



CHAPTER 4

PROVIDING QUALITY CUSTOMER SERVICE TO
INTERNAL AND EXTERNAL STAKEHOLDERS

PROVISION OF A QUALITY CUSTOMER SERVICE TO EXTERNAL STAKEHOLDERS

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.

Customer Charter

Following a public consultation process, the Office published new Customer Care documents in 2016. The documents are published on the ODCE's website and provide detail of, amongst other things:

- the Office's service standards;
- the standards that customers may expect from the Office;
- principal contact points; and
- the Customer Feedback and Complaint Form.

During 2017, no formal complaints were received under the Office's Customer Complaints Procedure. It is important to point out that our Customer Complaints Procedure exists to deal with mistakes, delays, or poor customer service. It does not relate to dissatisfaction with policy, decisions made by Officers or other case-related matters. The procedure is initiated by completing and returning to the Office a Customer Complaint Form, available on the ODCE website.

Nature of principal engagements with external stakeholders

The Office's principal engagement⁵⁵ 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 Advocacy Unit, are elaborated upon in Chapter 2 of this Report. With the exception of complaints regarding alleged breaches of company law, which are dealt with in Chapter 3, the activities associated with (iii) and (v) above are further elaborated upon below.

Public enquiries

The Office provides, to the extent practicable, information on general company law matters to interested parties.

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 website⁵⁶. The FAQ section of the website is regularly reviewed and supplemented as necessary. In particular, during the year under review, the FAQ section was again comprehensively reviewed and updated to reflect the queries most frequently received in the Office. As well as consulting the website, queries may also be directed to the Office's information email address (info@odce.ie) as well as being submitted 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 and the Office deals with numerous such queries each year. 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.

Website

Table 19 below details those sections of the website that attracted the most traffic during the year under review. The number of visits to the website as a whole from mobile devices was 5,460, up from 2,880 in 2016.

⁵⁵ i.e. excluding parties being engaged with in the context of the Office's enforcement remit

⁵⁶ www.odce.ie/faq.aspx

Table 19 Top 5 most visited sections of the website in 2017 – www.odce.ie

Section	Views
Publications	31,273
Company Law & You	25,900
Court Decisions	22,529
About the ODCE	15,404
FAQs	14,521

By way of further elaboration, Table 20 below details the 20 most frequently visited individual pages (i.e., as opposed to sections) on the website during the year (excluding the site's home page). As in previous years, the FAQ section featured heavily in the most viewed pages. Taking all the FAQ pages together, they attracted over 14,500 views during the year.

Table 20 Top 20 most viewed pages in 2017 – www.odce.ie

Page	Views
Company Law & You – Companies / Directors / Secretaries	7,736
Information Books Page	6,206
About the ODCE	5,932
Quick Guides Page	4,254
Company Law & You Page	4,176
Prosecution Cases 2017	3,564
Functions of the ODCE	3,298
Contact Us	2,956
Company Law Guidance Publications	2,954
FAQ Menu Page	2,913
Role of the ODCE	2,847
Corporate Governance Page	2,771
Court Decisions Page	2,662
Annual Reports & Reviews Page	2,594
Company Law Guidance (Other Guidance) Page	2,584
FAQ – Directorship of a Company	2,364
Media & Presentations	2,032
Functions of the Director	1,924
Publications Relating to Liquidations	1,792
Prosecution Cases 2016	1,786

In addition, the website's search facility was used almost 7,500 times during the year, up from 4,500 in 2016. At year end, some 737 persons were registered to receive website notifications by email. The Office also provides an Irish language version of its website and in 2017 just 6% of website traffic was to the Irish version (www.osfc.ie) (up from 1.7% in 2016).

Social media

The Office continues to utilise various social media platforms to communicate with its stakeholders. Specifically, the Office operates on three platforms, i.e., Facebook, Twitter and LinkedIn. These media platforms 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 1,833 followers across these various fora (2016: 1,675).

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 36 Office staff received a total of 156 days training during 2017 (2016: 30), including:

- training provided by in-house resources – 103 days, relating to 33 staff; and
- training provided by the Department – 53 days, relating to 20 staff.

During 2017, the Office assisted several staff members to undertake the following training and development:

- Diploma in Forensic Accounting – Chartered Accountants Ireland;
- Diploma in Risk, Internal Audit and Compliance – Chartered Accountants Ireland;
- accountancy staff members' CPD⁵⁷ requirements; and
- solicitor staff members' CPD requirements.

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 54 PQs (2016: 31).

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. Despite the Office's policy of settling all invoices within prescribed timeframes, there were three instances of invoices being paid outside of the time allowed and as a result Prompt Payment Interest of €205.03 was incurred, together with €40.00 in penalties (2016: €10.94 and €360 respectively).

Risk Management Action Plan

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

⁵⁷ Continuing Professional Development

Freedom of Information (Fol)

Most records of the Office (i.e., all records other than records concerning its general administration) are exempt from the Fol Act. During 2017, 14 requests were made under the Freedom of Information Act (2016: 3). Of these, 3 were granted in full and 2 in part. The remaining 9 requests were in respect of records not covered by the Act (by virtue of the fact that they were created and/or held under the Companies Acts) and as a result access to the records was refused. Of these, four Internal Reviews were requested and the decision not to grant access was upheld by the Reviewer in each case. Three of these decisions were later appealed to the Information Commissioner; two were affirmed in 2017 and the third was later affirmed in early 2018.

As required under the new Fol Act, the Office's Fol Publication Scheme is published on its website, as well as a log of FOI Requests.

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 956 of the Act.

During the year under review, four requests for information were made to the Office under the Data Protection Acts. These requests had to be refused due to the nature of the records held by the Office, in accordance with the legislation under which the Office operates. A further query was made as to the operation of the Data Protection Acts in ODCE and a response was given to the querist.

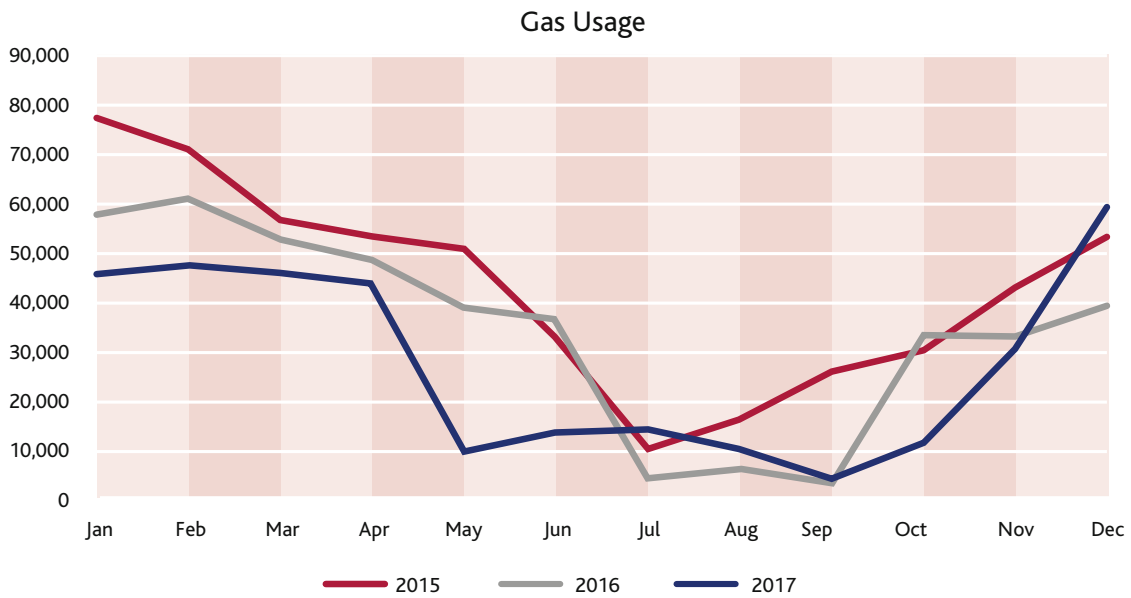
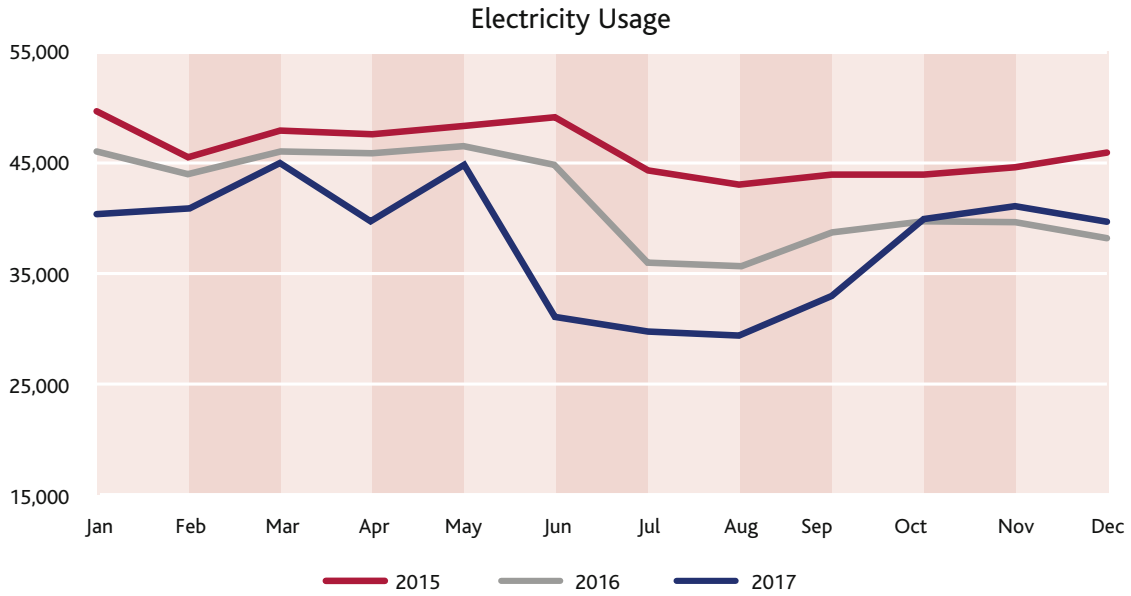
Energy consumption

The Office shares its premises with several other occupants, and, at 45.62%, the proportion of space allocated to the Office is slightly less than half. Approximately half of all electricity used in the building is for lighting and the powering of office equipment, while heating and air conditioning accounts for the remainder. Gas consumption is used for heating water used in the building's heating system.

Gas consumption for the year was 331,000 kilowatt hours (kwh) (2016: 410,000 kwh), of which the ODCE was responsible for approximately 151,000 kwh. Electricity consumption was 453,000 kwh (2016: 499,000 kwh), of which the ODCE was responsible for approximately 207,000 kwh.

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 various occupants, the Office continues to seek to devise initiatives to further curtail energy consumption. Two information sessions for staff on ways to reduce energy and water consumption at home and in work took place during the year, with the aim of encouraging behavioural change in relation to energy consumption. Plans for 2018 include some small retrofitting works such as sensors for light fittings, and gradually replacing CFL bulbs, where feasible, with LED bulbs. Energy usage charts for 2015 to 2017 are set out below.

The target for energy consumption reduction in 2017 was a further 5%. The energy performance outturn was a reduction of 9% in electricity usage and a reduction of 19% in gas usage, giving an overall saving of 14% for 2017 over 2016.



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. 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 under review to monitor its compliance with that legislation and with its Scheme.



APPENDICES

APPENDIX 1

ALLOCATED VS. ACTUAL EXPENDITURE: 2015 – 2017

	2015		2016		2017	
	€000s	€000s	€000s	€000s	€000s	€000s
<i>Allocation</i>						
Exchequer Grant	5,091		5,015		4,895	
Exceptional Legal Costs	50		50		50	
		5,141		5,065		4,945
<i>Expenditure</i>						
Salaries	2,156.0		2,006.0		1976.1	
Advertising & Publicity	23.0		25.7		31.6	
Office Premises	346.8		320.5		415.3	
Legal Expenses	131.8		81.7		172.8	
Consultancy	245.1		50.0		196.2	
Computerisation	26.5		176.6		120.0	
Printing	64.4		23.2		14.8	
Incidental Expenses	8.4		12.0		7.4	
Travel & Subsistence	15.8		15.8		19.3	
Telecommunications	37.5		23.7		29.8	
Postal/Courier Services	4.9		14.7		12.5	
Office Machinery & Photocopying	3.6		60.6		3.9	
Human Resource Development	8.6		17.0		14.5	
		3,072.4		2,728.6		3014.2
Amount surrendered		2,068.5		2,337.4		1,930.8

APPENDIX 2

PRESENTATIONS DELIVERED BY STAFF OF ODCE DURING 2017

A breakdown of the categories are as follows:

Category	Number of presentations delivered	Audience
Third Level Institutions	12	350
Professional Bodies (including Accountancy bodies, Law Society and An Garda Síochána)	7	550
Public Bodies (including Government Departments & Agencies)	3	250
Others Bodies/Organisations (including the community & voluntary sectors)	4	200

EXHIBITIONS/EVENTS ATTENDED BY STAFF OF ODCE – 2017

Name of Event	Promoter	Venue
Wicklow Local Enterprise Office (LEO) Open Day	Wicklow LEO	Wicklow County Campus, Rathnew, Co. Wicklow
All Ireland Business Summit	All Ireland Business Summit	Hogan Suite, Croke Park, Dublin
Essential Supports & Services for Entrepreneurs (Spring Programme)	Dublin City Council	Dublin Business Library, Ilac Centre, Dublin
Kildare Business Expo	Kildare Chamber	Sheehy Motors, Naas, Co. Kildare
Bank of Ireland Wicklow Enterprise Event	Bank of Ireland	Grand Hotel, Wicklow Town
ICSA Annual Conference	Institute of Chartered Secretaries & Administrators (ICSA)	Ballsbridge Hotel, Dublin
Active Retirement Ireland Trade & Tourism Show	Guerin Media Limited	Industries Hall, RDS, Dublin
Small Firms Association (SFA) Annual Conference	SFA	Concert Hall, RDS, Dublin
Certified Public Accountants (CPA) Annual Conference	Certified Public Accountants	Crowne Plaza Hotel, Blanchardstown, Dublin
Grow SME Conference	Premier Publishing & Events	Main Hall, RDS
The Franchise Show (Ireland)	News Start Exhibitions Ireland Ltd.	Main Hall, No. 1, RDS, Dublin
Food & Drinks Business EXPO (Ireland) 2017	Premier & Fooddrinksevent.com	Convention Centre – City West, Dublin
Creating the Best Business Plan for your Business	Dublin City Council	Dublin Business Library, Ilac Centre, Dublin
Essential Supports and Services for Entrepreneurs	Dublin City Council	Dublin Business Library, Ilac Centre, Dublin
Irish Small & Medium Enterprise (ISME) Annual Conference	Irish Small & Medium Enterprise	Convention Centre, Citywest, Dublin
Taking Care of Business	30 Public Bodies	Printworks Building, Dublin Castle, Dublin

APPENDIX 3

REPORT UNDER SECTION 22 OF THE PROTECTED DISCLOSURES ACT 2014

Section 22 of the Protected Disclosures Act 2014 provides that every public body shall prepare and publish, not later than 30 June each year, a report in relation to the immediately preceding year in a form which does not enable the identification of the persons involved. The abovementioned report is required to specify:

- i. the number of protected disclosures made to the public body;
- ii. the action (if any) taken in response to those protected disclosures; and
- iii. such other information relating to those protected disclosures and the action taken as may be requested by the Minister for Public Expenditure & Reform from time to time.

REPORTS RECEIVED DURING 2017

During the year ended 31 December, 2017 the ODCE received 1 protected disclosure.

ACTION (IF ANY) TAKEN IN RESPONSE TO THE PROTECTED DISCLOSURES RECEIVED

On examination it was determined to fall outside the remit of the Office.

SUCH OTHER INFORMATION RELATING TO THOSE PROTECTED DISCLOSURES AND THE ACTION TAKEN AS MAY BE REQUESTED BY THE MINISTER FOR PUBLIC EXPENDITURE & REFORM FROM TIME TO TIME

Not applicable.

Appendix 4

CASES WHERE RESTRICTION DECLARATIONS WERE MADE BY THE HIGH COURT OR RESTRICTION CONSENT UNDERTAKINGS WERE GIVEN BY COMPANY DIRECTORS PURSUANT TO SECTION 683 OF THE COMPANIES ACT 2014

Company Number	Company Name	Director Name		Date Restricted
331923	Air Separation Limited	Lisa	Diamond	11-May-17
331923	Air Separation Limited	Robert	Diamond	10-May-17
550644	Asian Hawkers Chilli Padi & Co Limited	Zulkifi	Basir	05-Jan-17
550644	Asian Hawkers Chilli Padi & Co Limited	Zuquan	Ren	23-Feb-17
550644	Asian Hawkers Chilli Padi & Co Limited	Deqng	Ye	06-Jan-17
550644	Asian Hawkers Chilli Padi & Co Limited	Lee	Yean Ng	06-Jan-17
357108	Bcon Communications Limited	Walter	Batt	30-May-17
390750	Callokee Limited	Meg	O'Keeffe	09-Jan-17
444711	Clear Steps Limited	Sharif	Bouktila	06-Jan-17
444711	Clear Steps Limited	Rosaleen	Bouktila	01-Feb-17
280593	CMC Chemicals Limited	Clive	Mc Cormack	11-Jan-17
280593	CMC Chemicals Limited	Elizabeth	Mc Cormack	11-Jan-17
486345	Cullbay Limited	Deborah	Coyle	01-Mar-17
486345	Cullbay Limited	James	Whelan	02-Mar-17
495414	Curran Home Décor Limited	Jason	Curran	20-Jul-17
495414	Curran Home Décor Limited	Lisa	Walsh	20-Jul-17
89669	DC Graphics Limited	Derry	Costello	11-Jan-17
564214	Dcon Foods Limited	Conleth	Dooley	11-May-17
564214	Dcon Foods Limited	Eileen	Dooley	11-May-17
546371	Dr Facility Management Limited	Agnes	Kavanagh	05-May-17
546371	Dr Facility Management Limited	David	Kelly	05-May-17
571332	DSE Foundation Designated Activity Co.	Cian	Crossen	10-Oct-17
571332	DSE Foundation Designated Activity Co.	Francis	Crossen	16-Nov-17
65073	Edward Club Limited	Bryan	Long	06-Apr-17
65073	Edward Club Limited	Noel	Long	02-May-17
503011	Eleven Black Limited	Rosaleen	Bouktila	01-Feb-17
503011	Eleven Black Limited	Sharif	Bouktila	06-Jan-17

Company Number	Company Name	Director Name		Date Restricted
409465	Embracing Change Limited	Michael	Maguire	23-Mar-17
409465	Embracing Change Limited	Finbarr	O'Neill	23-Mar-17
336854	Exicom Services Limited	Deborah	Maddy	11-Aug-17
336854	Exicom Services Limited	Declan	Maddy	11-Aug-17
503012	F.L.R Services Limited	Rosaleen	Bouktila	01-Feb-17
503012	F.L.R Services Limited	Sharif	Bouktila	06-Jan-17
488602	Farm Force Enterprises Limited	Christopher	Mooney	05-Jan-17
488602	Farm Force Enterprises Limited	Ronan Thomas	Mooney	13-Jan-17
129122	Finglas Motors Limited	Karen	Murphy	31-Oct-17
482582	Force From Nature Limited	Leo	Dolphin	09-Mar-17
482582	Force From Nature Limited	Tom	Dolphin	20-Mar-17
415239	Halmur Limited	Kathleen	O'Halloran	12-May-17
415239	Halmur Limited	Sean	O'Halloran	12-Jun-17
340616	Holden Developments Limited	Philip	Mulligan	06-Jan-17
434722	Howlin Duggan Properties Limited	Claire	Howlin	26-Apr-17
434722	Howlin Duggan Properties Limited	Pauline	Howlin	04-May-17
515090	J C Bakery Limited	Vivienne	Lawson	11-May-17
515090	J C Bakery Limited	John	Whyte	11-May-17
518822	JN Beauty House Limited	Jennifer	Brennan	29-Dec-17
518822	JN Beauty House Limited	Nuala	Mullen	29-Dec-17
514338	Laztop Limited	Pamela	Monaghan	07-Oct-17
514338	Laztop Limited	John	Sweeney	23-Oct-17
512423	Melrose Locke Limited	David	O'Shea	01-Aug-17
512423	Melrose Locke Limited	Gavin	O'Shea	31-Jul-17
482673	Mi-Bos Catering Limited	Gavin	O'Shea	31-Jul-17
482673	Mi-Bos Catering Limited	Nora	Wyse	03-Jan-17
489513	Michael Ward Engineering Limited	Michael	Ward	16-Jan-17
489513	Michael Ward Engineering Limited	Philip	Ward	16-Jan-17
270506	Moonshot Limited	Aoife	Duffy	10-Feb-17
270506	Moonshot Limited	Mairead	Duffy	10-Feb-17
270506	Moonshot Limited	Padraig	Duffy	10-Feb-17
286956	Prism Fax Services Limited	Mark	Richardson	01-Jun-17
517104	Pro-Tec Sales and Marketing Limited	Joan	Meehan	30-Oct-17

Company Number	Company Name	Director Name		Date Restricted
517104	Pro-Tec Sales and Marketing Limited	John	Meehan	30-Oct-17
119956	Sandquay Restaurants Limited	Donald	Jeffrey	16-Jan-17
119956	Sandquay Restaurants Limited	Nigel	Leeming	16-Jan-17
331479	Sandquay Trading Corporation Limited	Donald	Jeffrey	16-Jan-17
331479	Sandquay Trading Corporation Limited	Nigel	Leeming	16-Jan-17
425346	Sandyford Security Solutions Limited	Raymond	Shimmins	12-May-17
425346	Sandyford Security Solutions Limited	Pearl	Shimmins	12-May-17
79032	Seamus Kavanagh & Company Limited	Patricia	Kavanagh	25-Oct-17
79032	Seamus Kavanagh & Company Limited	Seamus	Kavanagh	25-Oct-17
472688	Sharjah Limited	Vivienne	Lawson	11-May-17
472688	Sharjah Limited	John	Whyte	11-May-17
290203	South Aer Services Limited	Rachel	O'Driscoll	24-Mar-17
290203	South Aer Services Limited	Pat	Forde	24-Mar-17
133264	T. Hogan (Builders) Limited	Thomas	Hogan	24-Oct-17
470671	The Carlyle Institute Limited	John	Morris	23-Nov-17
470671	The Carlyle Institute Limited	Simon	Morris	12-Dec-17
470671	The Carlyle Institute Limited	Stephen	Murray	28-Nov-17
395316	The Kiosk Man Limited	Angelina	Kelly	31-May-17
395316	The Kiosk Man Limited	Joseph	Kelly	31-May-17
502209	Tulpany Limited	Thomas	King	03-Feb-17
502209	Tulpany Limited	Christopher	McCormack	03-Feb-17
502209	Tulpany Limited	Patrick	Ryan	31-Jan-17
492816	Turntol Limited	Daniel	Crowley	06-Jan-17
492816	Turntol Limited	Alan	King	03-Jan-17
363578	Vantrac Limited	David	Carry	10-May-17
363578	Vantrac Limited	Elaine	Hanlon	10-May-17
540091	Waterview Restaurant Limited	Alan	Groarke	16-Jan-17
540091	Waterview Restaurant Limited	Thomas	Groarke	16-Jan-17
341804	Windrush Hair Design Limited	Finbarr	O'Neill	23-Mar-17
341804	Windrush Hair Design Limited	Michael	Maguire	23-Mar-17
341804	Windrush Hair Design Limited	Marie	O'Neill	10-Mar-17
67642	A.T.F. Limited	Forte	Teresa	11-Dec-17

Company Number	Company Name	Director Name		Date Restricted
369906	Clongill Kitchen & Wardrobe Manufacturers	Curtis	David	21-Nov-17
369906	Clongill Kitchen & Wardrobe Manufacturers	Curtis	Thomas	21-Nov-17
496066	J.P. Castle (Dundalk) Limited	Shields	Antoinette	16-Jan-17
496066	J.P. Castle (Dundalk) Limited	Toner	Frank	16-Jan-17
352786	J.P. Castle Building Contractors Limited	Shields	Antoinette	16-Jan-17
352786	J.P. Castle Building Contractors Limited	Toner	Frank	16-Jan-17
30568	M. & J. Wallace Limited	Wallace	Sasha	24-Oct-17
485590	McElhinney Fashions Limited	MacSuibhne	Aongus	06-Nov-17
485590	McElhinney Fashions Limited	Sweeney	Neil	06-Nov-17
520430	Mixgreens Franchising Limited	Nolan	Kieran	30-Jan-17
520430	Mixgreens Franchising Limited	Sundaram	Shanmugam	15-Apr-17
472730	North Kerry Home Developments (Ireland)	Collins	David	18-Dec-17
472730	North Kerry Home Developments (Ireland)	O'Brien	Orla	18-Dec-17
470338	Paris Bakery and Pastry Limited	Forel	Yannick	24-Apr-17
470338	Paris Bakery and Pastry Limited	Savill	Ruth	24-Jul-17
245715	Photologic Limited	Gallagher	John	23-Feb-17
270842	Refresh Limited	Finglas	Niamh	20-Nov-17
270842	Refresh Limited	McCartan	Paul	20-Nov-17
326841	Shemburn Limited	Edgeworth	George Michael	13-Feb-17
326841	Shemburn Limited	Edgeworth	Michael	24-Jul-17
326841	Shemburn Limited	Kember	Anthony Howard	03-Jul-17
162010	Tamerlane Limited	Nolan	Paul	27-Feb-17
357712	The Pilot Training College of Ireland Limited	Edgeworth	George Michael	24-Jul-17
357712	The Pilot Training College of Ireland Limited	Edgeworth	Michael	13-Feb-17
357712	The Pilot Training College of Ireland Limited	Kember	Anthony Howard	03-Jul-17
484036	Ticketfriend Limited	Rabbitt	Liam	23-Oct-17
217509	Window & Roofing Concepts Limited	May	Gerard Francis	04-Dec-17
217509	Window & Roofing Concepts Limited	May	Derek	04-Dec-17
436342	Windsor Corporate Catering Limited	Sally Anne	Luykx	17-Jul-17
436343	Windsor Corporate Catering Limited	Huibrecht	Luykx	17-Jul-17

Appendix 5

CASES WHERE DISQUALIFICATION ORDERS WERE MADE BY THE HIGH COURT OR DISQUALIFICATION CONSENT UNDERTAKINGS WERE GIVEN BY COMPANY DIRECTORS PURSUANT TO SECTION 683 OF THE COMPANIES ACT 2014

Company Number	Company Name	Director Name		Disqualified From	To
67642	A.T.F. Limited	Forte	Annino	11-Dec-17	10-Dec-22
404470	Hype Hair Salon Limited	Mulligan	Dervla	23-Jan-17	23-Jan-24
		Mulligan	Thomas Edward "Eddie"	23-Jan-17	23-Jan-24
30568	M. & J. Wallace Limited	Wallace	Michael "Mick"	24-Oct-17	24-Oct-23
441308	Motorway Security Limited	Khan	Abrash	03-Apr-17	02-Apr-27
		Sheikh	Kaleem	03-Apr-17	02-Apr-27
460093	Shebeen Shic Limited	Bourke	Jonathan	17-Jul-17	17-Jul-24
50148	Wood Products (Longford) Limited	Fox	Vincent	22-May-17	21-May-23
		McGowan	Patrick	22-May-17	21-May-25
182468	L.M. Services Limited	Murphy	Leslie	16-Feb-17	15-Feb-22

Appendix 6

CASES WHERE NO RESTRICTION DECLARATIONS OR DISQUALIFICATION ORDERS WERE MADE BY THE HIGH COURT PURSUANT TO SECTION 683 OF THE COMPANIES ACT 2014

Company Number	Company Name	Date of Court Order	No. of Directors
401575	Alan Logue Catering Limited	27-Mar-17	2
350415	The Daisy Label Limited	25-May-17	2
451129	Daisy Touring Limited	25-May-17	2
357712	The Pilot Training College of Ireland Limited	13-Feb-17	1
485590	McElhinney Fashions Limited	06-Nov-17	1
460093	Shebeen Shic Ltd	17-Jul-17	1
436343	Windsor Corporate Catering Limited	16-Oct-17	2

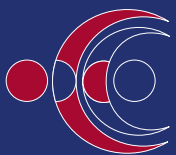
Notes:

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 disqualified by the High Court, or 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.

GLOSSARY

Act	Companies Act 2014
AGM	Annual General Meeting
Anglo	The former Anglo Irish Bank Corporation plc
CAB	Criminal Assets Bureau
CLRG	Company Law Review Group
CPD	Continuing Professional Development
CRO	Companies Registration Office
Department	Department of Jobs, Enterprise & Innovation (<i>name changed to the Department of Business, Enterprise and Innovation with effect from 2 September 2017</i>)
Director	Director of Corporate Enforcement
DPP	Director of Public Prosecutions
FAQs	Frequently Asked Questions
FoI	Freedom of Information
GNECB	Garda National Economic Crime Bureau
IAASA	Irish Auditing & Accounting Supervisory Authority
IAIR	International Association of Insolvency Regulators
ICAV	Irish Collective Asset-management Vehicle
ICAV Act	Irish Collective Asset-management Vehicles Act 2015
Minister	Minister for Business, Enterprise & Innovation
MoU	Memorandum of Understanding
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
PAYE	Pay As You Earn
PII	Professional Indemnity Insurance
PPB	Prescribed Professional Body
PQ	Parliamentary Question
PRSI	Pay Related Social Insurance
RAB	Recognised Accountancy Body
Register	Register of Companies maintained by the CRO
RCT	Relevant Contracts Tax
SI	Statutory Instrument
VAT	Value Added Tax
WTE	Whole Time Equivalent





Oifig an Stiúirthóra um
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