

PROVIDING QUALITY CUSTOMER SERVICE TO INTERNAL AND EXTERNAL STAKEHOLDERS

04.

CHAPTER 4

PROVIDING QUALITY CUSTOMER SERVICE TO INTERNAL AND EXTERNAL STAKEHOLDERS

Provision of a quality customer service to external stakeholders

Customer Charter

The Office has developed and published a Customer Charter, which is available on its website⁶³. The Charter provides detail of, amongst other things:

- the Office's service standards;
- the standards that customers may expect from the Office;
- principal contact points.

Nature of principal engagements with external stakeholders

The Office's principal engagement⁶⁴ with external stakeholders includes:

- i. the provision of guidance and related material;
- ii. outreach activities;
- iii. handling queries and complaints from members of the public;
- iv. managing and developing relationships with external stakeholders; and
- v. website/social media.

Activities associated with (i), (ii) and (iv) above, which for the most part fall within the remit of the Head of Enforcement, are elaborated upon in Chapter 2 of this Report. With the exception of complaints, which are dealt with in Chapter 3, the activities associated with (iii) and (v) above, which also fall within the remit of the Head of Enforcement, are further elaborated upon below.

Public enquiries

The Office provides, to the extent practicable, information on general company law matters to interested parties. The Office is not, however, in a position to provide querists with legal advice and, in circumstances where the nature of an enquiry suggests it to be the case, querists are advised that they should consider seeking independent professional advice.

In order to further assist querists, the Office has developed a series of Frequently Asked Questions (FAQ) and responses thereto, which are available on the website⁶⁵. The FAQ section of the website is regularly reviewed and supplemented as necessary having regard to the nature of queries being received. As well as consulting the website, queries may also be directed to the Office's information email address (info@odce.ie), as well as by telephone.

While the Office deals with the majority of queries by reference to the services outlined above, some queries require a more detailed and considered response. During the year, the Office handled a total of 280 queries (2012: 210) in this manner. Whilst queries received related to a broad range of issues, the most frequently occurring topics included:

- failure on the part of companies to convene AGMs;
- auditors' reporting obligations in relation to directors' loans;

⁶³ www.odce.ie

⁶⁴ i.e. excluding parties being engaged with in the context of the Office's enforcement remit

⁶⁵ www.odce.ie

- companies' Registers of Members; and
- residential property owners' management companies.

Website

During the year under review, the Office's website (www.odce.ie) underwent a change to its content management system, thereby reducing the level of expenditure necessary to maintain the site. To increase accessibility, the site was also redeveloped in order to facilitate access from mobile devices such as smart phones. From mid-September to year end, there were 647 connections to the site's home page from mobile devices.

Table 19 below lists the 20 pages most frequently viewed by visitors to the website during the year (excluding the site's home page). As before, the FAQ section of the website featured in the most viewed pages. Taking all the FAQ pages together, they attracted around 20,000 views during the year. The search facility was used over 4,000 times. Less than 0.5% of website traffic was to the Irish language pages of the website, which are accessible at www.osfc.ie, a figure well below that in 2012.

New material posted to the website during the year included:

- new/updated Office guidance/information material, as outlined at Chapter 2 of this Report;
- new Statutory Instruments relevant to company law;
- copies of certain presentations made by Office staff to stakeholder groupings;
- press statements, articles, announcements, etc.; and
- the results of civil and criminal enforcement litigation undertaken by the Office.

At year end, some 932 persons had registered to receive website notifications by email.

Table 19
Top 20 most viewed pages - www.odce.ie

Page	Views
Publications Page	51,372
Companies, Directors' & Secretaries' Responsibilities	16,040
Prosecution Cases Page	11,625
Companies, Directors & Secretaries Page	8,400
Disqualification Cases	8,269
Press Releases Page	6,145
Company Law and You	5,141
FAQ/Directorship of a Company	4,990
Our Role	4,596
Winding Up & Insolvencies Cases Page	4,586
Contact Us	4,464
Investigations Page	3,908
Media & Presentations Page	3,526
Functions	3,261
FAQ/Membership of a Company	3,248
FAQ/Winding Up & Liquidations	3,023
Prosecution Cases 2013	2,981
Liquidators, Receivers, Examiners & Legal Responsibilities	2,714
FAQ Page	2,673
Consultation Papers Page	2,352

Social media

The Office has continued to utilise social media to deliver its message to interested parties. The Office operates on four platforms, i.e., Facebook, Twitter, LinkedIn and Google+. These are used to highlight and promote the Office's advocacy and enforcement activities respectively, as well as to inform followers of developments on the wider company law landscape. By year end, the Office had attracted 755 followers across these various fora.

Research on the Office's effectiveness

In previous years the Office has periodically engaged the services of market research consultancies to assist it in assessing its effectiveness in promoting and facilitating compliance with company law and dissuading non-compliant behaviour respectively. Due to the general moratorium on consultancy expenditure, no such research was commissioned during the year under review. Whilst the Office seeks to gauge its effectiveness through other means, the inability to commission such research periodically does affect the Office's capacity to assess its effectiveness having regard to independently gathered data.

Provision of a quality customer service to internal stakeholders

Staff training & development

Performance Management applies across all Government Departments and Offices and is implemented each year by the Office. It seeks to ensure that the roles of individual staff are clear and that they are aligned with overall corporate objectives, while facilitating performance review and management. It also directly links Office training programmes and expenditure to the role of each staff member. To the extent practicable, the Office supports staff members in their training and development needs.

A total of 42 Office staff received a total of 153 days training in 2013 (2012: 134), including:

- IT training – 15 days, relating to 12 staff;
- training provided by in-house resources – 109 days, relating to 29 staff; and
- training provided by the Department – 37 days, relating to 32 staff.

During 2013, the Office assisted a number of staff members to undertake the following training and development:

- King's Inn's Diploma in White Collar Crime;
- accountancy staff members' CPD⁶⁶ requirements; and
- solicitor staff members' CPD requirements.

Customer service standards

During the year under review, the Office remained committed to providing a quality customer service to its own staff and to all members of the public with whom it has dealings. The feedback and formal complaints services, as provided for on the Office's website, are integral to that commitment.

Compliance with obligations on foot of law, regulation and by virtue of the Office's status as a public sector entity established by statute

Parliamentary Questions ("PQ")

The Office is regularly requested to provide information/material to the Department to assist it in preparing Ministers' responses to Deputies' PQs. In addition, the Office is sometimes itself the subject of Deputies' PQs. During the year, the Office provided material in response to 21 PQs.

Prompt Payment of Accounts Act 1997

The Prompt Payment of Accounts Act provides for the payment of interest to suppliers whose invoices are unpaid at a prescribed date (usually 30 days after receipt of the invoice). In the current economic climate where cash flow is vital to business, Government policy is to pay suppliers within 15 days of receipt of an invoice.

As evidenced by the fact that only 2 payments were not made on time, the Office's policy of settling all invoices within prescribed timeframes was adhered to during the year under review. The interest payable as a result of these late payments amounted to €41.83, with compensatory penalties totalling €110.00.

Risk management action plan

During the year, the ODCE reviewed and updated the Office's risk management plan in consultation with the Department.

Freedom of Information (FoI) Acts

All records of the Office (other than records concerning its general administration) are exempt from the FoI Acts. During 2013, no valid requests for information were received. That said, 5 queries regarding Office records were received. These were dealt with by the Office's FoI Officer outside of the FoI Acts.

Data Protection Acts

During the year, the Office maintained its registration as a data controller with the Office of the Data Protection Commissioner. The Data Protection Acts 1988 to 2003, and associated Statutory Instruments, protect against the improper use or disclosure of any information held about an individual. These obligations are consistent with the Office's own strict confidentiality requirements, as stipulated by section 17 of the Company Law Enforcement Act 2001.

Energy consumption

The Office shares its premises with several other occupants, and the proportion of space allocated to the Office is just under 50% of the total. Approximately 60% of all electricity used in the building is for lighting and office equipment, while heating and air conditioning accounts for the remainder. Gas consumption is primarily used for heating water used in the building's heating system.

Gas consumption for the year (which is primarily used for heating air and water) was 666,000 kilowatt hours (kwh) (2012: 690,000 kwh), of which the ODCE was responsible for approximately 304,000 kwh. Electricity consumption was 662,000 kwh (2012: 799,000 kwh), of which the ODCE was responsible for approximately 302,000 kwh. These figures represent a year on year reduction in overall energy consumption of 11%.

During the year, the Office continued to monitor its energy usage. By way of participation in a "Green Team" comprising of representatives of the building's occupants, the Office continues to seek to devise initiatives to further curtail energy consumption. Two information sessions for staff on ways to reduce energy consumption at home and in the office took place during the year. The Green Team arranged to reduce the hours during which the heating system is used, giving significant savings on energy usage. Usage charts for 2012 and 2013 respectively are set out below.



The target for further energy consumption reduction in 2014 is 5%. It is hoped to achieve this by:

- enhancing insulation of boiler room plant;
- installing lighting sensors for stairwells;
- running an Energy Awareness Campaign throughout the building, including a workshop for staff; and
- introducing further energy-saving changes to the schedule for heating in the building

Official Languages Act 2003

The Office drafted a second Scheme under the Act in 2011 and awaits agreement with An Coimisinéir Teanga on that Scheme. During the year under review, the Office of An Coimisinéir Teanga contacted the Office's Official Languages Officer to request a copy of the draft Scheme. In the interim, the previous Scheme remains in force, as well as the statutory requirements of the Act. The ODCE, therefore, continued during the year to monitor its compliance with that legislation and with its Scheme.

APPENDICES

Appendix 1

Allocated vs. actual expenditure: 2011 – 2013

	2011		2012		2013	
	€000s	€000s	€000s	€000s	€000s	€000s
Allocation						
Exchequer Grant	5,967		5,697		5,330	
Exceptional Legal Costs	491	6,458	300	5,997	50	5,380
Expenditure						
Salaries	2,629		2,463.0		2,394.4	
Advertising & Publicity	34		28.8		31.8	
Office Premises	270.7		327.7		299.0	
Legal Expenses	191.6		287.2		124.5	
Consultancy	69.6		100.0		120.6	
Computerisation	37.9		44.5		28.0	
Printing	53.6		44.4		29.00	
Incidental Expenses	5.4		8.8		6.3	
Travel & Subsistence	19.5		17.3		17.0	
Telecommunications	41.4		54.6		36.8	
Postal/Courier Services	22.6		17.1		12.4	
Office Machinery & Photocopying	17.9		31.1		9.5	
Human Resource Development	3.7	3,396.9	12.0	3,436.5	14.2	3,123.5
Amount surrendered		3,061.1		2,560.5		2,256.5

Appendix 2

Presentations delivered – 2013

Promoter	Event Type	Subject	Venue	Speaker
IPA Corporate Governance Forum	Presentation	The work of the ODCE	IPA Offices, Dublin	Kevin Prendergast
MSc in Management and Corporate Governance	Presentation	The ODCE – setting the standard	Marino College, Dublin	Kevin Prendergast
NUI Galway	Presentation	Enforcement as a tool of compliance – the work of the ODCE	NUI, Galway	Kevin Prendergast
Longford County Council	Presentation	Corporate healthcheck	County Hall, Longford	Kevin Prendergast
Louth County Council	Presentation	Corporate healthcheck	County Hall, Dundalk	Kevin Prendergast
South Tipperary County Council	Presentation	Corporate healthcheck	County Hall, Clonmel	Kevin Prendergast
Cavan County Council	Presentation	Corporate healthcheck	Council Chamber, Courthouse, Cavan	Kevin Prendergast
Letterkenny Institute of Technology	Presentation	The ODCE – encouraging compliance, enforcing the law	Letterkenny IT	Kevin Prendergast
Kerry County Council (x 2)	Presentation	Corporate healthcheck	Council Chamber, Tralee	Kevin Prendergast
Cork County Council (x 2)	Presentation	Corporate healthcheck	County Hall, Cork	Kevin Prendergast
Galway County Council	Presentation	Corporate healthcheck	Council Chamber, Galway	Kevin Prendergast
Rathmines College of Commerce	Presentation	Corporate healthcheck	Rathmines College	Kevin Prendergast
Chartered Institute of Management Accountants	Conference	Integrating risk into performance – reporting to the Board of Directors	Iveagh Court, Harcourt Road, Dublin	Ian Drennan

Promoter	Event Type	Subject	Venue	Speaker
PwC	Presentation	Update on ODCE activities	PWC, Dublin	Ian Drennan
National Business Expo	Presentation	Top ten corporate governance sins – and how to avoid them	RDS, Dublin	Kevin Prendergast
Chartered Accountants Ireland	Conference	ODCE Update	CA House, Pearse Street, Dublin	Ian Drennan
Shannon Chamber	Breakfast Briefing	ODCE and company law – the new Companies Bill	Bunratty Castle Hotel, Co. Clare	Kevin Prendergast
School of Restaurant & Kitchen Management	Presentation	Corporate healthcheck	Abbeyleix Hotel, Portlaoise	Kevin Prendergast
IBEC/Siemens	Presentation	Promoting a compliance culture	IBEC offices, Dublin	Ian Drennan
Nova UCD	Presentation	Corporate healthcheck	UCD, Dublin	Kevin Prendergast
Law Society Finuas Network	Presentation	The role of the ODCE	Law Society, Blackhall Place, Dublin	Aoife Raftery
DCU	Presentation	The ODCE – setting the standard	DCU, Dublin	Kevin Prendergast
UCD Quinn School	Presentation	The ODCE – setting the standard	UCD, Dublin	Kevin Prendergast
Institute of Public Administration	Presentation	The ODCEs contribution towards promoting good governance & effective risk management	IPA Offices, Dublin	Ian Drennan
The Companies Bill conference	Conference	Factors likely to affect future enforcement strategy	Ballsbridge Hotel, Dublin	Ian Drennan
CMG Events	Presentation	New enforcement provisions under Company Law	Royal Marine Hotel, Dun Laoghaire	Kevin Prendergast

Promoter	Event Type	Subject	Venue	Speaker
Ennis Chamber	Presentation	Corporate governance & directors' responsibilities	Ennis Chamber Offices, Co Clare	Kevin Prendergast
Irish Times Training	Presentation	The ODCE – encouraging compliance, enforcing the law	Irish Times House, Dublin	Kevin Prendergast
Institute of Public Administration	Presentation	Roles & responsibilities of company directors	IPA offices, Dublin	Kevin Prendergast
Grant Thornton	Presentation	ODCE update	City Quay, Dublin	Kevin Prendergast
National College of Ireland	Presentation	The role of the ODCE	IFSC, Dublin	Kevin Prendergast
Leinster CPA/SFA	Presentation	ODCE update	No. 10 Ormond Quay, Dublin	Ian Drennan
Midlands Solicitors' Bar Association	Presentation	Update on company law	Mullingar Park Hotel	Kevin Prendergast
Dundalk IT	Presentation	Corporate healthcheck	DCU, Dublin	Kevin Prendergast
Cork Institute of Technology	Presentation	Corporate healthcheck	Rubicon Centre, Cork	Kevin Prendergast
Enterprise Ireland	Presentation	Enterprise Ireland workshop	East Point Business Park, Dublin	Kevin Prendergast
Walkers Ireland	Presentation	Update on ODCE activities	Sir John Rogerson's Quay, Dublin	Ian Drennan
Irish Franchise & Start Up Expo 2013	Presentation	Ten most common corporate governance sins	RDS, Dublin	Kevin Prendergast
DCU	Presentation	The role of the ODCE	Dublin City University	Kevin Prendergast
Law Society of Ireland (x 2)	Presentation	The role & functions of the Director of Corporate Enforcement	Law Society of Ireland, Dublin	Adrian Brennan
Department of Jobs, Enterprise & Innovation Seminar	Presentation	Helping your business	Dublin Castle	Kevin Prendergast

Promoter	Event Type	Subject	Venue	Speaker
Enterprise Ireland	Presentation	Focus on funding	East Point Business Park, Dublin	Kevin Prendergast
Carlow IT	Presentation	Corporate healthcheck	Carlow IT	Kevin Prendergast
Galway-Mayo Institute of Technology	Presentation	Corporate healthcheck	GMIT, Castlebar	Kevin Prendergast
AMROP & Grant Thornton	Presentation	Update on ODCE activities	Fitzwilliam Place, Dublin	Ian Drennan
UCD Quinn School (x 2)	Presentation	The ODCE – setting the standard	University College, Dublin	Kevin Prendergast
Apartment Owners' Network	Presentation	Calling and holding AGMs	Dublin City Council offices, Wood Quay, Dublin	Kevin Prendergast
Mazars	Presentation	New Companies Bill	Harcourt Road, Dublin	Kevin Prendergast
NUI Maynooth	Presentation	The ODCE – setting the standard	NUI Maynooth	Kevin Prendergast
Omnipro	Presentation	ODCE update – focus & strategy	Sheraton Hotel, Athlone	Kevin Prendergast
Omnipro	Presentation	ODCE update – focus & strategy	Radisson Hotel, Limerick	Kevin Prendergast
Blanchardstown IT	Presentation	Corporate healthcheck	IT, Blanchardstown	Eileen McManus
Omnipro	Presentation	ODCE update – focus & strategy	Silver Springs Hotel, Cork	Conor O'Mahony
Tipperary North County Enterprise Board	Presentation	Corporate healthcheck	Thurles Chamber Enterprise Centre	Kevin Prendergast
Omnipro	Presentation	ODCE update – focus & strategy	Citywest Hotel, Dublin	Kevin Prendergast
DCU	Presentation	The ODCE – setting the standard	Dublin City University	Kevin Prendergast

Exhibitions/events attended – 2013

Event Type	Venue	Promoter	Stand Attendees
Exhibition	Keadeen Hotel, Newbridge	Kildare CEB	Kevin Prendergast
Exhibition	RDS	Inline Events Ltd.	Eileen McManus Maria Leavy
Conference	Clonmel Park Hotel, Clonmel	Abbott Vascular and County Tipperary Skillnet.	Eileen McManus
Lecture Series	Business Information Centre ILAC	Central Library ILAC Centre Dublin	Eileen McManus
Annual Conference	College of Physicians, Dublin	Institute of Chartered Accountants & Administrators	Eileen McManus
Exhibition	Thurles Chamber Enterprise Centre	Tipperary North CEB	Kevin Prendergast
Annual Conference	Kildare	Institute of Certified Public Accountants	Eileen McManus
Annual Conference	Clyde Court Hotel	Small Firms' Association	Eileen McManus
Annual Convention	Aviva Stadium, Dublin	Irish Institute of Credit Management	Eileen McManus
Exhibition	Ratheniska, Co. Laois	National Ploughing Association	*Note 1
Exhibition	RDS, Dublin	Sunday Business Post	Maria Leavy Marie Breen Eileen McManus
Enterprise Day	The Heritage Hotel, Portlaoise	Limerick CEB	Eileen McManus
Information Day	Stamping Building Dublin Castle	Dept. of Jobs, Enterprise & Innovation/HAS	Eileen McManus Maria Leavy Marie Breen
Lecture Series	Business Information Centre, ILAC	Central Library ILAC Centre Dublin	Eileen McManus
Annual Conference	Concert Hall, RDS, Dublin	ISME	Eileen McManus
Networking Event	Knockranny House Hotel, Westport		Eileen McManus

* Maria Leavy, Eileen McManus, Desmond O'Neill, Phil Flood, Dermot Morahan, Kevin Prendergast

Appendix 3

Cases where restriction orders were made by the High Court pursuant to section 56 of the CLEA

Note: In respect of those companies marked with an asterisk (*), the Court, at the end of 2013, had either yet to complete its hearing of matters against certain directors or had restricted or disqualified one or more but not all of the directors against whom the liquidator had taken restriction or disqualification proceedings pursuant to sections 150 or 160 of the Companies Act 1990 (where the Office had not relieved the liquidator under section 56 of the CLEA).

Company Number	Company Name	Director Name		Date Restricted
417939	A.I.T. Software Limited	Daly	Stephen	21-Oct-13
		McCann	Conor	21-Oct-13
398083	Airtech Security Limited	O'Donovan	Morgan	18-Feb-13
340972	Andrew Redmond & Sons Limited	Redmond	Matthew	29-Jul-13
		Redmond	Paula	29-Jul-13
306061	Ardfinnan Oil Limited	Bridges	Carl	08-Apr-13
		Scanlon	James	08-Apr-13
		Scanlon	Mary	08-Apr-13
		Scanlon	Yvonne	08-Apr-13
294452	Armada Fleet Services Limited	Hughes	Cormac	09-Dec-13
		Hughes	Maura	09-Dec-13
169197	Arthur Armstrong Suspended Ceilings Limited	Armstrong	Kathleen	10-Jun-13
		Armstrong	Arthur	10-Jun-13
165894	B C Transport Limited	O'Leary	Donal	28-Jan-13
		O'Leary	Valerie	28-Jan-13
377601	Balmaford Limited	Burke	Michael	04-Feb-13
		Clancy	Liam Joseph	04-Feb-13
		White	James	04-Feb-13
240826	Bawnmanor Limited	Boyce	Gerard	16-Dec-13
193527	Black Shore Holdings Limited	Duffy	Hugh	14-Jan-13
		Sweeney	John	14-Jan-13
		Sweeney	Treena	14-Jan-13
339787	Bluebell Telecom Limited	O'Brien	Timothy	09-Dec-13
		O'Brien	Julie	09-Dec-13

Company Number	Company Name	Director Name		Date Restricted
271992	Braldi Limited	Luby	Brian	08-Apr-13
		Bonnar	Brendan	13-May-13
		Butler	John	13-May-13
67653	Carty Building (Ballaghaderreen) Limited	Carty	Martin	21-Jan-13
		Carty	Fiona Marie	21-Jan-13
		Carty	Karina	21-Jan-13
331355	Castlewarren Construction Limited	Fenlon	Aoife	24-Jun-13
		Fenlon	Brian	24-Jun-13
482798	CBROH Trading Limited	Brannigan	Conor	16-Dec-13
		O'Hagan	Ryan	16-Dec-13
242713	Cedar Construction Limited	Gannon	Mary Ann	02-Dec-13
		Gannon	Terence	02-Dec-13
76367	Christopher Knight Electrical Limited	Knight	Robert	22-Mar-13
		Knight	Christopher	22-Mar-13
242975	Congil Construction Limited	Connolly	Padraic	28-Nov-13
		Connolly	Delia	28-Nov-13
361015	Cullen Foodstores Limited	Petrelli	Teresa	19-Mar-13
395730	Cupa Natural Materials Limited	Fernandez	Javier	22-Jul-13
		Garcia	Aureliano Fernandez	22-Jul-13
		Gayoso	Ulpiano Rodriguez	22-Jul-13
		Hernandez	Noemi	22-Jul-13
354634	D. & J. McCarthy Haulage Ltd	McCarthy	Denis	18-Feb-13
		McCarthy	Jeremiah (Jerry)	18-Feb-13
423284	Dalex Limited	Healy	Jason	14-Oct-13
		Healy	Sharon	14-Oct-13
470781	Darger Limited	Caffrey	Darren	04-Nov-13
		Gough	Shauna	04-Nov-13
488606	Derek McDonnell Limited	McDonnell	Derek	09-Dec-13
398033	Doppler Lifts Limited	Lyons	Paul	08-Oct-13

Company Number	Company Name	Director Name		Date Restricted
179532	Dover Transport Limited	Keville	David	17-Jun-13
415164	Drever Construction Limited	Cosgrave	Edward	04-Nov-13
292121	Duncan High Reach Equipment Limited	Duncan	Edmond	08-Apr-13
245007	Dunne Contracting Limited	Flynn	Jeremy	29-Jul-13
		Kavanagh	William	29-Jul-13
		Thompson	Glenn	29-Jul-13
477167	Durkan Ryan Formwork Limited	Ryan	Edward	04-Mar-13
293022	Dwyer Properties Limited*	Dwyer	Caroline	11-Mar-13
412979	Europet Limited	Jackson	Louise	02-Dec-13
		Jackson	Gerry	02-Dec-13
374761	F & F Catering Limited	Fagan	Niall	09-Sep-13
41528	Fergus Haynes (Developments) Limited*	Fergus	Cathal	08-Feb-13
		Fergus	Joanne	08-Feb-13
257799	Fintan Phelan Construction Limited	Phelan	John	22-Apr-13
		Phelan	Fintan	22-Apr-13
258090	Formcrete Limited	Herron	Michael	18-Feb-13
		Herron	Carmel	18-Feb-13
420785	Franeua Security Services Limited	Hormanski	Zdislaw	14-Jan-13
		Pankiewicz	Tadeusz	14-Jan-13
322845	Frowsley Services Limited	Bolger	Patrick	16-Dec-13
		Bolger	Anne	16-Dec-13
		Bolger	David	16-Dec-13
154815	G. & A. Manifold Limited	Manifold	Gaye	09-Dec-13
		Manifold	Arthur	09-Dec-13
252828	G.B.Manning Electrical Contractors (Cork) Limited	Manning	Kenneth John	08-Jul-13
154508	Gerard J. McPhail Limited	McPhail	Gerard	21-Jan-13
		McPhail	Margaret	21-Jan-13

Company Number	Company Name	Director Name		Date Restricted
445915	GTR Security Limited*	Reilly	Tara	29-Apr-13
		Crothers	Suzanne	01-Jul-13
		Reilly	Ian	01-Jul-13
353943	Gym Installations Limited	Boyle	Paul	22-Jul-13
170434	H M Yachts Limited	Mockler	Amy	29-Jul-13
353926	Harrmack Developments Limited	Harris	Stephen	21-Jan-13
85703	Hele Windows Limited	Lentzy	Natalie	04-Nov-13
449925	Hewcon Limited	Hewson	Brian	16-Dec-13
		Hewson	Bernadette	16-Dec-13
380440	Hibernia Tours Limited	Tempesta	Claudia	22-Jul-13
261314	Higgins Civil Engineering & Construction Limited*	Higgins	Gary	14-Jun-13
441776	Intelligent Data Fusion Limited	O'Sullivan	Dennis	25-Nov-13
467215	Itzala Limited	Farrelly	Kim	10-Jun-13
		Doyle	Anthony	15-Jul-13
322125	J R Shaft Bearings Limited	Kenny	Noreen	19-Mar-13
		Kenny	Joseph	19-Mar-13
358007	JKD Couriers Limited	Rice	John	15-Jul-13
		Rice	William Kenneth	15-Jul-13
315744	John Conroy Mechanical Contractors Limited	Conroy	Nuala	08-Apr-13
		Conroy	John	08-Apr-13
440892	John Galvin Roofing & Building Contractor Limited	Galvin	John	09-Dec-13
		O'Donoghue	Lorraine	09-Dec-13
403489	John J Dolan Scaffolding Limited	Dolan	Cara	10-Jun-13
		Dolan	John James	10-Jun-13
192510	K.C. Properties Limited	Casey	Gerard	24-Jun-13
480901	Kamdy's Limited	Macken Belhout	Deirdre	11-Nov-13
218903	Kart World Limited	Walsh	David A.	04-Nov-13
440022	Kavanagh Wholesale & Distribution Co. Limited	Kavanagh	Stephen	13-May-13
		Kavanagh	Audrey	13-May-13

Company Number	Company Name	Director Name		Date Restricted
39144	Kielys Distribution Limited*	Kiely	Adam	11-Mar-13
373994	Kilcarty Steelfixing Limited	Byrne	Joe	08-Apr-13
		Byrne	Mary	08-Apr-13
411649	Kylemore Inns Limited	Nolan	James	09-Dec-13
		Sweeney	John	09-Dec-13
485997	Lucca Food Trading Company Limited	Pieri	Roberta	02-Dec-13
		Pieri	Sandro	02-Dec-13
301182	M & P Developments Limited	McLaughlin	Hubert	29-Jul-13
		McLaughlin	Mark	29-Jul-13
		McLaughlin	Mark	29-Jul-13
376109	Max IT Computer Services Limited	Kearns	Seamus	15-Apr-13
		Tinkler	Sean	15-Apr-13
282000	McDermott Nolan Limited	McDermott	Patrick	24-Jun-13
		McDermott	Michael	24-Jun-13
440234	Mebel Limited	Jackson	Louise	02-Dec-13
		Jackson	Gerry	02-Dec-13
423043	Mercar Limited	Conlon	Bernard	28-Jan-13
		Roddy	Tony	28-Jan-13
393700	Monastic Investments Limited	Dunne	Martin	09-Dec-13
		Dunwoody	Paul	09-Dec-13
283902	N 17 Electric Limited	Naughton	Thomas	08-Apr-13
		Naughton	Bernadette	08-Apr-13
417919	National Directories of Ireland Limited	McNally	Michael	08-Apr-13
		Earls	Paul	08-Apr-13
		Buckley	Joanne	08-Apr-13
		McNally	Brenda	08-Apr-13
475135	Nationwide Express Limited	Cope	Paul	22-Apr-13
		Cope	Ian	22-Apr-13
490128	Nolnoc Technologies Limited	Conlon	Ursula	02-Sep-13
		Conlon	Michael	02-Sep-13
369883	NPJS Sales Limited	Brady	Bernard	08-Jul-13
		Brady	Bernadette	08-Jul-13

Company Number	Company Name	Director Name		Date Restricted
367766	Ocean Brand Opportunities Limited	Baxter	Douglas Alexander	16-Dec-13
		Baxter	Victoria Ann	16-Dec-13
		Clarke Hurles	Timothy	16-Dec-13
		Baxter	William Douglas	16-Dec-13
		France	Timothy	16-Dec-13
		O'Leary	Rodi	16-Dec-13
236350	Owens Concrete Limited	Owens	John	18-Nov-13
		Owens	Maree	18-Nov-13
450564	P O'Hare Developments Limited	O'Hare	Linda	08-Apr-13
		O'Hare	Paul	08-Apr-13
381074	Paddy Macs Taverns Limited	Carr	Michael	09-Dec-13
		Carr	Clair	09-Dec-13
378791	Paymount Limited (Smart Recycling Group)	McCabe	Stephen	17-Jun-13
463541	Peri Catering Limited	Chong	David	18-Feb-13
		Liu	Jackie	18-Feb-13
355088	Pharma Plaz Limited	Holden	Welton	09-Dec-13
		Macken	Michael	09-Dec-13
62478	Pierse Contracting*	Cahalin	Brendan	14-Oct-13
		O'Reilly	Michael	14-Oct-13
		Murphy	Martin Edward	11-Nov-13
		O'Nolan	Fearghal	11-Nov-13
		Duggan	Matthew	02-Dec-13
419693	PL Retail Limited	Larkin	Sandra	14-Oct-13
		Larkin	Paul	14-Oct-13
324076	Polywood Limited	Gilmartin	Michael	25-Nov-13
457524	Premier Team Limited	Al-Kaddo	Khalil	25-Nov-13
275807	Presswell Labels Limited	Guinevan	Alfred Thomas	11-Mar-13

Company Number	Company Name	Director Name		Date Restricted
473373	Purple Lake Limited	Doyle	David	08-Jul-13
		Doyle	Catherine	08-Jul-13
284487	R Madden Limited	Madden	Richard	17-Jun-13
469853	Rainey Conservation Limited	Rainey	Brendan	04-Mar-13
		Rainey	Paul	04-Mar-13
		Rainey	Desmond	04-Mar-13
328470	Real Time Distribution Limited	Argue	Frederick	09-Dec-13
		Argue	Daphne	09-Dec-13
370820	Red Civil Engineering Limited	Flynn	Jeremy	29-Jul-13
		Kavanagh	William	29-Jul-13
		Thompson	Glenn	29-Jul-13
232719	Redmond Civil Engineering Limited	Redmond	Bernadette	14-Oct-13
		Redmond	Ciaran	14-Oct-13
106266	Rialto Motors Limited	O'Neill	Frank	11-Nov-13
		O'Neill	Thomas	11-Nov-13
		O'Neill	Brendan	11-Nov-13
479874	Rushout Recruitment Limited	Connolly	Alan	21-Oct-13
		Nolan	Connor	21-Oct-13
403754	Salamander Agencies Limited	O'Neill	Seamus	04-Mar-13
		O'Neill	Grainne	04-Mar-13
170516	Sean Kiernan Limited	Kiernan	Rosemary	02-Dec-13
		Kiernan	Sean	02-Dec-13
79057	Shannon Minerals Limited	O'Mara	Brendan	18-Feb-13
		O'Mara	Ann	03-Jun-13
380052	Southwestern Power Services Limited	Marshall	Thomas Kieran	08-Apr-13
		Marshall	Ann Philomena	08-Apr-13
429471	Sp Asphalt & Tarmacadam Contracts Limited	McDaid	Majella	21-Oct-13
		Sean Paul	McDaid	21-Oct-13
396883	Spectron M & E Engineering Limited	Walsh	Philip	22-Jul-13
		Walsh	Tom	22-Jul-13

Company Number	Company Name	Director Name		Date Restricted
479388	Spillane Logistics Limited	Spillane	Thomas	21-Jan-13
		Spillane	Liam	21-Jan-13
366251	Stone Mad Limited	Costello	Susan	17-Jun-13
		Costello	Joseph	17-Jun-13
302852	Survey Sales & Hire Limited	Dolan	Kevin	25-Nov-13
245192	T & J Transport Limited	Kelly	John	25-Nov-13
		Kelly	Martina aka (Tina)	25-Nov-13
300220	Terence McCarthy Building Limited	McCarthy	Terence	24-Jun-13
		McCarthy	Mary	24-Jun-13
446888	The Cork Depot Logistics & Business Services Limited	Cooke	Kevin	01-Jul-13
		McCarthy	Paddy	01-Jul-13
390212	The Wedding Gallery Limited	Donnelly	Pauline	21-Oct-13
		Murray	Patrick	21-Oct-13
396195	Tonara Limited	Ennis	James	14-Jan-13
427421	Tuskar Asset Management Public Limited Company	Hynes	Alan	09-Oct-13
172460	W & W (Eng) Limited	Ward	James	09-Dec-13
		Ward	Seamus	09-Dec-13
344536	Walsh Maguire & Co. Limited*	Maguire	James Vincent	22-Apr-13
		Moran	Liam William Thomas	17-Aug-13
474088	Wellwish Limited	Fisher	Maree	14-Oct-13
		Wrynn	Anne Marie	14-Oct-13
		Wrynn	Paul	14-Oct-13
205026	Westcan Developments Limited	Cummins	Gerald	29-Apr-13
		Cummins	Veronica	29-Apr-13
164255	Wood-systems Limited	Moran	John	08-Jul-13
467305	Zahir Limited	Kidd	Damien	22-Jan-13
		Kidd	Pascal	22-Jan-13

Appendix 4

Cases where disqualification orders were made by the High Court pursuant to section 56 of the CLEA

Company Number	Company Name	Director Name		Disqualified From	Disqualified To
325074	Bellisle Properties Limited	Stritch	Peter Kenneth	25-Nov-13	24-Nov-23
456648	Blue Data Services Limited	Kingsley	Trevor	29-Apr-13	28-Apr-19
456648	Blue Data Services Limited	Woodland	Michele	29-Apr-13	28-Apr-19
170434	H M Yachts Limited	Mockler	Hugh	29-Jul-13	28-Jul-17
127663	Mossway Limited	Deering	David	16-Aug-13	15-Aug-14
127663	Mossway Limited	Deering (Junior)	David	02-Aug-13	01-Aug-14
378791	Paymount Limited (Smart Recycling Group)	McCabe	David	15-Jul-13	14-Jul-20
450381	TMC Mediaworks Limited	Levin	Drew	18-Nov-13	17-Nov-25
427421	Tuskar Asset Management Plc	Hynes	Alan	09-Oct-13	08-Oct-16

Appendix 5

Cases where no restriction or disqualification orders were made by the High Court pursuant to section 56 of the CLEA

Company Number	Company Name	Date of Court Order	No. of Directors
359718	Business Interiors & Design (Bid) Limited	22-Feb-13	3
84000	Kerr Aluminium Limited	19-Mar-13	2
417731	The Palace Bar Limited	08-Apr-13	2
376791	Matrix Contracting Limited	30-May-13	2
373242	Ipos Investment 4 Limited	25-Jun-13	4
351995	Ipos Investment 3 Plc	25-Jun-13	-
337167	Ipos Investment Plc	25-Jun-13	-
351533	Ipos Investment Two Plc	25-Jun-13	-
366541	Ipos Locums Limited	25-Jun-13	-
364478	Uniprop Limited	25-Jun-13	-
360035	Dial -A - Tyre Limited	28-Jun-13	2
221941	Freestand Limited	15-Jul-13	2
260714	Zyder Developments Limited	14-Oct-13	2
31721	Milford Inn Limited	11-Nov-13	1

Notes:

1. The "No. of Directors" column relates to those directors against whom proceedings were taken. This may differ from the actual total number of directors on record at liquidation, as some directors may have been exempted from proceedings by the Office and others may not have been recorded with the Registrar of Companies, e.g., persons acting as shadow directors.
2. The Ipos and Uniprop companies, as referred to above, had common directors against whom proceedings were taken.
3. In the case of Milford Inn limited, as referred to above, there was only one director remaining at liquidation.

GLOSSARY

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AGM	Annual General Meeting
Anglo	The former Anglo Irish Bank Corporation plc
CJA	Criminal Justice Act 2011
CLEA	Company Law Enforcement Act 2001
CLRG	Company Law Review Group
CRO	Companies Registration Office
Department	Department of Jobs, Enterprise & Innovation
Director	Director of Corporate Enforcement
DPP	Director of Public Prosecutions
FoI	Freedom of Information
GBFI	Garda Bureau of Fraud Investigation
IAASA	Irish Auditing & Accounting Supervisory Authority
IAIR	International Association of Insolvency Regulators
ICAV	Irish Collective Asset-management Vehicle
Minister	Minister for Jobs, Enterprise & Innovation
NALA	National Adult Literacy Association
ODCE/Office	Office of the Director of Corporate Enforcement
Oireachtas	Collective term for the Upper and Lower Houses of Parliament
PPB	Prescribed Professional Body
PQ	Parliamentary Question
RAB	Recognised Accountancy Body
SI	Statutory Instrument
WTE	Whole Time Equivalent
1963 Act	Companies Act 1963 (as amended)
2003 Act	Companies (Auditing and Accounting) Act 2003 (as amended)

