

Tuesday, 10 March 2026

1
2 (1.30 pm)
3 **THE CHAIR:** Yes.
4 **MS LANGDALE:** Chair, may I call the next witness, Louisa,
5 please.
6 **LOUISA (affirmed)**
7 **Questioned by MS LANGDALE**
8 **THE CHAIR:** Do sit down, Louisa.
9 **MS LANGDALE:** Louisa, you've prepared a statement for the
10 Inquiry dated 19 January 2026. Do you have it with you?
11 **A.** Yes, I do.
12 **Q.** Can you confirm the contents are true and accurate, as
13 far as you're concerned?
14 **A.** Yes, I can.
15 **Q.** Can you tell us briefly something of your background
16 employment with Arvato and the work that it does?
17 **A.** Okay, so Arvato is a 3PL logistics company. I worked
18 for them as -- sorry, I started off for them as
19 a warehouse operative and worked my way up to their
20 training coordinator.
21 **Q.** You had a shift pattern, other people have a shift
22 pattern there, don't they?
23 **A.** So other people would have had a shift pattern.
24 I wouldn't have had a shift pattern, I would have been
25 based on site as and when needed.

1

1 **A.** So it's a very simple induction. So it's all about
2 their health and safety that we expect them to follow on
3 site, it's about the rules we expect them to follow on
4 site, so it's a --
5 **Q.** Can we go a bit slower?
6 **A.** Sorry. Apologies.
7 **Q.** I'm feeling I'm going to be getting looks over here if
8 I don't ask you to.
9 **A.** Sorry.
10 **Q.** Thank you. Not at all, no need to apologise. So it's
11 quite a straightforward process.
12 **A.** Straightforward, health and safety and rules around the
13 site on what we expect them to follow.
14 **Q.** Do people ask many questions in --
15 **A.** Not really, no.
16 **Q.** So you don't remember him as somebody --
17 **A.** No.
18 **Q.** -- but it's likely but you did the induction with him.
19 **A.** Yes.
20 **Q.** The incident on 5 May you set out, doing the best you
21 can, and please feel free to look at your statement or
22 refer to the statement?
23 **A.** Yes.
24 **Q.** Can you tell us now what you remember about that
25 incident?

3

1 **Q.** Some agency staff members and some permanent staff
2 members.
3 **A.** Yes, that's correct.
4 **Q.** You used a number of agencies, I think?
5 **A.** The company did, yes.
6 **Q.** The company did, yes. One of them connected you with
7 somebody who you referred to in -- well, we're talking
8 about VC, or I am.
9 **A.** Yeah.
10 **Q.** Who did you know the person that I'm referring to?
11 **A.** Valdo Mendes.
12 **Q.** So that's who you --
13 **A.** That was the name that was used in the business, yeah.
14 **Q.** So in your statement you refer to him as "Mendes".
15 **A.** Yes, that's correct.
16 **Q.** You did an induction of VC, didn't you?
17 **A.** So from my memory, I possibly did an induction for him.
18 I seen that many people come in and out of Arvato
19 through the agencies, inductions, it wouldn't have been
20 a face that I can say a 100 per cent yes, he was in my
21 induction on this date. Most likely I did the
22 induction.
23 **Q.** But nothing memorable about that?
24 **A.** No, nothing memorable from the induction.
25 **Q.** How difficult is the induction for people to do?

2

1 **A.** Okay, so from my memory, I remember I was working in the
2 Meta area of the warehouse, which is a department that's
3 just up from the Nintendo area. I was working there
4 with a -- he would have been an operations manager at
5 the time. His name was Matthew. We then heard a scream
6 from the back of the warehouse. I then started to move
7 in that direction. As I've moved in that direction and
8 got myself into the Nintendo area, you have -- I'm not
9 sure if I'm allowed to say their names, the witness --
10 **Q.** Not the victims. Don't mention the victims, the --
11 **A.** The two victims, the wife. She was in front of the
12 husband. The husband was already on the floor, he'd
13 already been assaulted. The woman had screamed because
14 I believe she was then trying to protect her partner
15 from being further attacked. As I got into the area,
16 I stood myself in front of VC, so my back would have
17 been to the victims. VC was just stood in front of me,
18 the -- there was no words coming out of VC's mouth. It
19 happened quite quickly, so then Matt arrived into the
20 area, he then put himself in between myself and VC and
21 then my attention turned to (*redacted*) to the victims.
22 **Q.** Don't worry.
23 You say VC didn't say anything to you.
24 **A.** No.
25 **Q.** What did you notice about his build or his appearance?

4

1 A. So when I was standing in front of him, VC is -- he's
2 quite -- he was taller than me, he was stockier than me,
3 quite a built male, but no, there was no voice out of
4 VC.
5 Q. You say in your statement you immediately noticed his
6 behaviour was extremely strange:
7 "I have seen fights before ... Usually there's a lot
8 of shouting and commotion, and you can generally work
9 out why someone is angry."
10 A. Yes.
11 Q. What was different about this situation, then?
12 A. So what was different is, when I stood for my -- for
13 those seconds that I was stood in front of VC, his
14 attention wasn't me. He was looking through me, and his
15 attention was to the victim that was on the floor.
16 There was no words --
17 Q. The male victim?
18 A. The male victim that was on the floor. There wasn't
19 any -- he didn't shove me, he didn't touch me, but it
20 was very strange because there was no vocalisation about
21 what was wrong from him. Just a look in his eyes. He
22 was just looking through me and straight at the victim.
23 Q. The victims, we know, didn't speak much English.
24 A. No, they didn't.
25 Q. You refer to the fact one of them -- can we refer to

5

1 working in the business.
2 Q. You sent a member of staff, or got a first-aider or
3 something like that, is --
4 A. So that would have been on the way out with the victims
5 out of the warehouse. So I would have been telling
6 a first-aider on the way that their victims would have
7 needed first aid support, because I was on the phone to
8 the police at the time.
9 Q. Shall we play the police call?
10 A. Yes, please, we can --
11 Q. So we can hear what you said at the time. NGPF0001859.
12 (Audio played)
13 MS LANGDALE: You can stop that now, thank you.
14 So the first person making that call is Kevin, is it
15 from your --
16 A. So he's the security guard that's on site.
17 Q. Then he passes it on to you.
18 A. Yeah.
19 Q. You tell the police at the time that you've taken about
20 20 minutes to get him off the site.
21 A. That wouldn't have been me, I was with the victims.
22 That would have been the operations manager and the
23 other security guards that were based on site. So
24 security wouldn't have been based in the area when the
25 incident happened. Staff members would have had to go

7

1 male and female, please --
2 A. Yes, that's fine.
3 Q. -- telling you he told you he was hurt.
4 A. Yes.
5 Q. What can you remember he said, if anything?
6 A. So I remember him saying that he had been hit to the
7 side of his face.
8 Q. Did you ask what had happened, or why it had happened?
9 A. Yes, I'd asked. I'd asked the male victim what had
10 happened and he said that he didn't know why he'd been
11 attacked.
12 Q. So he couldn't tell you what had caused the attack.
13 A. No.
14 Q. What did you make from that, if anything, at the time?
15 A. So I just thought it was very strange for a fight to
16 break out in a warehouse. So I've worked in logistics
17 for a number of years and I know normally if a fight
18 happens in a warehouse it's over something petty.
19 There's normally raised voices, you can normally work
20 out from the raised voices as to what's happened,
21 whether someone has offended someone, someone has called
22 someone a name. There was none of that.
23 Q. Did you speak to the female victim about how she --
24 A. So the female victim, her communication would have to be
25 done through her husband or other relatives that she had

6

1 out to alert security to do that, for them to come into
2 the warehouse to support the operations manager and then
3 to escort him off-site.
4 Q. So the decision is taken to get him off site.
5 A. Yeah.
6 Q. What was the reason for that?
7 A. Because he's harmed a member of staff. So it was a no
8 violence on site, so anybody that was seen to be violent
9 on site would just be escorted off-site by security and
10 reported to the police.
11 Q. You give a direction of where he may have been heading
12 to.
13 A. Yeah.
14 Q. How did you know that direction, how did you --
15 A. I know the direction because that was the nearest public
16 transport to the site. So from speaking to the security
17 guard, he walked off site, so the only way he's going to
18 go from that site would be to the nearest public
19 transport, if he's not got a car that's parked in our
20 car park.
21 Q. In terms of we know that the police in fact arrived 22,
22 23 minutes from the time of call, 18 minutes from
23 allocation, so there was quite a time elapsed, wasn't
24 there --
25 A. Yeah.

8

1 Q. -- between them being able to be at the scene, as it
 2 were?
 3 A. Yeah.
 4 Q. The injuries. You're asked about the injuries. Can
 5 I ask you to have a look at the statement that was made
 6 later to the police by the victims. The statement made
 7 in 2023 after the fatal attacks.
 8 CPSE0001743. If we look at the bottom paragraph,
 9 please.
 10 "Male 1 ..."
 11 The last but one line:
 12 "Male 1 came to me around 15:00 hours, and he wanted
 13 to take the cart that I was scanning, which would later
 14 have been taken to deliveries. I respectfully told
 15 male 1 to wait for me to finish scanning and then he
 16 could take it. Male 1 looked at me very in a strange
 17 manner and then he left, and sat down at the table.
 18 I continued to do my job then after an hour Male 1 came
 19 to me and asked me in English: 'Why are you talking to
 20 me?'
 21 "The victim asked someone else to respond for him
 22 and tell him to excuse us, which he did.
 23 "[He] ... turned to continue [the victim] ... with
 24 the training and suddenly in the next second I felt that
 25 Male 1 hit me with a clenched fist twice."

9

1 extremely scared and then I saw my wife ... who
 2 intervened, and she placed herself between me and Male
 3 1. Then she stretched her hand sideways whilst being in
 4 front of him to stop him. Then Male 1 got very angry
 5 and he kicked my wife. He kicked her in one of the
 6 knees and then he pushed my wife with both hands to her
 7 chest. I could see that he pushed her very hard. My
 8 wife then fell on top of me."

9 So that's how they describe the incident. You say
 10 you come in at the point of a scream. Is there anything
 11 you saw that was inconsistent with the description that
 12 was given by the victims later on?

13 A. No. Inconsistent?

14 Q. Inconsistent.

15 A. No.

16 Q. Nothing inconsistent. So as far as you were concerned,
 17 and the injuries that have been described there, does
 18 that sound right to you?

19 A. I'd say so, yes. So other than the left elbow, so when
 20 I went to the victims, the male victim was more holding
 21 of the face of where he'd been hit rather than the arm,
 22 and I didn't get shown the arm.

23 Q. Indeed, you say in your statement:

24 "[The victims] did not have open wounds, but both
 25 had red marks and bruising. [Male] ... had an injury to

11

1 A. I don't believe that's a statement I've made.

2 Q. No, no, it's not one you've made --

3 A. Oh, sorry.

4 Q. -- and you haven't seen it either. I want to ask you
 5 about the injuries that are referred to in it.

6 A. Okay.

7 Q. "He hit me once when I was facing away from him. Male 1
 8 punched me behind the left ear, and it hurt a lot. The
 9 blow was very strong, on a scale from 0 to 10, where 0
 10 is a light touch and 10 a very strong blow, the punch
 11 was on a scale of 10. After he hit me the first time,
 12 I lost my balance and I moved towards the cart. In
 13 those moments I just wanted to get out of there. Then
 14 immediately Male 1 jumped over some pallets and he
 15 punched it me again. Again, he punched me behind the
 16 left ear, and I fell to the ground.

17 "When I fell down, I was extremely dizzy, the room
 18 was spinning with me, I couldn't see well. I couldn't
 19 stay on my own two feet. After receiving the second
 20 punch, I fell and I hit the corner of the table with my
 21 left elbow. The pain was extremely great. As a result
 22 of this I got bruised and went to Derby Royal Hospital
 23 and received medical care.

24 "Whilst I was on the ground, I could see Male 1 who
 25 wanted to come towards me and to kick me. I was

10

1 his head, I believe on the left-hand side, with
 2 a visible red mark."

3 A. Yes, that's correct.

4 Q. You "remember visible bruising on the female's face
 5 where she had hit the table, and she was struggling to
 6 stand on her leg." Indeed, we hear you --

7 A. So I believe the bruising was to her leg, not to her
 8 face.

9 Q. You're getting a compress when you're on the phone --
 10 (*overspeaking*) --

11 A. So I'm suggesting to the first aiders that they get
 12 a compress.

13 Q. Did you discuss whether their victims that day should go
 14 and get medical care or -- (*overspeaking*) --

15 A. So I believe we asked them when they were on site before
 16 the police arrived if they wanted to us to get them an
 17 ambulance and they said no. The police arrived and
 18 I believe they got asked again by the police officers
 19 who were on site whether they wanted medical treatment,
 20 and I can't remember what their response would have
 21 been. I know when we first asked them, they refused.

22 Q. They were shocked, were they, upset? Or how would you
 23 describe them?

24 A. So the victims were -- the wife was extremely upset.

25 She was in tears. The male was agitated because -- and

12

1 he was -- you could see he was in pain. He was agitated
 2 about the situation. I believe I remember him -- he was
 3 asking why it happened. And I believe he was, from my
 4 memory, he was upset about the situation, as well.
 5 **Q.** Was he older than VC, who had attacked him?
 6 **A.** So the both of the victims would have been older.
 7 **Q.** You say in your statement that the shift supervisor,
 8 Volodimir, approached you and spoke to you about the
 9 incident.
 10 **A.** That would have been after I'd finished on the phone to
 11 the police.
 12 **Q.** So you finished on the phone to the police.
 13 **A.** Yes.
 14 **Q.** Did you go back to the victims for a while before --
 15 **A.** So the victims, so -- just for the timeline, so as I'm
 16 on the phone to the police, the shield(?) would -- no,
 17 sorry. VC would have been exiting the warehouse with
 18 the operations managers and security guard. I would
 19 have still been in the warehouse with the victims.
 20 While I'm on the phone to the police, you can then --
 21 I'm telling the police person on the phone that I'm
 22 making my way now to the canteen. The victims would
 23 have still been following me. They wouldn't have gone
 24 into the canteen before that because we couldn't ensure
 25 that VC wasn't --

13

1 that he had been -- VC had been bending down in the
 2 warehouse and on the floor there was actually
 3 a warehouse safety knife. And he told me that him and
 4 a couple of the other members of staff had seen that he
 5 was bending down and they believe that he was bending
 6 down to grab the safety knife from the floor. And
 7 I believe it was Volodimir that said that he put his
 8 foot on top of the knife and slid that across the floor.
 9 So I was only made aware of the knife after the call
 10 when I got back to the canteen.
 11 **Q.** Well, we'll be hearing from Volodimir so we can ask him
 12 about that.
 13 **A.** Yeah.
 14 **Q.** But those safety knives are used, are they, in the
 15 work --
 16 **A.** So they are commonly used in the Arvato workplace, yes.
 17 **Q.** The police attend, following the call that you've made.
 18 Can you remember now the police officers? Can you
 19 picture them? Can you see it? Or would you rely on
 20 your statement?
 21 **A.** I can only remember quite vaguely them being quite young
 22 officers, and that was both of them.
 23 **Q.** You say they spoke to you and also to Matt briefly. Can
 24 you remember what they asked you?
 25 **A.** So I believe it was what had happened, can we give them

15

1 **Q.** There.
 2 **A.** -- in that vicinity still.
 3 **Q.** So you took it upon yourself to accompany them and make
 4 sure they were safe from him.
 5 **A.** So I just stayed with them while he was being escorted
 6 out of the warehouse, and I stayed with them then up
 7 until the point that we was clear he was off-site and
 8 then they got placed in the canteen.
 9 **Q.** Were you worried about yourself doing that?
 10 **A.** To be honest at the time I didn't think about it.
 11 I suppose it was just, I suppose, a knee-jerk reaction.
 12 You hear a scream. I was -- my position in the business
 13 as a training coordinator, I wouldn't say I was in
 14 a position of responsibility in terms of I had staff
 15 that were my direct responsibility, but because of my
 16 job, I felt like I had responsibility for the staff
 17 there and their safety. So it wasn't something that I
 18 thought about. I just acted.
 19 **Q.** So what did Volodimir say to you in the canteen after
 20 the event?
 21 **A.** So Volodimir made it clear to me that while I believe it
 22 was Matt was in front of VC, that he was trying to bend
 23 down in the warehouse. I hadn't seen any of that
 24 because my back would have been towards them, my focus
 25 would have been on the victims. But Volodimir had said

14

1 information about what had happened in the warehouse.
 2 I believe it would have been about what VC would have --
 3 where he went, what he was wearing.
 4 **Q.** Did they write anything down when you were talking to
 5 them; do you remember?
 6 **A.** Briefly, from my memory.
 7 **Q.** Which one was writing anything?
 8 **A.** I believe it was the female police officer that was
 9 doing the notes.
 10 **Q.** When you say briefly, she was what, writing in a pocket
 11 book or anywhere else?
 12 **A.** It was a small book, I believe, yes.
 13 **Q.** So she took a few notes in that, but you don't know how
 14 much.
 15 **A.** It wasn't substantial notes, from my -- she wasn't
 16 constantly writing in the notebook with everything
 17 that I said or everything that Matt said.
 18 **Q.** How long were you talking to her? Can you remember now?
 19 **A.** I can't remember off the top of my head. It would have
 20 been enough to explain to her what I'd -- what had
 21 happened and also what Vlad would have told me about the
 22 knife and we then would have walked them into the
 23 warehouse to show them the area and also where the knife
 24 was under the track and when I walked into the warehouse
 25 with the police officers, that would have been the first

16

1 time I saw the knife under the track.
 2 **Q.** Do you remember walking in with the police officers --
 3 **A.** Yes.
 4 **Q.** -- and seeing the knives under the track?
 5 **A.** 100 per cent.
 6 **Q.** Who was there when you saw that; the police officers,
 7 you, and who else?
 8 **A.** I believe Vlad would have been there possibly, Matt
 9 would have been there, maybe a security guard, I'm not
 10 sure.
 11 **Q.** Did you say anything about the presence of the knife or
 12 leave that to --
 13 **A.** I would have only mentioned that in the reference to
 14 what Vlad had told me that there was a knife -- that
 15 they believed that he was trying to access the knife,
 16 and I would have relayed that Vlad had put his foot on
 17 top of the knife and moved that across the floor. And
 18 I would have already told them that the knife would have
 19 been under the track before we entered the warehouse.
 20 **Q.** Did you say anything about VC's presentation, you spoke
 21 earlier about looking through you?
 22 **A.** I believe I would have.
 23 **Q.** Do you? Why do you believe you would have?
 24 **A.** Because it was something that I didn't feel was right to
 25 physically attack someone so much, but not have any

17

1 **A.** Yeah.
 2 **Q.** -- but the documents and on shifts he's referred to as
 3 Mendes Calocane. At the premises, would it have been
 4 possible to get that full name if the police had asked
 5 anyone there? Is anyone from HR there or shift --
 6 **A.** At the time of the event --
 7 **Q.** Yeah, when they first came out.
 8 **A.** -- possibly not. So our HR department would have
 9 worked, I imagine, at eight until half four, nine till
 10 half five. The time of the incident, I believe they
 11 would have been off shift at the time, so I'm going --
 12 the information that was provided would have been
 13 provided by the department.
 14 **Q.** Everybody on shift or on the floor would have used the
 15 surname that you used, the --
 16 **A.** I believe so.
 17 **Q.** -- they wouldn't necessarily know the --
 18 **A.** I believe, so.
 19 **Q.** -- the records that you had.
 20 **A.** Yes.
 21 **Q.** You tell us after the incident that evening, when you
 22 and Matt were at home reflecting on what had happened,
 23 you thought the whole thing had been bizarre. What were
 24 you talking about amongst yourselves about it? What's
 25 the --

19

1 words to explain why. And the sheer fact that he just
 2 looked through me when I was stood in front of him. It
 3 was a strange behaviour.
 4 **Q.** Can you remember what questions, if anything, the
 5 officers asked you when you said that?
 6 **A.** I can't remember.
 7 **Q.** You -- after the police left the site, was there any
 8 exchange from you with them about what would happen
 9 next?
 10 **A.** So I believe they would have -- they would have said
 11 that, they would have been back in contact. So there
 12 wasn't any statement -- they didn't mention anything
 13 about us giving any statements at that time. So
 14 I presume there would have been a conversation around
 15 that happening further down the line, but I can't
 16 remember the exact words of what was spoken, no.
 17 **Q.** In terms of how the premises are set up, we hear you
 18 being asked on that call for dates of births and details
 19 of victims.
 20 **A.** Yeah.
 21 **Q.** In terms of VC's details, the Inquiry is aware, I'll go
 22 to a document later, that you do actually have all
 23 the -- Arvato has the record of his name, Mendes
 24 Calocane, a fuller name. You referred to him as Mendes,
 25 that's how you knew him --

18

1 **A.** Just the fact that -- again, the fact that there's
 2 a fight in the middle of a warehouse. As I said, I've
 3 worked in warehousing before, seen fights that happen in
 4 warehousing over petty things. It was just how bizarre
 5 the situation was from a fight to escalate from what
 6 seemed to be nothing, in terms of (*redacted*) -- sorry,
 7 the male victim couldn't give his side of the events.
 8 But then there was nothing coming from VC either to say
 9 why that had happened. So it was just bizarre in that
 10 sense.
 11 **Q.** Don't worry, Louisa, the Chair, if there has been
 12 inadvertent disclosure of any names, obviously we can
 13 erase them from the transcript.
 14 **A.** My apologies.
 15 **Q.** Please don't apologise. You're giving evidence and it
 16 happens.
 17 If you could have a look, please, I'd like to go to
 18 some documents, that follow-up correspondence.
 19 **A.** Okay.
 20 **Q.** ARVS0000015, and page 2 is the first one.
 21 So we see, it looks like one of those automatically
 22 generated emails, Louisa, because it has
 23 "noreply-public", but it says beneath:
 24 "You have been requested by libbiemae taylor ... to
 25 provide some data to assist with one of their cases.

20

1 "... Please attach the list of witnesses from the
2 incident that occurred ...
3 "[And] ... click here ..."

4 So that's the first email to you on 11 May at 12.47.
5 If we go to the previous page, page 1. We see at the
6 bottom you forward that to Darrell Parker in your
7 organisation, and he forwards that to Kelly Tsang and
8 says, "How do we want to deal with this?"

9 So if we go to the next document, we see why that
10 happens. ARVS0000041, page 3:

11 "... to avoid multiple points of contact for the
12 Police I will ask Angelika to look after this.

13 "... This relates to an incident which happened on
14 Friday resulting in a Sky worker injuring two members of
15 the Encore team onsite."

16 Is this why you were forwarding it? Who wanted to
17 deal with the police, as it were?

18 **A.** So when the incident happened, the next day, the next
19 time that I was on shift I had a conversation with the,
20 I believe, it would have been Jayne Broxholme who was
21 one of the warehouse managers at the time, and she
22 basically thanked me for stepping in. I believe it was
23 part of my initial statement. She thanked me for
24 stepping in, and basically, within that conversation,
25 I was told that there was -- I couldn't speak to anybody

21

1 who work there.

2 "Louisa has explained to me that [they've] ... now
3 returned back to work. [One of them] ... had to seek
4 medical attention as a result of the incident.

5 "I have explained that I think it would be best to
6 visit the warehouse to obtain statements [et cetera]
7 ..."

8 Can you remember this conversation now with her?

9 **A.** I vaguely remember it, yes.

10 **Q.** What was your impression of what was going to happen
11 next, as it were?

12 **A.** So I -- from reading that, I believed that maybe they
13 would have come out and actually took statements from us
14 all.

15 **Q.** If we go to page 9, please, of the same document,
16 2 June, "Contacted Louisa". This is PC Taylor:

17 "Can you pass on our sincere apologies ...we have
18 not been to visit [that's the victims] ...

19 "We have been extremely busy. I hope they can
20 understand.

21 "Are you able to provide me with their shift
22 [details] ..."

23 Can you remember that conversation?

24 **A.** Again, vaguely.

25 **Q.** If we go to page 10 at the top, if we can highlight in

23

1 out of the business, and it's dealt with by the senior
2 management team. So that's the reason I forwarded that
3 email over, is because it's something that I'm not --
4 I've not been given permission by the business to do
5 that, so I forward it on to the management team, so
6 Darrell is also one of the management team.

7 **Q.** It's very clear isn't it the list of witnesses are
8 provided, isn't it? If we go to --

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

10 **Q.** -- LEPF000004. Could be six zeros actually, six zeros,
11 sorry. Page 6.

12 No, sorry, that's not the document that I'm looking
13 for. It's a list of witnesses are sent through. We
14 know that a list of witnesses are sent through by
15 14 May. So that was the intention to provide
16 witnesses --

17 **A.** Yeah.

18 **Q.** -- to go through a point within the business that was
19 appropriate to do so.

20 **A.** Yeah.

21 **Q.** If we then please can go to LEPF000004, page 8. This
22 should be a mobile contact, 18 May 2023. We see at the
23 top there Louisa, there's a note of Libbie-Mae Taylor:

24 "I have contacted Louisa to let her know the update,
25 she has agreed to pass the message onto the two victims

22

1 that box at the top:

2 "All that we need from [the victims] ... is what
3 they would like/expect out of this investigation, what
4 injuries ... [Is that the male victim] had medical
5 attention for ..."

6 **A.** I believe so.

7 **Q.** "... and whether they would like to make a formal
8 complaint."

9 Do you remember reading that or seeing that email
10 from her?

11 **A.** I vaguely remember it.

12 **Q.** We see at the bottom of that page, again 4 June:

13 "I have attempted to call [her] ... again to explain
14 where were are at, as she has agreed to be the point of
15 contact for the two victims due to the language barrier
16 ..."

17 Is that what you had agreed to be that?

18 **A.** At no point had I agreed to be anybody's contact for
19 anybody, in terms of I -- I'd not agreed to be the
20 contact between Arvato Bertelsmann and the police for
21 a situation like this.

22 **Q.** How seriously did you take the situation?

23 **A.** Very seriously. Two members of staff had been injured
24 on site and there was, again, no reason as to why that
25 had happened. It weren't because of a petty argument

24

1 that you normally see happens in a warehouse. So for
 2 me, it was extremely ...
 3 **Q.** Then if we go to page 11, email 10 June. Email sent to
 4 victim and to you, Louisa:
 5 "Hello.
 6 "Officers have been trying to make contact with you
 7 regarding this incident.
 8 "If you are wishing to pursue this complaint please
 9 contact myself as soon as possible so we can progress
 10 this investigation.
 11 "I have tried to contact you via phone, voicemail
 12 and email.
 13 "Please make contact by Thursday 15th June ... If
 14 contact is not made then this investigation will be ..."
 15 Not continued with, I assume. I don't have the
 16 precise words.
 17 **A.** It's "submitted for filing", I think it says.
 18 **Q.** Fine. Do you remember receiving that?
 19 **A.** Again, I vaguely remember it.
 20 **Q.** Did you have a conversation with the victim or anyone
 21 else at Arvato about what you should do in those
 22 circumstances?
 23 **A.** So we were always told by Arvato that the business deals
 24 with it. So I remember -- I'm sure there was an email
 25 that was sent out regarding us not speaking to anybody.

25

1 ARVS0000044, page 12, and if we go to page 12 and 13,
 2 that's the shift information going to people. If we go
 3 to page 13, we see the name there that's being used for
 4 VC, back on 2 May. So it's quite clear within HR that
 5 was the names -- the name available.
 6 **A.** Yeah.
 7 **Q.** That can come down. Thank you.
 8 As far as you were concerned, was there any
 9 reticence or reluctance from anyone within Arvato to
 10 either provide a statement or further details in respect
 11 of this incident?
 12 **A.** So I don't remember being part of many conversations
 13 around what had happened after the initial conversation
 14 with Jayne. I had one conversation with Jayne Broxholme
 15 about that incident and that was the next shift after
 16 the incident happened. I wasn't privy to any other
 17 conversations, meetings, or anything that was to do with
 18 the incident or how that was being dealt with by Arvato.
 19 **Q.** Amongst the people that you were talking about, your
 20 friends and colleagues at the time, how seriously did
 21 you take the incident itself?
 22 **A.** So I took this incident quite seriously.
 23 **Q.** It may seem obvious, but why?
 24 **A.** Because of the -- like I said, because of what had
 25 happened and the lack of detail around why it happened.

27

1 **Q.** We also see, please, if we can go to ARVS0000041,
 2 page 2, we see back -- the HR advisor, back on 30 May,
 3 saying within your organisation to the woman you
 4 referred to before, Jayne, what was her surname?
 5 **A.** Jayne Broxholme.
 6 **Q.** The supervisor?
 7 **A.** No, she was the warehouse manager.
 8 **Q.** The warehouse manager so:
 9 "Hi Jayne,
 10 "I've responded to the request, provided a list of
 11 witnesses willing to speak to the police and requested
 12 to put me down as the main [point of] contact providing
 13 email and mobile number. I haven't heard from them
 14 since."
 15 That was 30 May.
 16 As far as you were aware, there was no concern about
 17 providing information to the police at all.
 18 **A.** So I was not told by the business that I should be
 19 providing information to the police. I believe I -- I
 20 believe that was being dealt with by the business.
 21 **Q.** So it was a question of how it was being done; it wasn't
 22 a question that you never wanted to do it or nobody
 23 wanted to do it?
 24 **A.** No.
 25 **Q.** If we can just go, please, for completeness to

26

1 **Q.** You had confirmed in one conversation with the police
 2 that one of the victims had required medical attention.
 3 How did you view their injuries, both at the time and in
 4 subsequent conversations about -- (*overspeaking*) --
 5 **A.** So I do remember, as I said, the male victim stated that
 6 the facial injury had triggered a previous injury. So
 7 from that and the way he was acting at the time, he was
 8 in a lot of pain, the way he was holding his face.
 9 **Q.** You were under no doubt about that at the time, that --
 10 **A.** No doubt.
 11 **Q.** -- that was something that had caused him pain and
 12 discomfort?
 13 **A.** Yes, it was visible.
 14 **Q.** It was visible?
 15 **A.** On his face, on the victim's face. It was visible that
 16 he had been -- he'd been hit.
 17 **MS LANGDALE:** Yes, thank you. I've no more questions,
 18 chair.
 19 Questioned by THE CHAIR
 20 **THE CHAIR:** Yes, I was just going to ask you about the
 21 safety knife. What does that look like, what sort of
 22 knife is it?
 23 **A.** So it's basically the same as a Stanley blade.
 24 **THE CHAIR:** A Stanley knife?
 25 **A.** But the type of mechanism that you have on it, it's

28

1 considered to be more safer in a warehouse environment
 2 because the blade's considered to be retractable, so
 3 it's only retractable if you take your thumb off the
 4 mechanism. So you use your thumb to push the blade out
 5 and you hold your thumb in place to keep the blade out
 6 and as soon as you release your thumb, the blade will
 7 then disappear.

8 **MS LANGDALE:** We've actually got images of it and if I could
 9 invite them to go on the screen, WITN0256002, page 1.
 10 That's what it looks like closed. We have another one
 11 with it open, WITN0256003, page 1. Is that what you're
 12 referring to?

13 **A.** Yes, that's correct.

14 **THE CHAIR:** Those are used generally for opening boxes and
 15 those sorts of things?

16 **A.** So they were deemed a viable option for us to use in the
 17 warehouse by the health and safety team on site. We
 18 would have had two types of knives, so the other type is
 19 a box, fish knife, so there's no blades that are showing
 20 on those knives. It's a piece of plastic with a blade
 21 inside, and then there's that type of knife. So they
 22 were used across the warehouse in Arvato.

23 **THE CHAIR:** Yes, thank you very much.

24 **THE WITNESS:** You're welcome.

25 **THE CHAIR:** You're free to go. The usher will take you.

29

1 **Q.** Can you tell us something about your work at Arvato,
 2 what your job is?

3 **A.** Yes, so first I'm joining Arvato in 2022, as operative,
 4 and I progressed to my full time (*unclear*) in
 5 March 2024. Arvato is based in East Midlands Gateway.

6 **Q.** You tell us about a member of staff at Arvato. You
 7 refer to him as Valdo Calocane. What name did you have
 8 for him at the time?

9 **A.** At that time when VC was joining us in 2023, May, I know
 10 him as Mendes. Nickname.

11 **Q.** Right. So you only ever used "Mendes" at that time?

12 **A.** Yes.

13 **Q.** You tell us he started a couple of days before the
 14 incident on 5 May?

15 **A.** Yes, correct.

16 **Q.** What was your impression of him?

17 **A.** He was very quiet, he did not talk to other ones.
 18 Always worked separate.

19 **Q.** How do you mean separate? Physically separate or --

20 **A.** Yeah, physically separate, just do the task assigned to
 21 him, which is so one employee can complete that task.

22 **Q.** In those couple of days did he get on with his job?

23 **A.** I think so. He didn't very match with the team, because
 24 that moment is very huge capacity of the orders, there
 25 was like more than 25,000 pre-paid lounge(?) orders and

31

1 **THE WITNESS:** Thank you.

2 **MS LANGDALE:** Chair, the next witness is Volodimir, please.

3 **VOLODIMIR**

4 **MS LANGDALE:** Chair, we also have an interpreter available
 5 to be available with this witness. We're not sure if he
 6 will need one or not. He's going to take a view on the
 7 questions.

8 **THE CHAIR:** Well, let's swear the interpreter in, and then
 9 if Volodimir needs an interpreter, he has one. Thank
 10 you.

11 **(The interpreter was sworn)**

12 **THE INTERPRETER:** It's the Lithuanian language.

13 **THE CHAIR:** Thank you.

14 **VOLODIMIR (sworn)**

15 **Questioned by MS LANGDALE**

16 **THE CHAIR:** Do sit down, both of you. Yes, Volodimir, if
 17 you need to ask the interpreter, the interpreter will
 18 interpret. If you prefer just to give your evidence in
 19 English, please do.

20 **A.** Thank you.

21 **MS LANGDALE:** You have, Volodimir, prepared a statement for
 22 us dated 23 September 2025.

23 **A.** Yes.

24 **Q.** Can you confirm the contents are true and accurate?

25 **A.** Yeah, I confirm it's all accurate.

30

1 there was a very busy period, and I notice he didn't do
 2 the best job with other ones doing.

3 **Q.** Can you try and keep your voice up slightly.

4 **THE CHAIR:** If you'd lean forward slightly, you have two
 5 microphones there which have to record what you're
 6 saying. That's it. If you just keep your voice up,
 7 thank you.

8 **A.** Should I repeat, yeah? So on that time when he was
 9 working with us, there was like a lot of orders,
 10 pre-paid(?) orders like 25,000 and it was very busy
 11 period, and what I noticed is that he can't complete
 12 proper task like, for example, other employees. He just
 13 was little bit slower than other ones.

14 **MS LANGDALE:** You tell us that after a couple of days he
 15 needed a safety knife to carry out his tasks.

16 **A.** Yes.

17 **Q.** What did he need he knife for, and when did he get the
 18 knife?

19 **A.** So he was asking for a safety knife to open boxes. So
 20 are giving him cheap plastic fish knife, and then -- and
 21 tell him "Just do not lose, this is a hundred quid" like
 22 a joke, but he was looking on me, and repeats the joke
 23 and I say "Yeah, it's a joke", and he was "haha". He
 24 was little bit strange.

25 **Q.** Did many people use that plastic knife? We've seen what

32

1 it looks like. Did many people use that knife in the
2 warehouse?
3 **A.** Yes, we just allowed to use just fish-type knife for
4 that moment.
5 **Q.** You tell us he then asked you another time if he could
6 change the job he was doing?
7 **A.** Yes.
8 **Q.** What was that about?
9 **A.** Just say he was bored, can he do something else? So
10 I suggest him if he wants to start picking to learn how
11 to pick, so he was willing to learn and he start doing
12 this.
13 **Q.** On 5 May, tell us what happened. What you saw.
14 **A.** So on the 5 May there was, like, I was dealing with
15 something else in the background, and I hear unusual
16 voice and screams. So I run towards the noise and I saw
17 there was like male and female on the floor and VC
18 punching the male in the face, in the back of the head.
19 So I straight away tell him "Stop, you can't do this,
20 not allowed." And he just go back from the victims, and
21 he say someone was pushed him. I said, "Mate, calm
22 down, you can't do this". And then he said, "I lost my
23 glasses" and started searching on the floor the glasses,
24 and just noticed the Stanley type of the knife with the
25 pop-up blade was next to him. So I said or take the

33

1 like, hit her knee on the floor.
2 **Q.** How many punches did you see? Did you see one punch or
3 two punches, or you can't remember?
4 **A.** I didn't see the start, what I see in the end was like
5 two, three punches.
6 **Q.** At the end?
7 **A.** Yeah.
8 **Q.** How aggressive --
9 **A.** He was very violent. He was like eyes is very pop up
10 and he say, "Don't touch me, don't touch me."
11 **Q.** He said that to you?
12 **A.** Yeah, and another manager, as well.
13 **Q.** Did you touch him at all?
14 **A.** I didn't touch him. I say "Just please calm down."
15 **Q.** Were you one of the people that helped to get him out of
16 the building?
17 **A.** He just go away himself. I said, "Please leave", and
18 security was coming, and he just leave and that's it.
19 **Q.** We know the police were called, and they arrived.
20 **A.** Yes.
21 **Q.** Did you talk to either of the police officers?
22 **A.** I just was showing them the incident place where it was
23 happening, showing them that safety Stanley-type knife
24 where it was next to him, and where we kick out that
25 knife like under the conveyor.

35

1 action kick the knife away because I don't know what was
2 in his mind and I ask other operatives just kick out
3 knife away, safety knife, that. So that knife ended up
4 under the conveyor. So in meantime I calling managers
5 and security to escort VC from the site, then we
6 straightaway giving first aid for the victims.
7 **Q.** So when he said to you "I was pushed" or something like
8 that?
9 **A.** Yeah, he was like picking, and what I understand,
10 because there was very busy, and there is, like, not
11 a big area, no, because there is lot of different items
12 need to be picked. So someone maybe turn up, maybe --
13 maybe he's pushed, but I didn't see.
14 **Q.** No.
15 **A.** That's what he say. That he was pushed.
16 **Q.** You didn't know if he meant pushed physically or by what
17 someone had said or anything? You didn't know what that
18 meant?
19 **A.** I don't know nothing. I just see what I see.
20 **Q.** You saw two victims on the floor, you said?
21 **A.** Yes, male and female. So female was trying -- it was
22 wife of the victim, she tried to protect her husband.
23 **Q.** Were they hurt?
24 **A.** Yes, she was, because VC was punching the male and wife,
25 she tried to protect him and he just push her and she,

34

1 **Q.** Why did you show them the knife and tell them about
2 that?
3 **A.** Because I think maybe he can use it as a weapon. I was
4 not sure. Because at that time you're not allowed to
5 having these type of knives, so I don't know from where
6 that knife was appear. So just wondering so just --
7 (*overspeaking*) --
8 **Q.** So the knife underneath was one of the Arvato knives?
9 **A.** No, not allowed to use that kind of knives.
10 **Q.** So this was a different knife.
11 **A.** Yes, like Stanley-type -- Stanley-type up. So it's like
12 pop up the blade. We allow just have the fish type of
13 the knives.
14 **Q.** Okay, so let's have a look, then. So what type of
15 blades do you have for the ones you use in the office --
16 in the warehouse?
17 **A.** It's like fish-type knife, so you can't injure yourself
18 if you cut the boxes on something, and there was
19 a pop-up blade so you can have injury if you're --
20 **Q.** So can you have a look, please, at WITN0256003, page 1.
21 So this knife here, what knife is this? Is this
22 a warehouse knife? The ones that you can use?
23 **A.** Before he was having this one.
24 **Q.** Yes. So this is something you would have in the
25 warehouse --

36

1 A. Yeah, but we was not allowed to using them that time.
 2 The policy is not allowed to use this type of knives
 3 because they are dangerous.
 4 Q. Let's have a look, please, at WITN0256002. That kind of
 5 knife, that's what you can use? Or not use?
 6 A. No, you can't use these knives.
 7 Q. Right. Ever?
 8 A. Before we was allowed but after that, it's like --
 9 before that incident, the rules was changed. We was
 10 just allowed to use fish knives.
 11 Q. Right, so at the time of the incident you could use
 12 these knives.
 13 A. No.
 14 Q. No? So when was that change made?
 15 A. That change was before. I'm not sure what time.
 16 Q. So the knife you saw on the floor, what did it look
 17 like?
 18 A. It was red, and it was like Stanley-type, like with
 19 pop-up blade, you can pop-up yourself, so I (*unclear*)
 20 that blade.
 21 **THE CHAIR:** Is it like this knife?
 22 A. No, it's a little different.
 23 **THE CHAIR:** Different type, right.
 24 **MS LANGDALE:** You saw that at the time, that it looked
 25 different.

37

1 A. They was talking with other witness. They was talking
 2 with other witness.
 3 Q. Other eyewitnesses, and you'd seen it at the end of the
 4 incident.
 5 A. Yes.
 6 Q. Do you remember if they asked you anything or not?
 7 A. They was asking some questions. I remember showing them
 8 the place where it was happening. What is that knife
 9 under the conveyor, it goes. Because I say I don't
 10 remember, or he was trying to take that knife or it was
 11 next to him, I just say I just kick out that knife and
 12 that's it.
 13 Q. You say in your statement VC "was a big man ... very
 14 aggressive and very violent on the day."
 15 A. Yes.
 16 Q. The last witness said he was 5'6". I don't know --
 17 that's probably not right. Can you have an idea of how
 18 tall he was?
 19 A. He wasn't that tall. I think his height was the same
 20 like mine, like 1 metre 80, but he was very wide like
 21 looks like he's going in the gym.
 22 Q. Looked like he was going to the gym?
 23 A. Yes.
 24 Q. So strong.
 25 A. Yeah, strong.

39

1 A. Yes. That's why I take action to kick out this knife.
 2 Q. What happened to that knife?
 3 A. I'm not sure. Because I was showing the police, they
 4 check the area but they didn't remove that knife.
 5 Q. So you see VC looking for, he says, his glasses.
 6 A. Yes.
 7 Q. Then you see that knife and kick it out of the way.
 8 A. Yeah, I just -- not far from him. Just notice on the
 9 floor because there was a lot of mess, because (*unclear*)
 10 is on the side, you know, when they was having this
 11 punches and everything.
 12 Q. What knife had he been using to cut the boxes? The one
 13 that you'd said it cost £100 or something like that?
 14 A. Yeah, it was like fish, like cheap plastic one.
 15 Q. So not like that?
 16 A. Not like that.
 17 Q. Something else. But he was using the one you gave him
 18 in the warehouse.
 19 A. Yes.
 20 Q. So you had never seen this other knife --
 21 A. No.
 22 Q. -- that was on the floor, and you never saw it after
 23 that incident?
 24 A. No.
 25 Q. When the police came, did they talk to you?

38

1 Q. You say violent on the day and aggressive.
 2 A. Yeah, in that incident.
 3 Q. Did you find the incident disturbing at the time?
 4 A. Yes, it was very unusual to our work environment.
 5 Q. Why?
 6 A. Because it never happened like this, that someone like
 7 do physical violence in the workplace.
 8 Q. Did you take it seriously?
 9 A. Yes.
 10 Q. Do you think your colleagues, friends took it seriously?
 11 A. Yes, everyone was scared at that moment what was
 12 happening.
 13 Q. What were they scared of?
 14 A. Because of that situation.
 15 Q. I know it seems obvious, but what would you say? What
 16 was scary about it?
 17 A. Just how he was reacting. Because even he pushed the
 18 female, so it's not the right thing.
 19 Q. He punched the man twice?
 20 A. And punched the man, yeah.
 21 Q. Did you see him jump over the pallet? The man describes
 22 him, the victim, jumping over a pallet to get to him the
 23 second time he punched him; did you see that?
 24 A. No, I just see -- when I just went forwards, I just see
 25 what was happening everything. Just screaming to stop.

40

1 **MS LANGDALE:** Thank you. I've no further questions,
 2 Volodimir.
 3 **THE WITNESS:** Thank you.
 4 Questioned by THE CHAIR
 5 **THE CHAIR:** I just want to clarify about the knife, if you
 6 wouldn't mind.
 7 We heard from Louisa that there were two types of
 8 knife in the warehouse. One was the picture that we've
 9 seen. There was something she referred to as a fish
 10 knife which was like a cheap plastic knife.
 11 **A.** Yes.
 12 **THE CHAIR:** Was that the one you would normally use?
 13 **A.** Yes.
 14 **THE CHAIR:** Can you just describe that in relation to the
 15 picture we have. How would it look, in comparison to
 16 that?
 17 **A.** A fish knife?
 18 **THE CHAIR:** Yes.
 19 **A.** Fish knife is a plastic one with the like -- C,
 20 (*indicates*) something like this, and there is some small
 21 blade. So if you cut the shrink wrap and you open the
 22 box you can cut your skin, but still we need to use the
 23 gloves.
 24 **THE CHAIR:** Right, so it's still got a sharp blade, has it?
 25 **A.** It's not a sharp blade, it's sharp plastic thingy.

41

1 **MS LANGDALE:** Matthew, you've prepared a statement for the
 2 Inquiry dated 12 November 2025. Can you confirm whether
 3 the statement is true and accurate as far as you're
 4 concerned?
 5 **A.** I can confirm it is true and accurate.
 6 **Q.** Can you tell us briefly of your work for Arvato and your
 7 role in the company?
 8 **A.** So I started at Arvato in 2018. Started on the agency,
 9 I think it was about six months I went permanent with
 10 the company, and I was a inventory administrator. I
 11 can't remember the exact timeframe, but maybe a year,
 12 year and a half, I secured a secondment to a supervisor
 13 role ask and I was successful at the supervisor role.
 14 I then was seconded to an Operations Manager's role
 15 which, after I think it was about three months, I then
 16 secured the role full time, and then I sat in that role
 17 for four years.
 18 During that time, I transitioned -- so when
 19 I started with the company it was in Birmingham in Hams
 20 Hall, and so many months after becoming an Operations
 21 Manager full time, I transitioned EMG in Kegworth.
 22 **Q.** You tell us that VC was not in your department.
 23 **A.** Correct.
 24 **Q.** Before the incident I'm going to ask you about on 5 May,
 25 what was your impression of him, or did you not meet him

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1 **THE CHAIR:** Right. But there's no metal on it?
 2 **A.** It's in the middle like.
 3 **THE CHAIR:** I see, so it's embedded in the plastic?
 4 **A.** Yes, so we just cut the shrink wrap.
 5 **THE CHAIR:** The knife that you kicked away wasn't this
 6 knife --
 7 **A.** No.
 8 **THE CHAIR:** -- that we've seen on the picture.
 9 **A.** No.
 10 **THE CHAIR:** It wasn't a fish knife, it was a different kind
 11 of knife?
 12 **A.** It was like Stanley type.
 13 **THE CHAIR:** A steel type?
 14 **A.** Stanley. Stanley type.
 15 **THE CHAIR:** Oh Stanley, yes, Stanley. Thank you. A Stanley
 16 knife.
 17 **A.** Yes, because it was, like, more heavy. Because when
 18 I kick out, I feel like it's weighting more.
 19 **THE CHAIR:** Right. Thank you. Yes, thank you. I've no
 20 further questions. You're free to go, thank you.
 21 **THE WITNESS:** Thank you.
 22 **MS LANGDALE:** The next witness is Matthew, Chair.
 23 **MATTHEW (affirmed)**
 24 **Questioned by MS LANGDALE**
 25 **THE CHAIR:** Yes, thank you. You can sit down, please.

42

1 at all before the incident?
 2 **A.** So before the incident I'd actually seen him the shift
 3 before. So I was working in my department, VC walked --
 4 kind of walked into my department and looked at the
 5 stock. To be honest, I don't think he actually seen me
 6 behind the desk. I looked over to him because he wasn't
 7 one of my staff members. He looked at me, and to be
 8 fair he just kind of looked at me, turned around, and
 9 headed into his department.
 10 Maybe a little bit strange, but at the same time
 11 because of the kind of items we have in the warehouse,
 12 some people do like to have a look at what's in the
 13 warehouse, you know, because there's a lot of high tech
 14 stuff.
 15 **Q.** What did you notice, if anything, about his physical
 16 size?
 17 **A.** I found that he was quite a stocky guy. Height wise
 18 I think he was around my height, to be honest, but he
 19 was very stocky.
 20 **Q.** Tell us about 5 May and what you heard of an event that
 21 happened then, and saw?
 22 **A.** Okay. So on the day, I heard, like, a scream in the
 23 warehouse. A training coordinator turned round to me
 24 and basically shouted me to say there was a fight in the
 25 warehouse. I looked up and I could see some commotion.

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1 It was quite close to my area, but not close enough to
 2 really see what was going on.
 3 Training coordinator, she's gone over there quite
 4 quickly. I've followed. As I've got there, training
 5 coordinator was in between VC and two members of staff
 6 that were on the floor.
 7 I jumped in between the training coordinator and VC,
 8 so she could attend to the victims. I then -- I just
 9 stood in front of VC and straightaway he was kind of
 10 pacing, sort of left and right, and it just felt like he
 11 wanted to get around me and get back to the two people
 12 that were on the floor. And I just paced with him so he
 13 couldn't get past me, and I did turn round to him and
 14 asked him, you know, "What's happened? What's gone on?
 15 Why have you attacked these people?"
 16 To be honest, all he did was say that he was pushed
 17 and that was probably as much as he said. The only
 18 other thing, because he kept looking at the floor and
 19 was pacing, looking at the floor, and I asked him "What
 20 are you looking for?" And he just turned round and told
 21 me that he was looking for his glasses and at that time
 22 I can only assume he's looking for his glasses.
 23 **Q.** Do you know if he wore glasses?
 24 **A.** I don't, I don't actually remember if he did or not.
 25 **Q.** You tell us in your statement, you didn't see -- when he

45

1 **THE CHAIR:** Can you just move slightly forward so that we
 2 can pick you up on the microphone?
 3 **THE WITNESS:** Sorry, my apologies.
 4 So yeah, as we was ... sorry, I've lost my thought
 5 then.
 6 **MS LANGDALE:** As you were escorting him, Kevin, what
 7 happened next? That's where you are.
 8 **A.** Yeah, so Kevin -- as far as I remember, Kevin was still
 9 in the warehouse, so when Kevin made the call to the
 10 police, Louisa had took control of the conversation, and
 11 I remember turning round to VC and saying to him "Look,
 12 the police are on their way now" because I'd already
 13 asked him to leave site and told him it was unacceptable
 14 to hit people on site, and he weren't really saying
 15 anything, he was just pacing. But as soon as he kind of
 16 realised that we were on the phone to the police, he
 17 then started turning round and started walking towards
 18 the exit.
 19 So I followed him, but I already felt like the whole
 20 situation was a bit weird. So I was a bit aware, and
 21 I kept maybe five paces back from VC and, as we headed
 22 out, the Ops Manager, whose department it was, he'd
 23 actually arrived on site, and I remember kind of
 24 signalling him to say just stay away from him, I just
 25 want to get him off site. I took him to security.

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1 was looking on the floor, did you see anything around
 2 the floor where he was looking?
 3 **A.** No. Nothing.
 4 **Q.** Was there a time when Volodimir told you later he had
 5 seen something?
 6 **A.** So after the incident I think we'd -- I think I'd just
 7 escorted VC off site, and Volodimir told me after, it
 8 was either him or another member of staff, they were
 9 both together, and they had told me that they had kicked
 10 the knife under the track. And they believed that he
 11 was trying to pick that knife up, but I didn't see that.
 12 **Q.** You didn't see a knife when you looked down. Did you
 13 have a conversation with him at the time about what type
 14 of knife, whether it was an authorised knife or any
 15 other knife or?
 16 **A.** So I think I would have just made the assumption, to be
 17 honest, that it was the warehouse knife, which is the
 18 authorised knife on site. It's a curved safety knife.
 19 **Q.** Used for opening the boxes?
 20 **A.** Yeah.
 21 **Q.** You and a security guard, Kevin, were the ones, were
 22 you, that took him off, escorted him off the premises,
 23 or tell us what happened?
 24 **A.** So when we come to escorting him, so we got to a point
 25 where --

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1 Normally we'd always search people on the way out.
 2 Because of what had happened and how weird the whole
 3 situation felt, I told the security: "Don't search him,
 4 just get him off site."
 5 Then I escorted him to the front desk. I actually
 6 got him to sign out and then asked him to leave the
 7 site.
 8 **Q.** So he signed out at reception.
 9 **A.** Yes.
 10 **Q.** Why do you say when you mentioned police he walked out?
 11 What was it that --
 12 **A.** Sorry.
 13 **Q.** What was the link between Kevin phoning the police and
 14 VC walking out? What was the link that you were making
 15 earlier?
 16 **A.** I think it was -- it was -- I think it was the fact that
 17 he realised we was on the -- the police were on their
 18 way, basically. That's why he turned round and started
 19 walking out. Whether Kevin was behind me, I couldn't
 20 tell you. If he was actually walking maybe behind me,
 21 I'm not sure.
 22 **Q.** Did you tell him the police were on their way were or
 23 that you were phoning them?
 24 **A.** Yeah, yes, I believe, yes.
 25 **Q.** Then he walked away.

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1 A. Yeah.
 2 Q. Why do you think he walked away then?
 3 A. I could only assume because he knows he's done something
 4 wrong and the police are coming. Yeah, that's all
 5 I could assume.
 6 Q. You walked him through the building, made sure he was
 7 physically out of the building and through the car park
 8 gates.
 9 A. So I didn't walk him to the gates. I was at the
 10 reception. I just watched him leave the site.
 11 Q. Do you remember the police officers arriving now, two
 12 officers?
 13 A. I remember the police officers come to the site, yes.
 14 Q. Did you speak with them?
 15 A. So I spoke to the officers when we showed to them the
 16 area that it happened in. So myself, and there was
 17 maybe -- it was myself and some others. I'm going to
 18 say it was Louisa and Volodimir that was with us, and we
 19 had escorted them to the Nintendo area where it
 20 happened.
 21 Q. Who showed the police CCTV, do you remember that?
 22 A. That would have been security.
 23 Q. So someone in security showed them anything that you had
 24 on CCTV.
 25 A. Yes, should have done, yeah.

49

1 Q. Did the situation appear to you a very unusual
 2 situation, or one that was hard to understand, or not?
 3 A. Very unusual.
 4 Q. What made it unusual to you?
 5 A. So when I stood in front of VC, I would normally expect
 6 someone to kind of maybe try and defend their actions
 7 why maybe they've just attacked someone, and I'm asking
 8 him "Why have you done what you've done?" and there just
 9 wasn't a clear response from him, and when I looked at
 10 him it felt like he was almost looking through me, and
 11 was seemed more focused on those two people. And to me
 12 that was just not something I've experienced before.
 13 Normally there's a reaction, there's anger. Like I say,
 14 I'd expect him to sort of defend his actions, you know,
 15 "He said this" or "He's done this", but nothing. He
 16 just said, like I said, he said he was pushed. And for
 17 some reason I took that as verbally pushed, and I don't
 18 understand why I took it like that, but that's how
 19 I kind of felt at the time, that he was verbally pushed.
 20 Q. Well, he didn't tell you he'd been hit, did he --
 21 A. No.
 22 Q. -- or anything like that?
 23 A. No.
 24 Q. You were challenging him for his behaviour, from what
 25 you were saying, you were criticising his behaviour and

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1 Q. Do you know who spoke to them from security or not?
 2 A. On the day? I'm not sure. I can't remember who was in
 3 the security gatehouse, which is where the cameras are
 4 kept.
 5 Q. Did you mention a knife being present at the scene and
 6 its location under the conveyor belt to the police?
 7 A. So when we was walking through the warehouse to the
 8 area, I did mention to the police that I was told that
 9 there was a knife, and that it had been kicked under the
 10 track. And the other thing I mentioned to the police on
 11 the way up is that I actually thought he was -- I felt
 12 he had some kind of mental illness, to be honest, or he
 13 was mentally unstable, I said to the police, at the
 14 time.
 15 Q. Which officer did you say that to, do you know? Or were
 16 they both together?
 17 A. I think they were both together but I can't actually
 18 remember.
 19 Q. What -- do you think you used the term "mentally
 20 unstable"?
 21 A. Um --
 22 Q. Or something else, or how well do you remember this?
 23 A. I might not have used that exact words, but I know
 24 I referred to him -- there was something not right with
 25 him mentally. I can't remember the exact words I used.

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1 telling him it wouldn't be tolerated.
 2 A. Yes, I did.
 3 Q. He didn't respond in any substance to that.
 4 A. No. No. Like I said, all he said was "I was pushed."
 5 Q. Nothing else, in your interaction.
 6 A. No.
 7 Q. How long would your interaction have been? You've taken
 8 him through reception, you're meeting him at the scene
 9 of the assault.
 10 A. It's hard to tell the timeframe. I'm probably going to
 11 say maybe 20 minutes, maybe. Maybe a bit more.
 12 Q. That's quite a long time, isn't it, 20 minutes?
 13 A. Yeah.
 14 Q. You can ask a lot in that time.
 15 A. I mean I could have the timeframe slightly wrong, but to
 16 be honest, there was a lot of pacing. I mean, because
 17 it's why we also got the staff out, because there was --
 18 it just felt so long that we was standing there just
 19 trying to either get him to move or even to explain what
 20 he's done or, you know, like I say he was pacing back
 21 and forth, and for so much time he was pacing back and
 22 forth in front of me with the victims behind. And then
 23 it turned to him pacing around the area looking for
 24 these glasses, then obviously we had the phone call and
 25 then he started his way out.

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1 So yeah, maybe 15 minutes. It's ...

2 **Q.** But you didn't get any discussion from him at all, other

3 than the one comment "I was pushed".

4 **A.** No, nothing.

5 **Q.** Can I take you now, please, Matthew, to some of the

6 emails that show the Arvato response, if I can put it

7 like that, to the incident. So if we go, please, to

8 ARVS0000037. You're cc'd into some of these emails but

9 I don't think all, but if we look at page 10 at the

10 bottom, and then on to page 11:

11 "As per conversations regarding the assault ... on

12 two Encore employees, the police have been called. They

13 have arrived on site and have taken statements from the

14 injured parties. They have also been given your contact

15 number. As they will require VM home address for their

16 investigation".

17 So that's sent to various people, if we go back to

18 page 10, and we see, if we go back to page 10 of the

19 document, we see from Sky Recruitment:

20 "Hi Gurpal,

21 "We are so sorry this has happened. We are

22 devastated and so frustrated. Please be assured, [VC]

23 ... will be removed from our system for any future work

24 through our business.

25 "If you want to pass my number on ... please feel

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1 "Thank you for ... making [us] aware of the ...

2 vending machine damage."

3 Further down three paragraphs:

4 "We are all absolutely disgusted with his behaviour

5 and can share all of your thoughts on this situation."

6 So very supportive of the criticism that Arvato is

7 making of the situation, generally of the support from

8 the agency; would you agree?

9 **A.** Mm-hm, yeah.

10 **Q.** Then if we go back to page 7, Darrell Parker:

11 "[You're going to] be on site tomorrow."

12 You've been looped in.

13 "Pick up on ... discussions."

14 As far as you were concerned, was there anyone

15 within Arvato or through the agency that was reluctant

16 or reticent to complain about this issue to the police

17 and have the matter dealt with by the police?

18 **A.** In my own opinion, no. But nothing was really discussed

19 with me after the incident. But I'd not seen anything

20 like that, no.

21 **Q.** No one had trivialised it, none of the people in HR or

22 elsewhere or the agency had trivialised the event or

23 suggested it wasn't significant in any way? Or had

24 they?

25 **A.** No, I wouldn't say so.

55

1 free as we want to do all that we can to help.

2 "We honestly can't believe this has happened and

3 [are] truly sorry this is one of our workers."

4 Then if we go back to page 9, the page before, we

5 see Darrell Parker, that's your site manager, responding

6 asking for assurances:

7 "... what assurances can you give ... that this man

8 is not going to return ..."

9 Et cetera.

10 Reference there made:

11 "Secondly, this individual has also caused potential

12 damage to one of the on site vending machines earlier on

13 in the week ..."

14 Did you hear anything about that? In fact, when the

15 Inquiry explored that it was rocking the vending machine

16 and not causing damage to it, so nothing too untoward

17 about that.

18 **A.** So I only heard about that after the incident. I can't

19 remember who mentioned it, but I remember talking about.

20 **Q.** But there was no damage, no engineer called, something

21 that didn't come out of a machine or something and ...

22 **A.** It was never reported to me and I wasn't aware of it, so

23 not as far as I know, no.

24 **Q.** But we see again, if we go to page 8, of the same

25 document, response, again from Sky, saying:

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1 **Q.** At the time of the incident occurring, did you see the

2 victims, or were you mainly with VC?

3 **A.** So I only seen the victims after the incident on the

4 day. So I think I seen them in the canteen after.

5 **Q.** Were they upset? How were they when you saw them?

6 **A.** Yes, both shocked, upset, both of them. Especially the

7 lady. She was very shaky, if I remember rightly.

8 **Q.** What about other colleagues? We can hear the tone of

9 Louisa on the 999 call, for example. Were other

10 colleagues upset and shocked by what had happened?

11 **A.** Yeah, especially the people in the area were quite

12 shocked. I mean, there was other people in the

13 warehouse, but they was kind of on other floors. But

14 yeah, I think it was shocking for everybody, to be

15 honest.

16 **Q.** Because everyone has described it coming from nowhere,

17 not knowing what any trigger was or why it would have

18 occurred.

19 **A.** No. I mean, when I spoke to people after it just seems

20 like it was -- it seemed like a random attack, to be

21 honest. I mean, there might -- I can assume something

22 would have triggered it, what that was, I have no clue.

23 **MS LANGDALE:** Thank you. I've no further questions.

24 **THE CHAIR:** Yes, I have no questions.

25 Thank you very much, Matthew. You're free to go.

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1 What we'll do now is take a break until I think
 2 quarter past three.
 3 **MS LANGDALE:** Thank you.
 4 **(2.55 pm)**
 5 **(A short break)**
 6 **(3.15 pm)**
 7 **(The interpreter was sworn)**
 8 **THE INTERPRETER:** My name is [name given] and I interpret
 9 into Slovak language.
 10 **MS LANGDALE:** Chair, may I call the next witness, Ivan,
 11 please.
 12 **THE CHAIR:** Yes.
 13 **IVAN (sworn)**
 14 **THE CHAIR:** Please sit down. Yes, Ms Langdale?
 15 **Questioned by MS LANGDALE**
 16 **(All answers interpreted except where indicated)**
 17 **MS LANGDALE:** Ivan, you have prepared a witness statement
 18 dated 8 December 2025.
 19 **A.** Yes.
 20 **Q.** Can you confirm that the contents are true and accurate
 21 as far as you are concerned?
 22 **A.** It is, yes.
 23 **Q.** Do you have a copy of it in front of you?
 24 **A.** Yes.
 25 **Q.** Please look at that whenever you would like to to help

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1 allowed to interfere with them.
 2 Can you pause there, and we can hear what (*unclear*),
 3 please, thank you.
 4 **A.** So I have some interactions with them, given that most
 5 of the time I will be there by myself, so if they have
 6 some questions I -- and I can answer, I would. Or if
 7 they would ask for simple things like a cigarette or
 8 some kind of sugar, and we have some in our stock, then
 9 I would help them with it. But apart from that, I'm not
 10 in the capacity to help in any other way.
 11 **Q.** You say you have never called the police out to the
 12 hospital, but you have called ambulances out for the
 13 residents.
 14 **A.** That's correct.
 15 **Q.** So for health emergencies.
 16 **A.** So if they smoke lots of cannabis and become feeling
 17 unwell, then they try to spend time in close to me.
 18 Because they know if they are -- start to feel even
 19 worse, and really unwell, then I would call the
 20 ambulance.
 21 **Q.** Do the residents ever have fights with each other or
 22 arguments that mean you have to call the police, or not?
 23 **A.** So given I'm not from here, in all those years I learned
 24 to become familiar with their behaviour, and I treat
 25 them all with respect and I'm trying to assess them,

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1 you answer my questions. Can you tell us, please, about
 2 Seely Hirst House?
 3 **A.** Yes.
 4 **Q.** Who lives, who resides in Seely Hirst House? I don't
 5 need the names of people, just the people generally.
 6 **A.** So Seely House has in total 52 rooms, most of those
 7 people who are renting them out are either drug addicts
 8 or there are some addicted to alcohol.
 9 **Q.** So people who are there, who live there, use drugs.
 10 **A.** Yes.
 11 **Q.** Social workers sometimes attend, do they?
 12 **A.** Each morning at 9.00 am there would be these females
 13 coming over, or younger females, and they attend to
 14 their needs, and they help them pay their benefits or
 15 with food vouchers.
 16 **Q.** You tell us your official title is a cleaner.
 17 **A.** That's part of my job duties, but I do other things, as
 18 well.
 19 **Q.** So you tell us that you clean rooms out when people
 20 leave. Get keys from reception.
 21 **A.** Yes, so when the residents move out, I -- all their
 22 belongings they leave behind I would place in black
 23 bags, and then, as per the rules, we keep them for
 24 two weeks.
 25 **Q.** You say you don't manage the residents, and you're not

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1 especially if there is someone new, if they might be
 2 abusive or what sort of person they might be.
 3 **Q.** I think before Seely Hirst House you worked at a hostel
 4 housing females who'd been abused?
 5 **A.** It was mixed. Males and females.
 6 **Q.** Okay. You don't have to give us more detail about that.
 7 Just in terms of Seely Hirst House, was it a very
 8 different experience than working at Seely Hirst House?
 9 **A.** Not really, because with women there are more troubles.
 10 **Q.** All right, let's move on from that. I'm going to ask
 11 that we play CCTV footage and I'm going to ask that we
 12 stop at various points so I can ask questions about what
 13 we've just seen.
 14 The CCTV footage, Ivan, relates to 13 June 2023 and
 15 we see you on the footage and we see a man we know as VC
 16 on the footage. The times I am going to refer to are
 17 the times into the footage, not the time of day.
 18 So can I ask, please, that we have NGPF0007783, and
 19 we start it, and Amanda, I've already asked you the four
 20 points where we're going to stop, and so the first one
 21 comes quite quickly, Ivan.
 22 Can we just translate that first before we start?
 23 We can start now. Thank you.
 24 **(Video played)**
 25 **MS LANGDALE:** Stopping. We see there number 68, Ivan. Is

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1 that the entrance with the black gate to number 68? And
 2 what's further along where the rails are? Tell us what
 3 Seely House is.
 4 **A.** That's the only entrance, which leads towards the main
 5 door.
 6 **Q.** So that's the main front gate.
 7 **A.** Yes.
 8 **Q.** That's one door that we see, the door to number 68?
 9 **A.** It doesn't add up from the start.
 10 **Q.** Sorry? There's two adjoining houses, are there, at
 11 Seely Hirst House?
 12 **A.** Do you mean this door?
 13 **Q.** Yes.
 14 **A.** So this door never been in use. Not ever since I've
 15 remembered. They were always closed.
 16 **Q.** So what's at the back of the -- adjoining this, as you
 17 look at the back; is that the door that would be used?
 18 **A.** The back where?
 19 **Q.** Look at the picture where the railings are at the back
 20 of the picture.
 21 **A.** I still can't see. The main door is *(in English)*:
 22 Opposite. *(Interpreted)*: Here. So the main door is
 23 opposite the gate and the door 68 never been in use.
 24 **Q.** Right, I understand. And see the railings at the very
 25 back, the white railings, what's that? Where is that

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1 **Q.** All these thoughts I had at the time?
 2 **THE INTERPRETER:** (The interpreter nodded).
 3 **MS LANGDALE:** That's because they were based on past things
 4 that had happened at Seely Hirst House?
 5 **A.** That's right, yeah.
 6 **Q.** Because, if your residents are drug users, they do
 7 purchase drugs on site?
 8 **A.** Yes.
 9 **Q.** What did you say to him when you were standing -- there
 10 will be footage, Chair, on another occasion that shows
 11 the width apart -- but you're about a metre or a metre
 12 and a half apart; what do you say to him?
 13 **A.** So as soon as I came out I walked towards him. He also
 14 walked slightly towards me, and I asked him immediately
 15 "How can I help you?"
 16 **Q.** What did he say?
 17 **A.** He asked what sort of building it was. I responded "It
 18 is a hostel".
 19 Then he asked "A hospital?"
 20 I said, "No, it is a hostel, and if you need help,
 21 come back at 9.00 am. There will be these females,
 22 women and girls, who work with homeless people and they
 23 will try to help you."
 24 **Q.** What expression did he have on his face when he was
 25 talking to you?

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1 area?
 2 **A.** So these railings indicates how the path goes from the
 3 main gate to the entry to the building.
 4 **Q.** Thank you. Shall we carry on playing it, please.
 5 **(Video played)**
 6 Pausing there, Ivan, do we see you, where those
 7 white railings are there, having a conversation with the
 8 man?
 9 **A.** Yes.
 10 **Q.** You tell us in your statement that you saw him on CCTV
 11 footage. Is that from inside the house?
 12 **A.** Yes, and that's why I came out.
 13 **Q.** What did you see and what did you think when you saw it?
 14 **THE CHAIR:** Can we just stop there a minute and make sure
 15 that we can translate what he just said. Thank you.
 16 **A.** So I was checking camera after camera, and I spotted
 17 this person who was trying to open the window, and I, as
 18 a person, who often deals with trespassers who are not
 19 residents, I assumed it was someone in need of help,
 20 a homeless person was looking for somewhere to sleep.
 21 **MS LANGDALE:** You also say in your statement:
 22 "I assumed he was a drug dealer, or a homeless
 23 person or maybe a friend of a resident ..."
 24 **A.** Yes, that's right. There were all these thoughts I had
 25 at the time.

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1 **A.** So I learned to be careful, and that's why I -- because
 2 also because I found it quite weird the way he was
 3 trying to get in by opening the window, and so I tried
 4 to approach his heart. I offered him help, and he leant
 5 against the railings and he was looking into my face but
 6 it was very intense look. No blinking, no smiling. He
 7 didn't seem nervous at all.
 8 **Q.** Any smell of cannabis or anything?
 9 **A.** No.
 10 **Q.** Did you notice he was carrying a rucksack?
 11 **A.** Yes, even from the inside I noticed, that's the reason
 12 I went out. Well, actually, the reason I went out was
 13 when I noticed that firstly he was trying to open the
 14 window and then he was looking in for something into the
 15 pockets, inside the pockets, and that was the reason
 16 I went out. I had to.
 17 **Q.** Did you think of phoning the police?
 18 **A.** Yes, but in my experience I have to, like, de-escalate
 19 the situation because the police wouldn't come in about
 20 a minute or two or even three minutes, so firstly I had
 21 to calm things down.
 22 **Q.** What did you ask him to do when you were speaking to
 23 him? Did you ask him to leave the premises?
 24 **A.** Yes, once I finish the sentence that the ladies who are
 25 helping, people will come at 9.00, once I finished this

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1 sentence I said, "And now you must leave our garden."
 2 **Q.** Can we continue the video now, please, until 5.17.
 3 **(Video played)**
 4 **Q.** So pausing here, he's left and come back, and you appear
 5 again.
 6 **A.** Mm-hm.
 7 **Q.** Why did you come back out? What had you seen?
 8 **A.** So when I sent him away he left without hesitation but
 9 as he was leaving he noticed that Trevor's window was
 10 open.
 11 **Q.** Did you try and call to Trevor or go round to Trevor or
 12 do anything like that?
 13 **A.** When I saw him going around towards Trevor's window,
 14 I called out "Close the window, close the window". More
 15 than once.
 16 **Q.** So if we carry on playing it, please, until 6.58.
 17 **(Video played)**
 18 Why did you think he was trying to get into Trevor's
 19 window?
 20 **A.** He was trying to -- he was trying to get into the
 21 building from the beginning.
 22 **Q.** When you saw him try to get in in that way, did you
 23 think of phoning the police then? He'd ignored your
 24 instruction, he'd come back and he did that.
 25 **A.** I was thinking at the time how to help Trevor, not to
 65

1 **Q.** Did you go and speak to Trevor, or not?
 2 **A.** On my way back, Trevor was already waiting for me by his
 3 door, and he told me that it had actually happened twice
 4 and I also --
 5 **Q.** Sorry, told him he'd have done what?
 6 **A.** That it happened twice, and I saw on the videos later
 7 that he banged on some other windows as well.
 8 **Q.** Let's watch the end of the film to 9.43, please, now.
 9 **(Video played)**
 10 We can stop the film now. Thank you.
 11 So he comes back, then, 5.11 in the morning, to
 12 Seely Hirst House. Did you see that at the time on the
 13 CCTV or not?
 14 **A.** No, I didn't.
 15 **Q.** Where did he go then?
 16 **A.** Opposite our office, where the rear door is, at that
 17 time I was smoking there and talking to Declan.
 18 **Q.** Talking to?
 19 **A.** *(In English):* Declan.
 20 **Q.** That's the person who made a 999 call, I think, at 6.16
 21 am in the morning, so much later.
 22 **A.** *(Interpreted):* Yeah.
 23 **Q.** So you were talking to him and didn't see the man come
 24 back for the third time to the window.
 25 **A.** No, I --
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1 call the police, but to help Trevor.
 2 So because from the point where I was standing, as
 3 you can see, in order to reach Trevor's window I would
 4 have to go around the whole garden and it would still be
 5 closer than going through the inside because from the
 6 main door I would have to go through the whole corridor
 7 to reach Trevor's door.
 8 **Q.** So you shouted "Close the window" to Trevor?
 9 **A.** *(Witness nodded).* Yeah, I shouted "Shut the window,
 10 shut the window". But he acted well because I saw the
 11 fist, so he punched him.
 12 **Q.** You see what we've just seen at 6.58, that VC leaves the
 13 gate. Yes?
 14 **A.** I wouldn't know because at that point I was already
 15 inside.
 16 **Q.** So when he leaves, you've gone inside. Were you worried
 17 he might come back again or not?
 18 **A.** When I noticed that Trevor closed the window, the
 19 incident was closed for me too. Or at least in terms of
 20 the front garden where he was.
 21 So once I noticed that -- well, after the main door
 22 was closed, and all the windows are from the front
 23 garden also closed, then I could move to the area of my
 24 office, which is by the rear exit, which is mainly used
 25 by the residents.
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1 **Q.** Would you have phoned the police if you'd have seen
 2 that?
 3 **A.** So once I realised that all the door and all the windows
 4 were shut, I went back for a smoke and that's where
 5 I stumbled upon Declan, and then I heard this single
 6 shout, and -- oh, actually we both heard it, and it was
 7 absolutely horrible, and it stayed in my memory for
 8 years to come.
 9 **MS LANGDALE:** Thank you. I've no further questions, Chair.
 10 **THE CHAIR:** Yes, thank you. I have no further questions.
 11 Thank you. You're free to go now.
 12 I think that concludes this afternoon, Ms Langdale.
 13 So we'll start again tomorrow morning at 10.00.
 14 **MS LANGDALE:** Thank you.
 15 **(4.01 pm)**
 16 **(The hearing adjourned until 10.00 am the following day)**
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