3,8,11,15,17,20,23  
 113:4,10,12,15,21,24  
 114:1,3,6,9,16,20  
 116:2,19  
 117:5,10,16,18,25  
 118:4,14,22  
 119:6,14,16  
 120:6,18,22,25  
 121:7,10,12,16,18,20,23  
 122:18 123:1,4,8,21  
 124:17,25  
 125:5,9,14,18  
 126:2,7,12,16,20,22,25  
 127:5,7,14,18,22  
 128:20,25 129:3  
**qc (23)** 1:14 2:14 26:15  
 44:7 50:8 62:4 63:23  
 94:25  
 97:1 122:3 124:3 128:8  
 132:4,5,7,8,9,11,16,17,19,20,25:17  
**qualification (5)** 7:3,7  
 11:12 19:1 38:16  
**qualifications (1)** 9:16  
**question (9)** 64:21  
 97:11,23 98:22 99:1,9  
 101:18 107:21 110:9  
**questioned (2)** 62:23  
 120:13  
**questioning (1)** 23:18  
**questions (57)**  
 2:14,17,18 3:9 11:15  
 22:25 24:8,14,23  
 26:13,15,16 43:21  
 44:7 50:7,8 55:3 62:4  
 63:7,23 64:18 65:2,6,8  
 74:18,20 91:18 94:25  
 95:24 96:2,23 97:1  
 106:18,21 115:10  
 120:9,10,18 121:5  
 122:3 124:3 128:8  
 129:1,15  
 132:4,5,7,8,9,11,12,16,17,18,19,20,21  
**quick (1)** 18:7 87:4  
**quickly (5)** 40:19 44:23  
 55:20 101:2 125:10  
**quite (23)** 26:19 29:25  
 42:25 43:3 54:2  
 55:22,23 56:2 57:4  
 60:1 68:16 69:25  
 84:1,7,13,24 88:10  
 92:2 109:14 111:16  
 119:10,18 129:10  
**quotation (7)**  
 99:18,23,25 100:2,22  
 101:21 102:3

**radicalisation (1)**  
 123:12  
**radio (1)** 124:21  
**rahman (2)** 61:9,24  
**rahmans (2)** 61:14,24  
**railway (3)** 110:15,18,19  
**raise (1)** 116:25  
**raised (4)** 15:17 37:4  
 64:21 69:6  
**ramzan (4)** 48:12 53:25  
 114:15,21  
**ranged (1)** 82:8  
**rank (1)** 63:24  
**rather (9)** 34:11 72:2  
 80:3 89:18 98:22  
 101:4 115:2 118:18  
 124:12  
**rationale (1)** 64:25  
**reached (1)** 110:20  
**read (9)** 73:7  
 92:12,12,19,19,20  
 94:20 95:16 132:13  
**readily (1)** 130:23  
**reading (1)** 1:10  
**ready (1)** 80:21  
**real (2)** 82:8 97:9  
**realise (1)** 53:4  
**realised (1)** 112:4  
**really (7)** 16:14 36:4  
 37:6 43:3 81:14 91:5  
 121:20  
**rear (1)** 127:11  
**reason (3)** 108:8 109:11  
 120:25  
**reasonable (1)** 121:2  
**reasonably (2)** 70:7  
 202:5:17  
**reasons (5)** 30:18 51:13  
 88:8 91:10 109:5  
**reassurance (1)** 34:6  
**reasure (2)** 128:2,5  
**rebecca (2)** 94:24  
 132:14  
**recall (3)** 82:9,22  
 124:13  
**recalled (4)** 44:6 94:24  
 132:6,15  
**receded (1)** 101:1  
**receipt (3)** 75:6,11  
 107:20  
**receive (1)** 77:19  
**received (6)** 30:5 38:7  
 84:10 86:19 89:25  
 107:24  
**receiving (1)** 30:2  
**recent (5)** 101:15 102:4  
 103:12,16 114:17  
**recently (3)** 35:3 96:17  
 18,19,20,21  
**recognise (1)** 96:18  
**recognised (2)** 21:21  
 92:1  
**recognising (1)** 110:1  
**recollection (1)** 40:14  
**recommendation (2)**  
 25:23,24  
**recommended (5)**  
 7:6,12,16 8:19 23:15  
**reconcile (1)** 83:18  
**reconciled (1)** 77:5  
**reconciliation (4)** 46:5  
 83:5,20 84:18  
**record (11)** 4:14 6:2

44:23  
**release (2)** 85:16 102:5  
**released (3)** 5:4 97:8,8  
**relevant (10)** 9:12  
 13:23 21:10 45:23  
 53:6 116:22 117:12  
 121:2 128:21 129:1  
**reliable (1)** 7:23  
**relied (1)** 130:2  
**reluctant (2)** 85:12 88:6  
**relying (1)** 100:23  
**remained (5)** 21:9 75:2  
 96:5 109:15 127:8  
**remaining (3)** 96:2,11  
 107:10  
**remember (2)** 83:7  
 117:23  
**remind (2)** 59:13 124:8  
**remote (1)** 29:13  
**remotely (1)** 30:1  
**removed (1)** 74:23  
**removing (1)** 22:20  
**renault (1)** 4:20  
**rent (11)** 9:8  
 10:13,19,20,24 11:6  
 13:24 15:21 28:12,25  
 36:10  
**rentacar (2)** 24:5 29:5  
**rental (50)** 8:10,20,24  
 9:13,16 10:23 11:7,21  
 12:16 13:15,19,20  
 14:1,22 15:5,15,22  
 17:4,15,21 18:8,13,25  
 19:15 20:2,15 21:4  
 22:20 24:23  
 25:10,19,19,25  
 27:2,16 28:23 29:6  
 30:7 31:17  
 32:4,6,10,15  
 33:6,17,24 34:9 36:8  
 38:9,15  
**rentals (9)** 9:24 10:9  
 27:8 31:12 32:7,8,17  
 35:17 43:6  
**rented (4)** 9:11 17:1  
 24:4 104:1  
**renter (2)** 7:25 24:8  
**renters (3)** 7:8,13 26:1  
**renting (6)** 9:1 12:14  
 13:12 14:19 25:8  
 26:20  
**reopened (1)** 59:15  
**report (26)** 18:8 22:4  
 44:10,13,19 45:15  
 46:13 48:1,18 54:3  
 61:11 65:9,16,18  
 72:20 107:14 110:22  
 112:5 124:6,17,17,19  
 125:6,9 126:7,16  
**reported (4)** 37:21  
 38:1,11 77:21  
**reporting (3)** 19:6 31:6  
 81:19  
**reports (5)** 1:8 90:14  
 123:14 128:21 129:7  
**represent (1)** 121:8  
**representation (1)** 1:17  
**representatives (2)**  
 19:11 20:11  
**represented (2)** 40:6  
 73:3  
**representing (2)** 1:15  
 130:5

**republican (1)** 100:9  
**republicans (1)** 101:1  
**reputational (1)** 26:22  
**request (5)** 14:4  
 23:4,5,8 120:16  
**requested (5)** 14:22  
 69:1 89:18,20,24  
**requesting (1)** 13:21  
**requests (1)** 129:10  
**require (1)** 99:4  
**required (2)** 13:19  
 115:17  
**requirement (4)** 6:5  
 9:15 17:20 25:24  
**requirements (3)** 5:22  
 23:18 26:3  
**requires (2)** 13:18 34:22  
**requiring (2)** 9:1 24:20  
**research (1)** 108:1  
**resemblance (1)** 88:14  
**reservation (5)** 4:20  
 18:4 19:8 39:9,16  
**residency (5)**  
 97:10,15,25 98:15,17  
**resident (1)** 98:13  
**residents (1)** 86:20  
**respect (5)** 23:21 66:7  
 72:14 94:15 125:19  
**respond (1)** 85:21  
**responding (1)** 17:14  
**responsible (5)** 27:2  
 32:6,18 35:9 76:13  
**rest (2)** 74:13 128:16  
**result (6)** 65:22  
 93:15,19 125:15,22  
 129:5  
**resulted (1)** 23:2  
**resulting (1)** 124:17  
**results (1)** 128:14  
**retail (1)** 29:9  
**retirement (1)** 37:16  
**return (2)** 47:11,14  
**reveal (2)** 51:5,13  
**revealed (1)** 112:6  
**review (4)** 1:23 46:16  
 122:21,21  
**reviewing (1)** 90:21  
**reviews (1)** 129:11  
**revised (1)** 1:22  
**richard (2)** 99:18,25  
**rigby (1)** 101:17  
**riggs (12)** 1:12 92:10  
 94:23,24 96:4,13,19  
 120:11 124:8 127:22  
 129:17 132:15  
**rightly (2)** 35:2 92:2  
**rigid (1)** 66:1  
**ripple (2)** 123:9,11  
**risc (1)** 10:21  
**risk (3)** 15:24 22:14  
 66:2  
**risks (3)** 15:12 16:7,14  
**road (2)** 123:9,12  
**role (4)** 81:15 95:2,4  
 101:11  
**romford (1)** 4:21  
**room (2)** 31:3 109:15  
**rooted (1)** 101:4  
**roughly (1)** 49:14  
**round (2)** 84:21 126:4  
**row (1)** 46:4  
**rubric (1)** 11:12  
**rucksack (1)** 91:6

**rules (1)** 92:15  
**run (3)** 21:19,20 31:18  
**running (4)** 1:5  
 54:17,24 126:13  
**rvss (1)** 33:7  
**ryrie (4)** 1:11 92:16,20  
 132:13

---

**S**

---

**saad (5)** 45:22  
 107:12,16 108:2 123:1  
**sajeel (27)** 44:16 47:24  
 48:12,21 49:2,21  
 51:21 53:21 54:15,22  
 55:16 61:1 63:1  
 110:23 111:11,22  
 113:4,10,12 115:2  
 116:8 118:2,11  
 119:2,8 120:4,12  
**same (17)** 8:8 41:24  
 50:22 52:21  
 53:10,17,20 76:17  
 85:21 88:5 90:23  
 91:13 92:6 118:7,8,18  
 119:1  
**sat (1)** 67:18  
**satisfied (1)** 125:23  
**satisfy (1)** 8:20  
**saturday (1)** 3:19  
**save (1)** 128:4  
**saved (1)** 124:10  
**saw (8)** 21:18 34:20  
 37:13 46:4 54:3 60:25  
 62:18 128:1  
**saying (1)** 47:10  
**sbastien (17)** 73:18,21  
 74:7,19 77:10,20  
 78:6,17 79:6,21 81:7  
 83:9 85:3,5 90:16,18  
 91:6  
**sbastiens (5)** 74:23  
 76:24 80:2 86:15 90:9  
**scans (1)** 68:7  
**scars (1)** 68:3  
**scenario (1)** 99:12  
**scene (12)** 69:8 72:2  
 74:25 75:2,4,22  
 76:5,12,19,23 77:12  
 84:7  
**schedule (5)** 56:17  
 95:6,11,13,17  
**scheduled (1)** 46:22  
**scheme (38)** 19:15,21  
 20:3,6,15,20,21,23  
 21:4,9,12,18 23:2  
 25:11,12 30:21,24  
 31:12,13,15,17,19  
 32:5,9,16,23 34:2,8  
 36:17 39:24 41:1,1,14  
 42:7,9,12,13,20  
**schemes (1)** 24:18  
**school (1)** 60:19  
**scotland (1)** 64:2  
**screen (13)** 3:11 5:13  
 44:22 47:16,23,25  
 50:15 54:4 55:13 61:1  
 62:18 117:18 124:7  
**scroll (2)** 119:22,24  
**search (5)** 48:14  
 54:6,13 111:22 112:18  
**searched (2)** 54:11  
 61:12  
**searching (1)** 83:8

**seat (1)** 2:10  
**second (6)** 17:3 52:24  
 79:11 97:23 104:15  
 125:18  
**secondary (2)** 67:15,25  
**secondly (4)** 8:23 23:14  
 44:13 98:19  
**seconds (4)** 56:13,15  
 57:13 125:5  
**secondstage (1)** 104:10  
**secretary (1)** 41:25  
**section (5)** 8:18 16:10  
 48:2,11 93:1  
**sector (4)** 15:12 18:12  
 38:8,13  
**sectors (1)** 93:9  
**secure (3)** 70:3  
 75:18,24  
**secured (2)** 9:13 71:19  
**security (31)** 3:3,7,7,8  
 6:21 10:12 13:3 16:3,6  
 20:3,19,21 21:4,21  
 22:13,18 23:15 25:10  
 28:1 31:9,10 36:21  
 43:4 92:22,25  
 93:4,8,8,9,11 94:6  
**see (62)** 4:14,19 7:5,11  
 8:13,19 9:4 11:15,24  
 16:6,10,19 17:7,11,18  
 18:21 19:23 20:5,13  
 21:2,17 37:23 38:3  
 40:2,8,20 47:18 48:5  
 55:13,20,21  
 56:1,2,20,22 57:18  
 60:22 61:6 73:7 74:4  
 80:21 82:23 89:14  
 99:22 100:6 102:3  
 109:25 110:10 112:15  
 117:7,25 118:25  
 119:6,6,7,9,24 122:1  
 124:25 125:9 126:20  
 127:11  
**seeing (1)** 90:21  
**seek (3)** 15:11 52:8  
 85:23  
**seeking (1)** 13:1  
**seem (1)** 98:16  
**seemed (1)** 70:1  
**seems (2)** 41:5 120:3  
**seen (15)** 5:12 29:18  
 38:12,18 40:15 42:24  
 50:15,17,20,20,24  
 126:13 129:8,20,22  
**seize (4)** 63:3 116:19  
 121:12,24  
**seized (7)** 45:5 70:3  
 75:17 77:2 115:23  
 116:22 121:10  
**selection (2)** 128:22,25  
**selling (1)** 22:20  
**send (2)** 11:6 47:9  
**senior (4)** 28:1 37:18  
 66:10 99:22  
**sense (2)** 7:13 29:19  
**sensible (1)** 95:23  
**sensitive (2)** 36:15  
 95:19  
**sensitivity (1)** 53:14  
**sent (3)** 47:17 50:21  
 62:15  
**separation (1)** 91:5  
**september (6)** 18:18  
 37:12 44:12,25 45:10

46:10  
**sequence (3)** 69:20  
 118:16,18  
**sergeant (4)** 63:16 64:1  
 117:20 132:10  
**series (2)** 17:5 23:18  
**serious (7)** 12:13,21  
 98:21,23,24 99:2,3  
**seriously (6)** 10:18  
 26:25 84:13 92:7  
 101:19 102:1  
**servants (3)** 40:6,9,12  
**served (1)** 12:22  
**service (14)** 6:6 13:3  
 14:9 24:4,6,14,20 25:5  
 26:20 28:20 29:7 30:9  
 94:10,16  
**services (1)** 28:21  
**set (9)** 1:4 11:14 15:3  
 19:6 54:24 62:7 65:17  
 77:23 93:1  
**setting (2)** 93:4 124:22  
**seven (2)** 55:21 66:14  
**several (5)** 37:12 55:22  
 69:9 70:19 126:11  
**sexual (1)** 98:25  
**shahid (29)** 44:16 47:24  
 48:21 49:2,21 51:21  
 53:21 54:15,22  
 60:18,18 61:1 110:23  
 111:11,22 113:4,10,12  
 116:8,13,24  
 118:2,11,13 119:2,8  
 120:4,7,12  
**shahids (7)** 48:12 49:5  
 50:3 55:16 63:1  
 114:18 115:2  
**shant (1)** 94:20  
**share (17)** 13:7,21,25  
 14:5,16,20,21 19:4  
 24:18 25:5,25 36:5  
 39:6 41:6,9 42:15,23  
**sharing (10)** 19:7 22:10  
 23:1,2,4 39:9 40:23  
 41:14 42:15,16  
**sheer (1)** 77:1  
**shift (1)** 100:17  
**short (5)** 18:7 62:5  
 63:13 92:13 122:4  
**shortly (2)** 111:19  
 112:11  
**shot (1)** 62:18  
**shots (3)** 125:21  
 127:18,24  
**should (15)** 1:14 16:25  
 21:8 26:7,9,12 42:3,6  
 55:2 57:4 72:9,21  
 75:21 80:7 89:5  
**show (3)** 17:13 44:22  
 118:5  
**shows (2)** 28:3 125:12  
**sia (4)** 92:24 93:10  
 94:2,13  
**side (1)** 31:16  
**sign (1)** 42:8  
**signed (4)** 14:11  
 32:5,16 33:7  
**significance (2)** 111:25  
 112:3  
**significant (2)** 101:8  
 107:19  
**signing (2)** 25:13,14  
**signs (2)** 12:9 25:3

**sim (4)** 49:25 53:10  
 67:18 72:13  
**similar (2)** 30:8 35:3  
**simon (2)** 44:6 132:6  
**since (9)** 3:4 14:13 15:2  
 30:21 34:21 38:23  
 51:8,19 123:23  
**single (1)** 17:4  
**sir (215)** 1:4,21  
 2:8,13,20,22 3:5,21  
 4:1,4,8,22,24  
 5:2,11,25 6:8,23  
 7:1,4,10,15,19,22  
 8:1,12,17,22,25 9:5,22  
 10:8,15  
 11:2,13,18,20,23  
 12:2,5,8,11,25 13:6  
 14:3 15:7,10,14  
 16:2,9,12,16  
 17:10,17,22  
 18:1,6,10,15,19  
 19:2,9,14,17,20  
 20:1,4,8,12,16,18  
 21:3,6,13,16,23,25  
 22:3,6,9,12,16,19,22,24  
 26:24 27:1,3,23,25  
 28:2,7 29:12 30:19  
 31:24 32:25 33:11  
 34:4,9,24 35:1,6,18  
 36:11 37:19,25 38:4  
 39:7,11 40:7,25  
 41:10,16,20  
 43:13,17,19 44:5  
 58:24 63:8,15,18  
 64:6,15,19,23  
 65:3,7,11,20  
 66:4,9,13,17,21  
 67:17,24 68:6,9,12  
 69:11 70:9 71:17 72:5  
 73:2,22 74:2,6,9,16  
 84:13 91:19 92:9,13  
 94:20,22 95:3 96:1  
 97:17,17 99:3,12  
 101:18,24 102:1,6  
 103:3,7,15,23  
 104:12,17,22 105:9,17  
 106:16 111:1,12  
 112:14 113:1,8,18,23  
 114:5 115:25  
 116:15,24  
 117:8,15,17,24 118:13  
 119:5,12 120:5,21  
 121:4,9,11,19  
 122:15,21,24  
 123:3,7,20,24 124:4  
 128:16 129:2,9,25  
 130:9,10,19  
**sis (2)** 98:21 99:2  
**sit (3)** 107:5 130:16  
 131:1  
**site (4)** 49:22,24  
 118:1,5  
**sited (1)** 118:7  
**sitting (1)** 63:20  
**situation (2)** 28:2 88:5  
**six (2)** 26:17 55:19  
**sixth (2)** 7:12 29:19  
**slight (1)** 130:20  
**small (3)** 32:16 118:8  
 128:14  
**smith (3)** 35:22,25 36:2  
**smiths (1)** 35:22  
**sms (1)** 56:8

**snapshot (1)** 128:17  
**so15 (3)** 70:6 78:15  
 111:1  
**so-called (2)** 60:10 112:8  
**sofia (3)** 92:16,20  
 132:13  
**software (2)** 52:17,23  
**solicitor (3)** 92:21  
 113:24 120:16  
**solicitors (1)** 52:9  
**solution (1)** 18:11  
**somebody (8)** 12:13,20  
 13:1,25 78:24 97:12  
 98:23 99:8  
**someone (5)** 10:25  
 14:17 18:13 20:24  
 23:24  
**someones (1)** 8:7  
**something (20)** 13:7  
 26:6,12 27:24 35:11  
 38:12,19 39:1 43:3,11  
 51:11 52:1 55:2 58:17  
 69:11 85:6 86:4 91:2  
 99:7 110:19  
**sometimes (7)** 14:14  
 57:10 68:25 77:7 85:7  
 88:10 129:6  
**son (1)** 82:10  
**soon (4)** 66:24 70:7,9  
 81:1  
**sooner (1)** 90:17  
**sophie (3)** 61:9,14,24  
**sort (5)** 23:15 26:9  
 81:24 87:19 118:10  
**sorts (4)** 88:8 98:15  
 102:23 103:2  
**sounding (1)** 106:24  
**sounds (1)** 58:18  
**source (1)** 113:21  
**sousse (1)** 88:3  
**south (4)** 105:8 124:11  
 125:2 126:13  
**space (2)** 93:11 98:2  
**spain (9)** 25:17 34:21  
 35:2,13,16,17 64:23  
 69:1 72:17  
**spanish (1)** 39:21  
**speak (9)** 1:22 2:11,25  
 23:10 28:15 32:11  
 57:7 114:3 120:15  
 101:14 110:25  
**speaks (2)** 60:19 101:6  
**specific (4)** 102:6  
 108:14 113:1,18  
**specifically (7)** 9:6  
 31:11,25 103:8 104:4  
 106:20 108:8  
**specifics (1)** 103:23  
**specified (1)** 93:3  
**speculation (3)** 117:8  
 119:13 120:5  
**speculative (2)** 116:15  
 117:11  
**speech (1)** 109:12  
**speeding (1)** 36:13  
**spent (1)** 69:24  
**spoke (7)** 40:10 52:8  
 100:5,9,11,13,20  
**sponsorship (1)** 20:7  
**spontaneous (1)** 105:20  
**st (3)** 66:15 85:4,5  
**stabbed (1)** 125:2

stabbing (1) 125:7  
**staff (10)** 10:9 11:11  
 16:7,15,20 18:8  
 22:4,23 29:7 31:1  
**stage (27)** 37:20 39:15  
 40:11 54:10,11 64:24  
 71:15 77:5 78:25  
 79:2,23 80:7 81:10  
 89:10 91:6 95:25 96:4  
 102:8 104:15  
 112:20,22,23,25  
 113:15 114:7,23  
 122:13  
**stages (2)** 90:13 104:21  
**stakeholders (1)** 21:15  
**stance (1)** 100:24  
**standard (2)** 10:3 24:14  
**standards (2)** 15:22  
 93:5  
**standby (2)** 80:15 90:5  
**standing (3)** 63:20 81:2  
 102:7  
**start (4)** 12:20 83:7  
 104:23 130:23  
**started (1)** 15:25  
**starting (1)** 47:4  
**statement (21)** 1:10  
 3:13,15,17 4:19 5:20  
 10:1 37:11 51:6 62:6  
 71:4  
 92:11,13,15,16,18,22  
 94:20 122:22,22  
 126:25  
**station (2)** 110:15,19  
**statute (1)** 35:3  
**stemming (1)** 112:5  
**steps (2)** 38:8 41:17  
**stevens (1)** 1:14  
**still (14)** 21:11 28:13,17  
 35:16 48:25 52:12  
 53:17 58:7,16,25 70:8  
 77:8 105:1 106:17  
**stop (2)** 12:12,23  
**stopped (4)** 13:4 98:17  
 125:24 126:3  
**stopping (1)** 124:12  
**stops (2)** 110:22,23  
**store (3)** 14:12 70:11  
 72:1  
**stores (1)** 29:10  
**strategy (2)** 67:14,19  
**street (4)** 74:24 106:6,8  
 125:2  
**strengthen (2)** 25:7,15  
**strictly (1)** 91:8  
**stuff (1)** 77:6  
**subject (6)** 5:19 13:2  
 32:23 66:1 94:6  
 130:10  
**subscriber (2)** 54:19  
 114:14  
**subsequent (1)** 66:18  
**subsequently (1)** 94:1  
**substance (2)** 27:9  
 30:20  
**successfully (3)**  
 27:10,11 28:5  
**suffered (1)** 125:1  
**sufficient (1)** 80:19  
**suggest (10)** 45:10  
 105:11,19 106:5,19  
 116:17 117:3 118:12  
 120:8 130:16

**suggested (2)** 120:14  
 124:9  
**suggesting (4)** 62:19  
 101:19 118:9,18  
**suggestion (4)** 39:13  
 62:19 125:18 128:2  
**suggestions (2)** 19:18  
 29:18  
**suggests (2)** 117:9  
 123:20  
**summarise (2)** 60:14  
 61:8  
**summarising (1)** 97:9  
**summary (2)** 45:9  
 101:11  
**sunday (1)** 70:5  
**superintendent (15)**  
 1:12 92:10 94:23,24  
 95:1,25 96:3,13,19  
 120:11 124:8 127:22  
 128:9 129:17 132:14  
**supervision (1)** 93:6  
**supervisor (2)** 93:21  
 94:4  
**supervisors (1)** 93:11  
**supplied (5)** 2:2  
 96:15,16,17,20  
**supply (1)** 120:14  
**support (3)** 17:25 91:15  
 117:15  
**supported (1)** 15:23  
**supporting (1)** 22:7  
**suppose (1)** 51:9  
**sure (16)** 21:9 35:18  
 42:11 54:1,25 67:9  
 70:4 73:14 74:22  
 75:19 81:13,14 85:13  
 90:24 101:18 112:13  
**surely (1)** 116:19  
**surprising (1)** 116:2  
**surveillance (1)** 93:12  
**suspect (5)** 73:6  
 98:9,11 116:20,25  
**suspected (1)** 98:23  
**suspects (3)** 77:16  
 119:4 123:11  
**suspension (1)** 59:14  
**suspicion (1)** 98:18  
**suspicious (1)** 112:23  
**suspicious (7)** 18:9  
 19:6,7 22:4 24:16  
 31:4,5  
**swimming (1)** 120:1  
**sworn (4)** 2:6 63:16  
 132:3,10  
**system (22)** 4:5,9  
 10:13,14,15,20,21,22,24  
 11:5,6 12:17 13:17,17  
 14:8,11 24:23 36:20  
 39:14,18 98:21 99:2  
**systems (3)** 11:8 14:14  
 18:4

---

**T**

---

**table (4)** 41:5 42:17  
 43:5,17  
**taken (11)** 35:10 43:10  
 47:22 62:6 63:5 69:22  
 72:1 81:22 95:20  
 101:19 117:4  
**takes (1)** 24:24  
**taking (1)** 73:1  
**talha (1)** 122:18

**talking (5)** 28:20 31:25  
 32:1 81:14 105:18  
**tally (1)** 117:6  
**target (1)** 105:19  
**task (2)** 17:8 130:7  
**tasked (2)** 107:23  
 124:14  
**tattoos (2)** 68:3 79:17  
**tea (1)** 58:20  
**team (33)** 37:14 68:14  
 76:1 77:24 83:11,14  
 84:17 86:23 89:7,18  
 91:15,20 92:3 95:6  
 96:6 108:1  
 110:6,16,20 112:11  
 117:3 124:14  
 126:8,13,17 127:5,7  
 128:10 129:4,7,19  
 130:3,5  
**technical (1)** 26:6  
**technology (1)** 22:15  
**telecommunications (1)**  
 128:21  
**telematic (1)** 29:13  
**telephone (11)** 5:18  
 48:1,3 76:18  
 114:3,6,10,20,21  
 115:11 120:13  
**telephones (1)** 60:21  
**telling (3)** 33:20 45:24  
 78:10  
**ten (7)** 20:17,20 21:17  
 28:8 33:3 101:15,22  
**tendered (1)** 72:3  
**term (2)** 18:3,7  
**terms (11)** 10:18 11:1  
 21:1 81:19,25 85:2,15  
 114:20 116:14  
 129:9,11  
**terrible (1)** 103:5  
**terror (2)** 64:13 101:8  
**terrorism (16)** 16:18  
 22:7 31:1,9 38:6 64:2  
 99:22 100:9,13  
 108:12,14,22  
 110:12,24 111:10  
 122:13  
**terrorist (16)** 8:16  
 12:14,21 26:22 27:16  
 28:12 38:21 98:20  
 100:16 101:4 102:1,24  
 103:13 104:7,15 106:2  
**terrorists (3)** 25:8  
 103:18 106:10  
**testimony (1)** 114:19  
**text (10)** 47:17  
 49:11,14 56:6,8 59:16  
 62:7 117:5 119:10,23  
**thank (46)** 1:19 2:4,13  
 3:14 26:13,14  
 43:18,19,20,24 44:3,4  
 47:23 50:6 55:15 62:2  
 63:7,10,22 72:8 73:16  
 74:17,21  
 91:14,14,17,24 92:8,9  
 94:21 96:25 107:4  
 115:7,8 119:20 120:9  
 122:1,2 124:1,4 128:7  
 129:15 130:3,7,9,12  
**thats (138)** 4:4,13 5:2  
 7:19 8:1,25 10:15 11:4  
 12:11,25 13:6 14:3,25  
 19:2 20:8,18 22:6,22

25:20 29:2,5  
 33:3,16,22 34:10  
 35:19 39:20 40:4 41:3  
 43:12 45:4,12,21,22  
 46:2,7,12,20 47:13,20  
 48:13,16 49:8,19  
 51:16 53:1 54:7  
 55:12,18  
 56:4,10,16,18,24  
 57:4,7,21,24  
 59:19,22,24  
 60:3,8,13,24  
 61:7,10,14 62:2 65:20  
 66:9,13,17 67:17,24  
 68:6,9,12 69:11,11  
 71:17 72:5,22 73:22  
 74:2,6,9,16 75:1,7  
 76:20 78:1,4 79:15,20  
 80:22 81:8 82:21,21  
 83:20,21 84:13  
 86:4,11 88:18,24  
 89:22 90:2,8,11 95:22  
 96:25 98:18 99:4  
 102:16 104:6 106:4  
 107:3,15 114:2 118:19  
 120:5 122:20 123:3  
 124:16,24 125:4,8  
 126:1,6,15,24  
 127:4,17,21 129:9  
 130:19,24  
**theme (2)** 109:25 110:1  
**themselves (4)** 81:16  
 86:21 89:9 98:4  
**thereabouts (1)** 101:14  
**thereafter (1)** 111:19  
**therefore (2)** 72:3  
 103:12  
**theres (20)** 6:13  
 24:17,21 40:22  
 42:20,21 52:19  
 53:1,14 59:6 75:22  
 84:1 85:3,4,22 98:15  
 102:5 117:8,15 119:10  
**theyre (7)** 25:14 30:2  
 41:1 50:18 56:8 73:14  
 85:9  
**theyve (6)** 11:1 29:16  
 57:5 92:5 129:10  
 130:4  
**thing (10)** 2:10 30:20  
 35:19 39:12 83:15  
 85:20 91:13 99:4  
 118:15 123:8  
**thinking (1)** 105:17  
**third (2)** 9:6 41:8  
**thirdly (2)** 9:1 44:15  
**thomas (5)** 66:15,19,19  
 85:4 104:25  
**thorough (2)** 84:24  
 129:18  
**though (3)** 57:11 71:14  
 77:4  
**thought (3)** 73:3 82:11  
 116:2  
**thousands (1)** 30:3  
**threat (5)** 100:15,19  
 101:1,2,4  
**threatening (3)** 51:11  
 62:13,16  
**threats (1)** 21:10  
**three (20)** 6:13 7:7  
 11:15 44:10 52:9,22  
 59:7,20 88:4 89:12

94:6,13 102:10,11  
 103:18 104:19 111:17  
 117:22 119:4 122:23  
**through (30)** 3:19 10:6  
 20:6,17 21:19,20  
 23:17 24:4 34:18  
 39:18 42:20 52:22  
 56:20 60:20 66:23  
 69:16 72:20,24 73:4,9  
 76:21 78:5 83:11  
 86:17 90:9 99:7  
 101:16 119:18 128:19  
 130:4  
**throughout (2)** 27:22  
 83:4  
**time (52)** 3:6 5:17  
 6:22,24 9:15,22 10:3  
 12:15,16,22 14:10  
 15:21 30:1 41:3  
 46:8,10,21 48:12  
 54:2,5 55:1 58:20  
 59:17 63:8 68:21,25  
 69:14,25 72:10 77:2,3  
 82:4,12,22,23 85:10  
 89:15 91:3,11 97:22  
 107:21 110:11 111:18  
 115:16 116:16 117:9  
 118:2,7,8 120:2  
 122:10 123:22  
**timed (1)** 124:22  
**timeline (3)** 119:6,16,17  
**times (4)** 1:24 88:4  
 119:1,1  
**timetable (2)** 1:22  
 130:22  
**timing (4)** 43:9,13  
 57:23 103:1  
**timings (3)** 128:6  
 129:11 130:14  
**tip (2)** 129:21,23  
**tirelessly (1)** 83:9  
**today (11)** 1:5,16 23:24  
 28:12 29:14 48:25  
 89:23 97:20 105:1  
 121:5 129:8  
**together (3)** 60:14  
 120:2 122:11  
**told (20)** 14:22 27:5  
 31:7,12 34:5 39:23  
 42:10 47:6 54:22  
 71:12 91:2 92:18  
 102:10 110:4,5  
 113:12,15 122:4,7,12  
**tolerance (1)** 8:23  
**tomorrow (5)** 1:23  
 130:10,14,17 131:1  
**tone (1)** 7:13  
**too (3)** 35:18 46:17  
 87:10  
**took (4)** 17:6,9 113:15  
 127:19  
**tooze (1)** 41:25  
**topic (9)** 51:25 102:16  
 107:25 108:25 109:1  
 113:1,18 115:25  
 118:18  
**topics (8)** 27:4  
 96:5,8,11,15 97:3  
 107:10 108:16  
**total (4)** 49:11,17 59:11  
 128:14  
**touch (1)** 117:13  
**touching (1)** 39:5

**towards (3)** 100:18  
 101:8 126:18  
**town (3)** 104:1 118:6,8  
**trade (10)** 6:24 7:6  
 17:8,13 31:18 32:11  
 33:18 37:21,22,24  
**traffic (1)** 49:14  
**train (1)** 11:11  
**trained (3)** 64:3,6,9  
**trainee (1)** 92:21  
**training (8)** 11:14  
 16:20,21,22 22:4,23  
 31:2 93:5  
**transaction (1)** 75:10  
**transcript (3)** 52:4  
 73:8,14  
**transcripts (1)** 73:7  
**transit (1)** 93:12  
**transport (5)** 19:12  
 37:23 39:13 40:5,10  
**travel (1)** 68:16  
**travelled (1)** 84:6  
**travelling (1)** 82:10  
**trawl (1)** 128:18  
**treating (1)** 66:7  
**treatment (1)** 84:1  
**trigger (1)** 97:17  
**tried (1)** 36:16  
**trimmed (1)** 79:9  
**trip (1)** 122:10  
**trojan (4)** 124:5  
 125:19,23 127:19  
**trouble (1)** 51:11  
**truth (2)** 51:12 62:20  
**try (2)** 2:25 126:9  
**trying (4)** 9:2,18 84:21  
 102:13  
**tuesday (1)** 1:1  
**tunisia (1)** 64:13  
**turn (4)** 5:19 74:12  
 85:25 128:25  
**turned (1)** 129:5  
**twostage (2)** 105:5,23  
**two-way (1)** 23:13  
**type (8)** 9:10,17 24:18  
 25:5 28:18 52:23,24  
 116:10  
**types (4)** 15:21 24:2  
 52:17,22  
**typically (1)** 29:5

---

**U**

---

**uk (9)** 3:8 13:9 25:17  
 31:19 32:7,21,22,22  
 97:19  
**ultimate (1)** 19:21  
**ultimately (1)** 97:9  
**ultraviolet (2)** 10:11  
 12:6  
**ummah (1)** 48:15  
**uncomfortable (1)**  
 87:25  
**uncover (1)** 62:10  
**underestimated (1)**  
 99:19  
**understand (17)** 2:17  
 28:23 31:4 34:22  
 44:16 64:20 65:1,3  
 67:11 69:25 75:5 83:1  
 86:17 101:10 106:18  
 121:7,25  
**understandable (3)**  
 51:13 91:10,12

**understanding (13)**  
 14:25 15:12,15 24:9  
 28:17 38:18 53:8  
 67:17 75:16  
 86:11,12,18 87:18  
**undertake (2)** 29:17  
 130:7  
**undertaken (2)** 15:21  
 17:3  
**undertaking (2)** 22:1,18  
**underway (2)** 84:19  
 118:23  
**unfortunately (3)** 98:3  
 119:19 122:15  
**unidentified (8)**  
 79:1,3,4 80:19 81:3,21  
 84:22 87:7  
**unidentifieds (2)** 82:5  
 89:11  
**unit (1)** 38:6  
**units (2)** 24:3 29:4  
**unless (3)** 13:4 42:11  
 85:13  
**unlikely (1)** 99:12  
**unsatisfied (1)** 30:4  
**until (8)** 42:12 47:3,7  
 84:25 90:1 101:13  
 127:8 131:3  
**untoward (1)** 25:3  
**unwell (1)** 1:15  
**update (2)** 18:22 38:7  
**updates (4)** 70:21,24  
 71:8 85:2  
**upon (11)** 16:14 28:19  
 39:5 42:12 88:9 98:12  
 100:23 106:25 117:13  
 127:7 130:2  
**usage (1)** 114:20  
**used (26)** 9:3,19 14:10  
 26:11 27:16 39:16  
 48:23 52:18 53:11,21  
 54:15 68:5 79:21  
 87:18 88:3,6,9 92:3  
 95:20 102:12 103:6,14  
 115:4,11,13 120:12  
**uses (1)** 48:25  
**using (11)** 5:15 23:25  
 25:4,9 26:18 27:10,12  
 55:7 102:20 106:23  
 119:8  
**usman (14)** 44:12,14  
 45:1,24 46:8,14,18  
 47:3,6,17 50:9  
 62:7,13,22  
**utilised (1)** 29:7

---

**V**

---

**valid (4)** 4:6 5:1 6:17  
 7:7  
**validity (1)** 7:21  
**valuable (1)** 107:3  
**valuables (1)** 93:12  
**value (3)** 24:13,17  
 107:2  
**van (16)** 3:10,17,20  
 4:21,23 26:18 27:12  
 28:5 77:16 102:12,14  
 103:21 104:1 105:15  
 106:7,8  
**vans (1)** 102:16  
**various (6)** 19:3 48:3  
 81:22 90:13 100:16  
 130:5

vast (1) 128:23  
 vehicle (40) 5:4 8:7,21  
 9:1,10,17,19 11:17  
 12:15,23 13:12 14:19  
 15:6 19:15 20:2,14  
 21:4 23:20,25 24:5,10  
 25:10 27:8 28:8,11,13  
 29:14 36:10,22 38:15  
 39:17 93:13 103:6,14  
 104:4,7,9,13 126:3  
 127:11  
 vehicleknife (1) 105:23  
 vehicles (35) 5:23,24  
 8:23 9:7,8,9,21,24,24  
 15:19,20,24 16:11,13  
 22:2,14,17,20  
 23:14,22,23 24:11,20  
 25:8 26:20,23 27:16  
 28:25 29:8,12  
 30:13,16 38:9,22  
 102:20  
 vehicular (2) 102:24  
 103:12  
 verification (2) 16:21  
 22:1  
 verifying (2) 6:10,14  
 version (2) 43:12  
 122:25  
 versions (1) 122:23  
 via (5) 5:16 10:20 39:14  
 110:6 112:12  
 vice (1) 37:17  
 victim (5) 1:9 37:2 64:9  
 65:9 125:1  
 victims (8) 64:17  
 65:13,23 66:14 67:1  
 77:12 95:8 128:5  
 video (1) 70:1  
 viewed (2) 38:3 102:1  
 vigilance (1) 29:19  
 violated (1) 10:18  
 violence (1) 100:25  
 virtue (1) 106:6  
 visit (1) 91:22  
 visited (2) 3:18 64:23  
 visual (1) 67:25  
 vital (1) 11:15  
 vocal (2) 109:14,15  
 voice (6) 7:14  
 56:11,12,13 57:5,14  
 voicemail (1) 57:8  
 volatile (2) 46:19 51:1  
 volume (6) 32:5 55:14  
 56:20 57:3 81:24  
 128:18  
 voluntary (10) 30:21,24  
 31:11,13,15,16 34:11  
 42:1,8 43:11  
 volunteered (1) 120:23  
 vote (1) 109:13

W

wait (2) 50:6 74:17  
 waiting (5) 46:25 47:3  
 80:16,23 90:5  
 wales (2) 32:1 80:16  
 walkandtalk (2) 60:11  
 112:8  
 walked (1) 84:4  
 wall (1) 61:13  
 wallet (4) 69:22 70:10  
 71:25 76:17

wanting (2) 15:14  
 103:20  
 wants (1) 36:8  
 warned (1) 89:4  
 warning (1) 11:6  
 warrant (2) 111:23  
 112:18  
 warren (2) 69:23,24  
 wasnt (13) 17:24  
 18:19,23 27:18 38:22  
 88:5 91:8 101:22  
 103:8,13,16 113:4  
 121:10  
 watch (2) 18:14 39:19  
 way (16) 23:17 43:4  
 65:22 72:1 77:4,11,17  
 83:2,25 84:7 85:21  
 95:20,23 96:23 119:18  
 127:16  
 ways (1) 49:15  
 weakness (2) 17:15  
 25:13  
 weapon (4) 27:11,12  
 103:6,21  
 weapons (2) 102:20  
 127:12  
 website (5) 3:18 13:23  
 19:5 24:1,15  
 wednesday (1) 131:4  
 week (3) 21:19 72:15  
 122:7  
 weeks (2) 72:16 117:19  
 weight (2) 99:15 102:16  
 went (8) 3:19 72:12  
 73:9 75:19 88:3 120:1  
 122:11 127:15  
 werent (4) 68:18 77:24  
 104:7 114:7  
 west (1) 84:8  
 westminster (3)  
 27:14,19 64:14  
 weve (22) 23:12 30:4  
 31:18 37:1 40:24  
 50:10,15 55:8,14  
 57:11 60:14,23 62:9  
 76:18 77:9 84:3 85:2,4  
 88:6 108:21 109:21  
 129:20  
 whatever (2) 43:16  
 55:21  
 whats (4) 13:10 36:7  
 43:1 122:1  
 whatsapp (1) 47:10  
 whereas (1) 57:22  
 whichever (1) 63:20  
 whilst (2) 24:22 97:17  
 white (1) 79:10  
 whole (1) 86:18  
 whom (2) 37:18 108:8  
 whose (1) 82:10  
 wider (2) 80:15 83:22  
 wife (1) 50:16  
 willing (4) 42:7 51:24  
 52:6 53:9  
 willingness (1) 39:24  
 win (1) 18:7  
 window (1) 29:20  
 wish (5) 2:10 60:25  
 65:6 76:5 88:20  
 wishes (2) 1:16,20  
 witness (23) 10:1 31:7  
 44:5 62:6 63:15  
 92:11,13,17 94:22

99:17,20,23 100:23  
 101:10 106:16,21,22  
 110:5,16 111:24 113:4  
 115:21 116:12  
 woman (1) 41:24  
 wont (3) 65:4 78:5  
 121:18  
 work (24) 10:16 18:12  
 24:12 25:6 41:15  
 84:2,21 90:3 91:25  
 92:7 94:11 107:23  
 108:2,4,6,9,10  
 110:17,18 125:22  
 129:7 130:2,3,15  
 workable (1) 17:24  
 worked (4) 2:23 37:18  
 108:8 121:14  
 working (7) 3:6 19:24  
 21:9 35:13 41:14 43:4  
 110:15  
 works (1) 56:17  
 world (2) 72:25 82:10  
 worst (3) 71:13 89:5,9  
 wouldbe (2) 28:12  
 102:23  
 wouldnt (11) 36:14  
 47:11 76:5 81:11  
 83:13 84:25 85:18,24  
 87:9,12 106:2  
 written (4) 1:21,24 8:9  
 69:4  
 wrong (2) 88:4,22  
 ws07272 (2) 3:11,13  
 ws07273 (1) 4:19  
 ws07274 (1) 5:6  
 ws1872a10 (1) 7:20  
 ws1872a11 (1) 7:23  
 ws1872a13 (1) 8:8  
 ws1872a14 (1) 11:10  
 ws1872a15 (1) 11:24  
 ws1872a16 (1) 12:3  
 ws1872a17 (1) 12:6  
 ws1872a63 (1) 4:14  
 ws1872a7 (1) 7:2  
 ws1872a76 (1) 16:10  
 ws1872a78 (1) 17:7  
 ws1872a79 (1) 17:23  
 ws1872a8 (1) 7:5  
 ws1872a82 (2) 18:16  
 37:10  
 ws1872a83 (2) 19:3  
 39:3  
 ws1872a84 (2) 19:10  
 40:1  
 ws1872a85 (1) 41:7  
 ws1872a86 (1) 19:23  
 ws1872a89 (1) 41:21  
 ws1872a9 (1) 7:11  
 ws1872a93 (1) 20:9  
 ws1872a94 (1) 20:13  
 ws1872a98 (1) 21:1  
 ws1872a99 (1) 21:7

X

xavier (3) 66:19,19  
 104:25

Y

yard (1) 64:2  
 year (5) 5:20 25:22  
 46:15 57:3 64:23

years (9) 2:24 43:5  
 54:23 64:7 88:1  
 101:15,23 102:4 114:9  
 yesterday (13) 44:24  
 47:18 48:21 49:2  
 53:23 61:1 72:11  
 114:9,16 116:6,9,19  
 120:12  
 yet (2) 28:3 35:7  
 youd (1) 83:24  
 young (2) 108:3 123:13  
 youre (11) 13:24  
 24:19,25 25:2,2,4  
 29:25 35:16 73:10  
 81:13 90:24  
 yourself (4) 2:9 25:25  
 63:20 64:16  
 yourselves (1) 26:4  
 youth (3) 108:5,10,19  
 youtube (1) 110:6  
 youve (9) 27:5 33:14  
 34:19 54:2 71:15 72:1  
 74:22 95:2 105:22

Z

zac (2) 63:16 132:10  
 zagha (7) 98:19  
 104:18 112:21 117:21  
 118:25 119:25 120:3  
 zaghas (1) 99:2  
 zero (3) 43:6 57:5,13

0

00 (1) 57:19

1

1 (8) 56:15,15,16 93:1  
 94:9 124:20,25 127:19  
 10 (6) 7:20 59:15  
 130:17,19,20 131:1  
 100 (2) 31:25 58:19  
 1000 (3) 5:1 130:23  
 131:3  
 1009 (1) 1:2  
 1046 (1) 61:5  
 105 (1) 107:6  
 1058 (1) 86:10  
 10th (1) 58:4  
 11 (2) 56:3 118:14  
 1113 (1) 109:8  
 1130 (1) 81:5  
 1144 (1) 63:12  
 115 (1) 45:15  
 1154 (1) 47:10  
 119 (1) 46:3  
 11th (1) 58:6  
 12 (6) 48:9 54:4 59:15  
 60:4 114:25 125:5  
 120 (1) 132:18  
 1205 (1) 63:14  
 122 (1) 132:19  
 1230 (1) 71:8  
 124 (1) 132:20  
 1240 (2) 89:3,10  
 127 (2) 78:18 82:4  
 128 (1) 132:21  
 12midnight (1) 58:19  
 12th (1) 58:8  
 13 (4) 2:24 55:17  
 59:10,11  
 13th (2) 55:22 59:15

14 (4) 59:2,23  
 117:20,23  
 14th (4) 55:22 58:12,12  
 59:15  
 15 (5) 11:24 56:2  
 59:21,22 127:10  
 1506 (1) 119:14  
 1507 (1) 119:14  
 1508 (2) 119:14,14  
 1512 (1) 119:14  
 15th (2) 55:22 59:16  
 16 (1) 56:15  
 1634 (1) 3:18  
 16th (4) 55:23 56:21  
 58:16 59:16  
 17 (1) 56:16  
 1750 (1) 4:23  
 17th (3) 56:21 58:16  
 59:16  
 18 (2) 21:2 122:11  
 1800 (1) 58:20  
 1835 (1) 71:9  
 1837 (1) 90:1  
 18th (1) 58:17  
 19 (2) 18:18 96:10  
 1974 (1) 34:21  
 1990searly (1) 100:10  
 1998 (2) 100:6 101:12  
 19th (2) 56:21 60:1

2

2 (12) 9:25 19:13 40:2  
 56:5,12 94:11 124:5  
 125:9,19,23 132:3,4  
 20 (13) 31:12,15,25  
 32:8,23 33:4,9  
 93:23,24 94:5  
 96:12,16,16  
 200 (1) 47:12  
 2000s (1) 100:10  
 2001 (2) 93:1,2  
 2003 (1) 64:6  
 2004 (2) 100:12,20  
 2005 (3) 100:14  
 101:7,16  
 2006 (2) 100:21 101:13  
 2010 (2) 94:18 101:16  
 2011 (1) 101:16  
 2012 (2) 3:4 101:16  
 2013 (2) 92:15 101:17  
 2014 (1) 111:20  
 2015 (9) 13:9 44:13,25  
 45:18 46:6,10 109:17  
 110:6,7  
 2016 (7) 8:13 15:4 16:1  
 49:7 55:5 93:22,23  
 2017 (23) 4:21 5:21  
 12:20 15:2 16:4 17:9  
 18:18 19:13 37:12  
 49:7,7 50:1 66:14  
 68:8,11 70:17 72:13  
 73:25 74:5,8 89:2  
 93:25 111:16  
 2018 (3) 19:25 20:10  
 21:2  
 2019 (7) 1:1 44:15  
 46:22 65:10 92:16  
 93:24 131:4  
 205 (2) 107:5,8  
 20th (5) 56:21,22 59:1  
 60:1,2  
 21 (6) 5:20 65:10  
 119:7,8,17,20

2100 (1) 58:21  
 2120 (1) 90:7  
 215 (1) 77:21  
 21st (4) 56:21,25 59:1  
 60:4  
 22 (3) 93:22 103:10  
 124:20  
 220913 (1) 124:23  
 220925 (1) 124:25  
 221116 (1) 125:10  
 221142 (1) 125:25  
 221319 (1) 126:12  
 221322 (1) 126:12  
 221338 (1) 126:16  
 221650 (1) 127:19  
 221652 (1) 127:20  
 222004 (1) 127:8  
 2245 (1) 90:10  
 2253 (1) 74:23  
 22nd (2) 56:25 59:2  
 23 (2) 20:10 92:14  
 230 (1) 119:22  
 2300 (1) 58:21  
 23rd (2) 56:25 59:2  
 24 (1) 34:22  
 243 (1) 131:2  
 247 (6) 24:3,9,13,18  
 28:20 29:8  
 24hour (1) 19:5  
 24th (1) 59:6  
 25 (4) 1:1 8:13 58:17  
 131:4  
 250 (5) 33:12,14,20  
 34:2,3  
 25th (1) 60:4  
 25tonne (2) 28:5 102:12  
 26 (3) 19:25 41:23  
 132:5  
 26th (2) 57:1 60:4  
 27 (2) 15:4 94:18  
 27th (3) 59:6,7,9  
 28 (2) 44:25 92:16  
 28th (1) 60:5  
 29 (2) 102:15 104:1  
 29th (2) 60:11,12

3

3 (10) 3:19 4:21 15:2  
 17:9 20:2 38:1  
 56:15,25 94:12 119:9  
 30 (2) 46:10 82:15  
 300 (3) 32:10 33:6,14  
 30odd (1) 43:5  
 31 (1) 110:7  
 32 (1) 21:17  
 329 (1) 49:11  
 330 (1) 89:21  
 39 (2) 49:18 57:18

4

4 (9) 5:6 45:15,18 56:13  
 57:2 66:14 70:5 77:20  
 82:19  
 40 (5) 82:5,8,8,15,19  
 400 (2) 130:22,24  
 410 (1) 47:3  
 430 (1) 130:23  
 44 (2) 132:6,7  
 4th (2) 71:20 82:4

5

5 (13) 57:2 59:15 68:8  
 70:17,20 71:3 73:25  
 78:14 81:5 83:4 86:9  
 89:20 111:16  
 50 (7) 32:4,5  
 33:7,10,14,20 132:8  
 500 (1) 96:12  
 53 (1) 65:16  
 55 (2) 48:6 56:16  
 574 (1) 119:24  
 594 (4) 48:19 49:6  
 55:10 61:23  
 5th (4) 58:3 71:5  
 82:5,20

6 (14) 46:22 50:23,23  
 66:20 68:11 70:20  
 71:3 74:5,8 83:4  
 89:2,3 90:1 93:25  
 62 (1) 132:9  
 63 (2) 132:10,11  
 645 (1) 73:25  
 666 (1) 3:25  
 6th (5) 58:3 71:7,8  
 89:10 90:8

7

7 (1) 74:15  
 74 (1) 132:12  
 75 (1) 16:4  
 75tonne (2) 28:6 102:14  
 76 (1) 66:22  
 77 (5) 49:17 57:17  
 100:14,20 101:6  
 78 (1) 17:7  
 7th (4) 58:3 71:12,23  
 111:23

8

8 (4) 7:5 54:6 56:15  
 61:12  
 80 (5) 32:7,19,19,22  
 34:5  
 804 (11) 48:7,11,22  
 49:6,20 53:18,22,22  
 115:2,11 120:13  
 82 (2) 37:10,12  
 83 (1) 19:3  
 84 (2) 19:10 40:1  
 87 (1) 20:5

9

9 (4) 46:6 59:15 78:14  
 126:16  
 911 (1) 100:16  
 92 (1) 132:13  
 920 (1) 74:8  
 925 (1) 80:22  
 930 (1) 130:18  
 94 (2) 132:14,16  
 97 (1) 132:17  
 99 (1) 21:7  
 999 (1) 127:6  
 9th (1) 58:4