

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.

In the course of 2015, one formal complaint was received regarding Customer Service. The complaint was investigated in accordance with the procedures as set out in the Office's, then-current, customer care documents. The outcome of that investigation was subsequently communicated to the complainant, who did not seek a review of the determination.

Customer Charter

The Office published drafts of revised documents in 2015, for the purpose of a public consultation exercise. The resultant final documents have since been published on the ODCE's website. These documents provide detail of, amongst other things:

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

Nature of principal engagements with external stakeholders

The Office's principal engagement⁶⁰ 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 regarding alleged breaches of company law, 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.

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 website⁶¹. The FAQ section of the website is regularly reviewed and supplemented as necessary. In particular, during the year under review, the FAQ section was comprehensively reviewed and updated to reflect the provisions of the Act. 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

The Table 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 over 2,700.

⁶⁰ i.e. excluding parties being engaged with in the context of the Office's enforcement remit

⁶¹ www.odce.ie/faq.aspx

Table 19 Top 20 most visited sections of the website - www.odce.ie

Page	Views
Publications	44,114
Company Law and You	40,154
Court Decisions	32,638
About the ODCE	13,873
FAQs	13,619

By way of further elaboration, the Table 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 13,600 views during the year.

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

Page	Views
Directors' & Secretaries' Responsibilities	12,698
Company Law Guidance - Information Books	10,645
Publications	7,838
Company Law Guidance - Quick Guides	6,987
Company Law & You	5,828
About the ODCE	5,133
Company Law Guidance Publications	4,510
FAQ - Directorship of a Company	4,251
ODCE's Functions	3,764
Court Decisions	2,853
Prosecution Cases 2014	2,836
Contact Us	2,751
Directors & Secretaries	2,662
FAQ - Membership of a Company	2,614
Liquidators', Receivers' & Examiners' Responsibilities	2,601
Company Law & You - Corporate Governance	2,573
Prosecution Cases 2015	2,553
FAQ - Winding Up & Liquidations	2,519
About the ODCE - Our Role	2,501
Publications Relating to Liquidations	2,427

In addition, the website's search facility was used over 9,600 times during the year. At year end, some 923 persons were registered to receive website notifications by email. The Office also provides an Irish language version of its website and just under 0.2% of website traffic was to the Irish version (www.osfc.ie).

Social media

The Office continues to utilise various social media platforms to communicate with its stakeholders. Specifically, the Office operates on four platforms, i.e., Facebook, Twitter, LinkedIn and Google+. These media 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 1,547 followers across these various fora (2014: 1,156).

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 on an objective basis its effectiveness in promoting and facilitating compliance with company law and dissuading non-compliant behaviour respectively. Due to the general moratorium on consultancy expenditure in the public sector, it has not been possible to commission any such research for a number of years. 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 33 Office staff received a total of 102 days training during 2015 (2014: 116.5), including:

- training provided by in-house resources – 42 days, relating to 17 staff; and
- training provided by the Department – 60 days, relating to 27 staff.

During 2015, the Office assisted a number of staff members to undertake the following training and development:

- Effective Witness Training;
- Key Provisions of the Companies Act 2014;
- accountancy staff members' CPD⁶² requirements; and
- solicitor staff members' CPD requirements.

ICT Systems

The Office records its casework in a database that allows for tracking of cases and the extraction of statistics. This software was enhanced in 2015 to cater for the new provisions in company law which came into effect with the commencement of the Act on 1 June.

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 31 PQs (2014: 37).

62 Continuing Professional Development

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 all payments were made on time, the Office's policy of settling all invoices within prescribed timeframes was adhered to during the year under review.

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 (Fol)

Most records of the Office (i.e., all records other than records concerning its general administration) are exempt from the Fol Acts. During 2015, two applications to other bodies (the Department and the Office of Government Procurement) involved records held by the ODCE and the requested information was furnished to the bodies in question. Two requests for records not covered by the Act were withdrawn and one further application for exempt records was refused. In addition, two queries regarding Office records were received, and were dealt with, by the Office's Fol Officer outside of the Fol Act.

In October 2015, the Department of Public Expenditure and Reform produced the Model Publication Scheme to be followed by all bodies that are subject to Fol. The Office's draft Fol Publication Scheme was at an advanced stage at year-end.

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, two requests for information were made to the Office under the Data Protection Acts. Both of 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 third request, for the removal of personal details from the ODCE website, was considered by the Office. In the particular circumstances of the case, it was agreed to anonymise the details published on the website. In that context, it is important to note that details are published only when they have come into the public domain. To that extent, such details are already on public record and their removal from the ODCE website may only have a limited impact. For example, the details will remain in the text of previous Annual Reports, which cannot be amended following publication.

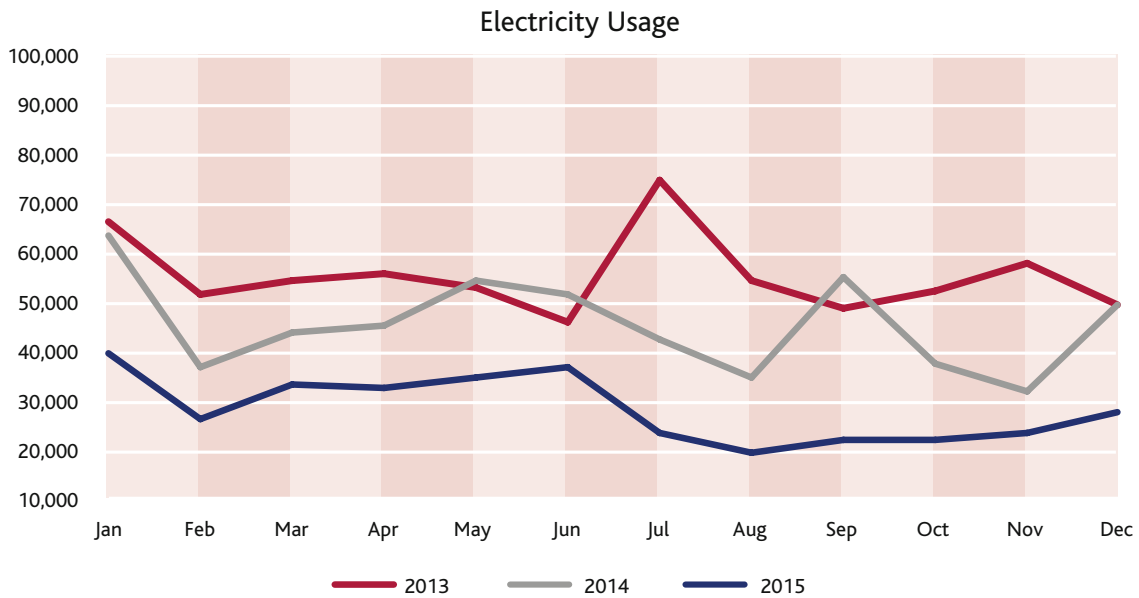
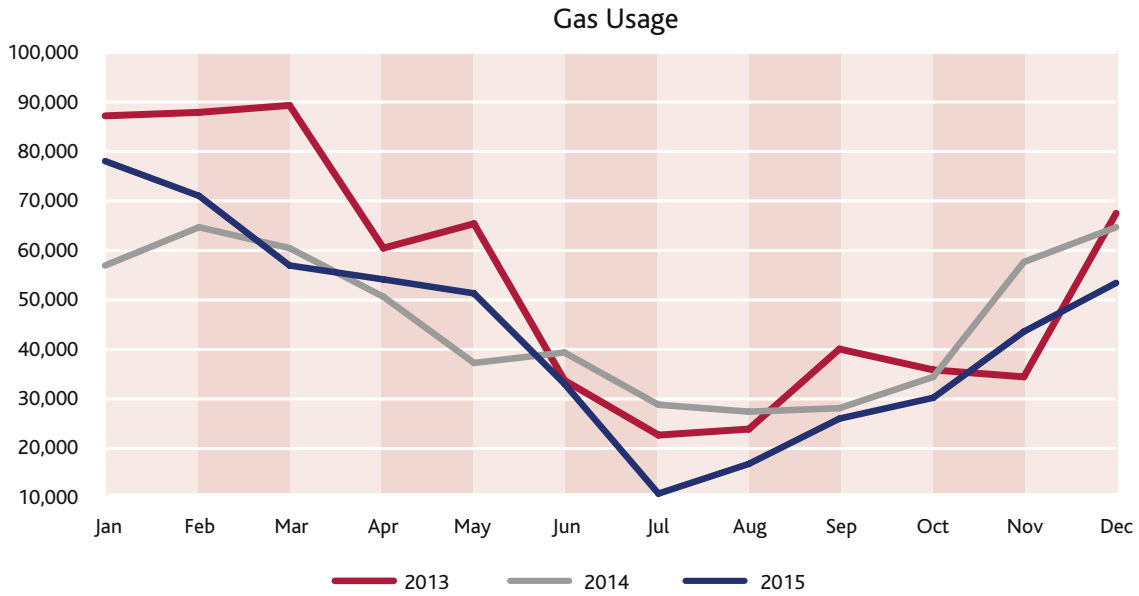
Energy consumption

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 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 517,000 kilowatt hours (kwh) (2014: 543,000 kwh), of which the ODCE was responsible for approximately 236,000 kwh. Electricity consumption was 553,000 kwh (2014: 662,000 kwh), of which the ODCE was responsible for approximately 253,000 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 the office took place during the year. The Green Team reviewed the hours during which the heating system is used, balancing staff comfort and a reduction in energy usage. Usage charts for 2013 to 2015 are set out below.

The target for energy consumption reduction in 2015 was 5%. The energy performance outturn was a reduction of 11% in electricity usage and a reduction of 5% in gas usage, giving an overall saving of 8%.



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.

Protected Disclosures Act 2014

This legislation requires every public body to prepare and publish a report in relation to the immediately preceding year, in a non-identifying format, detailing the number of protected disclosures made to it, and the action, if any, taken by the public body in response to those protected disclosures. During the course of 2015, three such disclosures were made to the Office as a prescribed person under section 7 of the Act. All of these cases have been dealt with in a manner consistent with the Office’s approach to dealing with all allegations of wrongdoing, including by reference to the Office’s obligations as to confidentiality. The Office received no reports as an employer under section 6 of the Act, or in any other case under section 10.

APPENDICES



APPENDIX 1

ALLOCATED VS. ACTUAL EXPENDITURE: 2013 – 2015

	2013		2014		2015	
	€000s	€000s	€000s	€000s	€000s	€000s
<i>Allocation</i>						
Exchequer Grant	5,330		4,672		5,091	
Legal Exceptional Costs	50	5,380	50	4,722	50	5,141
<i>Expenditure</i>						
Salaries	2,394.4		2,215.8		2,156	
Advertising & Publicity	31.8		23.6		23.0	
Office Premises	299.0		308.0		346.8	
Legal Expenses	124.5		239.8		131.8	
Consultancy	120.6		85.8		245	
Computerisation	28.0		25.2		26.5	
Printing	29.0		13.9		64	
Incidental Expenses	6.3		7.9		8	
Travel & Subsistence	17.0		24.3		15.8	
Telecommunications	36.8		34.5		37	
Postal/Courier Services	12.4		13.1		4.9	
Office Machinery & Photocopying	9.5		5.5		3	
Human Resource Development	14.2	3,123.5	15.0	3,012.4	8.6	3,072
Amount surrendered		2,256.5		1,709.6		2,068.5

APPENDIX 2

PUBLICATIONS ISSUED – 2015

Date	Name of Publication
March 2015	Annual Report 2014
May 2015	The Principal Duties and Powers of Companies under the Companies Act
May 2015	The Principal Duties and Powers of Company Directors under the Companies Act
May 2015	The Principal Duties and Powers of Company Secretaries under the Companies Act
May 2015	The Principal Duties and Powers of Members & Shareholders under the Companies Act
May 2015	The Principal Duties and Powers of Auditors under the Companies Act
May 2015	The Principal Duties and Powers of Creditors under the Companies Act
May 2015	The Principal Duties and Powers of Liquidators, Receivers & Examiners under the Companies Act
June 2015	Companies – Their Duties and Powers – A quick guide
June 2015	Directors – Their Duties and Powers – A quick guide
June 2015	Company Secretaries – Their Duties and Powers – A quick guide
June 2015	Members and Shareholders – Their Duties and Powers – A quick guide
June 2015	Auditors – Their Duties and Powers – A quick guide
June 2015	Creditors – Their Duties and Powers – A quick guide
June 2015	Liquidators, Receivers and Examiners – Their Duties and Powers – A quick guide
June 2015	Audit Committees – A quick guide
June 2015	Annual General Meetings – A quick guide
June 2015	Keeping adequate accounting records – A quick guide
June 2015	Transactions Involving Directors – A quick guide
June 2015	Company Liquidation and the Committee of Inspection – A quick guide
June 2015	Information Notice I/2015/1 Company Websites and Emails
October 2015	Information Notice I/2015/2 Printing of Directors Names on Company Letterhead

PRESENTATIONS DELIVERED – 2015

Promoter	Subject	Venue	Speaker
IBEC	Enforcement & the Companies Act	Bewley's Hotel, Ballsbridge, Dublin	Kevin Prendergast
Marino College	The ODCE - Setting the Standard	Marino College, Dublin	Eileen McManus
Law Society of Ireland	The Role & Functions of the Director of Corporate Enforcement	Blackhall Place, Dublin	Adrian Brennan
Law Society of Ireland	The Role and Functions of the Director of Corporate Enforcement	Blackhall Place	Adrian Brennan
Institute of Technology	Roles & Responsibilities of Company Directors	Blanchardstown I.T.	Eileen McManus
Mazars	Enforcement under the companies Act – ODCE update	Meyrick Hotel, Galway	Kevin Prendergast
Dublin Solicitors Bar Association	Enforcement under the Companies Act – ODCE Update	Offices of Arthur Cox, Dublin	Kevin Prendergast
ODCE	Companies Act 2014	ODCE Offices, Dublin	Kevin Prendergast
ODCE	Companies Act 2014	ODCE Offices, Dublin	Kevin Prendergast
ACCA – Leinster Members	The New Enforcement Provisions under Company Law	Hilton Hotel, Charlemont Place, Dublin	Kevin Prendergast
Institute of Technology	The ODCE – Encouraging Compliance, Enforcing the Law	Letterkenny I.T.	Kevin Prendergast
The Honourable Society of King's Inns	Corporate White Collar Crime	King's Inns, Dublin	Kevin O'Connell & Det. Inspector Ray Kavanagh
ACCA	Enforcement under the Companies Acts – ODCE Update	An Grianan Hotel, Donegal	Kevin Prendergast
Midlands Society Bar Association	Enforcement under the Companies Acts – ODCE Update	Tullamore Court Hotel, Tullamore	Kevin Prendergast
University College Dublin	The ODCE – Encouraging Compliance, Enforcing the Law	UCD	Kevin Prendergast
IBEC	Corporate Healthcheck for Company Directors	IBEC Offices, Dublin	Kevin Prendergast
Chartered Institute of Management Accountants	Ten Deadly Sins	CIMA Offices, Dublin	Kevin Prendergast
Dublin City Council	Enforcement and the Companies Act	ODCE Offices, Dublin	Kevin Prendergast
Legal CPD	Enforcement under the Companies Act – ODCE Update	Radisson Hotel, Golden Lane, Dublin	Kevin Prendergast

Promoter	Subject	Venue	Speaker
Institute of Public Administration	The work of the ODCE	IPA Offices, Dublin	Kevin Prendergast
Institute of Public Administration	The work of the ODCE	IPA Offices, Dublin	Kevin Prendergast
IBEC	Enforcement & the Companies Act	IBEC Offices, Dublin	Kevin Prendergast
An Garda Síochána	Company Law	Westmanstown Conference Centre	Det. Sgt. Brian Mahon & Det. Sgt. Mick Prendergast
DIT School of Hospitality Management & Tourism	Why Corporate Governance?	DIT, Cathal Brugha Street	Kevin Prendergast
KPMG	ODCE Enforcement & Prosecution	Conrad Hotel, Dublin	Kevin Prendergast
Mater Dei Institute	Presentation to Masters in Ethics	Mater Dei Institute, Dublin	Kevin Prendergast
University College Cork	New Developments in Insolvency in the Companies Act	UCC	Kevin Prendergast & Ann Keating
Institute of Technology	Roles & Responsibilities of Company Directors	ArcLabs, West Campus, Carriganore, Waterford	Kevin Prendergast
An Garda Síochána	Anti-money Laundering Course	Garda Headquarters, Phoenix Park, Dublin	Det. Garda Gary Callinan
Sustainable Projects Ireland	Roles & Responsibilities of Company Directors	The Resilience Centre, Cloughjordan, Co. Tipperary	Kevin Prendergast
O'Neill Foley Chartered Accountants	New Developments in Insolvency in the Companies Act	Ormond Hotel, Kilkenny	Kevin Prendergast
Dublin Solicitors Bar Association	Enforcement under the Companies Act	Brooks Hotel, Dublin	Kevin Prendergast
Chartered Accountants Ireland	Companies Act Overview for Accountants	CAI Offices, Pearse Street, Dublin	Kevin Prendergast
Chartered Accountants Ireland	Companies Act Overview for Accountants	Clarion Hotel, Cork	Kevin Prendergast
Taking Care of Business	Helping Your Business	Tower Hotel, Waterford	Kevin Prendergast
Dublin Solicitors Bar Association	Enforcement under the Companies Act – ODCE Update	Radisson Hotel, Golden Lane, Dublin	Kevin Prendergast
Tipperary Tourism Company	Roles & Responsibilities of Company Directors	Ballingarrane House, Clonmel	Kevin Prendergast
Society of Chartered Surveyors Ireland	The Companies Act and Owners' Management Companies	Herbert Park Hotel, Dublin	Kevin Prendergast

Promoter	Subject	Venue	Speaker
Law Society of Ireland	The Role of the ODCE	Blackhall Place, Dublin	Aoife Raftery
The Arts Council	The New Companies Act and Arts Organisations	Merrion Square, Dublin	Kevin Prendergast
Omnipro	Enforcement under the Companies Act – ODCE Update	Citywest Hotel, Dublin	Kevin Prendergast
Office of the Director of Public Prosecutions	The Role & Functions of the Director of Corporate Enforcement	Office of the DPP, Dublin	Adrian Brennan
Elsa Ireland Summer Law School	Role of the ODCE in Financial Regulation	UCD	Ian Drennan
Institute of Technology	Roles & Responsibilities of Company Directors	Rubicon Centre, Cork	Kevin Prendergast
Irish Times (MSc in Executive Leadership)	The ODCE – Encouraging Compliance, Enforcing the Law	Irish Times Building, Dublin	Kevin Prendergast
Chartered Accountants North West Society	Directors' Duties, Enforcement & Insolvency under the Companies Act	Harlequin Hotel, Castlebar	Kevin Prendergast
National Sports Service	Financial Investigators Course	Harcourt Square, Dublin	Det. Garda Gary Callinan & Det. Garda Glenn Mackessy
Omnipro	Enforcement under the Companies Act – ODCE Update	Crowne Plaza Hotel, Blanchardstown	Kevin Prendergast
Chartered Accountants North West Society	Directors' Duties, Enforcement & Insolvency under the Companies Act	Station House Hotel, Letterkenny	Kevin Prendergast
Howth Sutton Baldoye Chamber of Commerce	Company Law	Sutton Golf Club, Dublin	Kevin Prendergast
Taking Care of Business	Helping Your Business	The Westcourt Hotel, Drogheda	Kevin Prendergast
Garda Bureau of Fraud Investigation	Fraud Investigation Course	Westmanstown Conference Centre	Det. Sgt. Brian Mahon & Det. Sgt. Michael Prendergast
University of Limerick	The ODCE – Encouraging Compliance, Enforcing the Law	University of Limerick	Kevin Prendergast
Chartered Accountants North West Society	Directors' Duties, Enforcement & Insolvency under the Companies Act	Glasshouse Hotel, Sligo	Kevin Prendergast
Eversheds	ODCE – Current Developments	Earlsfort Terrace, Dublin	Ian Drennan
Institute of Technology	Roles & Responsibilities of Company Directors	GMIT Innovation Hub, Galway	Kevin Prendergast

Promoter	Subject	Venue	Speaker
Revenue	Company Law Briefing for Revenue Staff	D'Olier House, Dublin	Kevin Prendergast
Law Society of Ireland (1)	The Role & Functions of the Director of Corporate Enforcement	Blackhall Place, Dublin	Adrian Brennan
Law Society of Ireland (2)	The Role & Functions of the Director of Corporate Enforcement	Blackhall Place, Dublin	Adrian Brennan
Dublin City University	Presentation to MBS in Accounting Students	DCU	Kevin Prendergast
Garda Unit, ODCE	Companies Act 2014	ODCE Offices, Dublin	Adrian Brennan
KPMG	Companies Act – an ODCE Perspective	G Hotel, Galway	Kevin Prendergast
Institute of Technology	Roles & Responsibilities of Company Directors	I.T. Carlow	Kevin Prendergast
National University of Ireland, Maynooth	Presentation to Maynooth University	NUI, Maynooth	Kevin Prendergast
Central Bank of Ireland	Summary Prosecution of Offences and High Court Civil Proceedings	Iveagh Court, Harcourt Road, Dublin	Dermot Morahan
ODCE	Companies Act 2014	ODCE Offices, Dublin	Kevin O'Connell
ACCA	Companies Act – an ODCE Perspective	Athlone	Kevin Prendergast
Law Society of Ireland	Presentation to students undertaking the Certificate in Company Secretarial Law & Practice	Blackhall Place, Dublin	Kevin Prendergast
Law Society of Ireland	The Role & Functions of the Director of Corporate Enforcement	Blackhall Place, Dublin	Adrian Brennan
JP McDowell	Lessons from Investigations	Merrion Hotel, Dublin	Kevin Prendergast

APPENDIX 3

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

Note: In respect of those companies marked with an asterisk (*), the Court, at the end of 2015, 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 819 or 842 of the Companies Act 2014 (where the Office had not relieved the liquidator under section 683 of the Companies Act 2014).

Company Number	Company Name	Director Name		Date Restricted
266076	1-800-Flowers Limited	Foley	Sherlock	03-Nov-15
		Foley	Eleanor	03-Nov-15
391989	Abbeyleix (P M) Services Limited	Enright	Pat	16-Mar-15
		O'Shea	Tony	09-Mar-15
301127	Acewalk Limited	Maguire	Ronan	20-Apr-15
		Richardson	Patrick	20-Apr-15
		Richardson	Theresa	20-Apr-15
187260	Albion Enterprises Limited	Conroy	John	14-Dec-15
		Conroy	Pascal	14-Dec-15
240178	All- Purpose-Stone Limited	Neil	Loughrey	28-Jul-15
		Patrick	Loughrey	28-Jul-15
379831	Authentic Ireland Travel Limited	Lynch	Mark	22-Jun-15
		Lynch	Ivan	22-Jun-15
		Lynch	Allegra	22-Jun-15
490910	Bajaj Restaurants Limited	Bajaj	Akshay	06-Jul-15
		Bajaj	Kiran	06-Jul-15
121566	Bayfield Supplies Limited	Platt	Michael	22-Jun-15
		Platt	Nicholas Paul	22-Jun-15
485543	Billy O'Brien & Paul O'Sullivan Construction Limited	Kevin	MacCarthy	16-Dec-15
		Paul	O'Sullivan	16-Dec-15

Company Number	Company Name	Director Name		Date Restricted
479463	Boutique Restaurant Concepts Limited	Gallagher	Evelyn	11-May-15
		Gallagher	Candice	02-Mar-15
		Gallagher	Conrad	02-Mar-15
493716	Boyle Architects Limited	Boyle	Jean	09-Feb-15
		Boyle	Lisa	09-Feb-15
511227	Brinks Retailing Limited	Carolan	Lorraine	19-Jan-15
		Carolan	Edwin	19-Jan-15
		Conway	Tanya	19-Jan-15
222194	Car Park Security Limited	Bracken Jnr	Paul	08-Jun-15
		Bracken Snr	Paul	08-Jun-15
144949	Corduff Construction Limited	Marron	Vincent	16-Mar-15
		Marron	Philip	16-Mar-15
270516	Cork Tie & Badge Company Limited	Kelly	Peter	19-Jan-15
490841	Corporate Staffing Solutions Limited	Connolly	Alan	27-Jul-15
		Nolan	Conor	27-Jul-15
417379	Croatian Spectrum Limited	Boras	Bernard	13-Jul-15
		Jurilj	Zeljko	13-Jul-15
473350	Cross BS Management Limited	Hanly	Shane	16-Feb-15
		Hollywood	Darren	11-May-15
204261	Dalmelvin Limited	Lavery	Paul	30-Apr-15
		Lavery	Owen	30-Apr-15
186695	Danny Sheridan Services Limited	Roche	Marie	13-Jul-15
		Sheridan	Raymond	13-Jul-15
		Walsh	Elaine	13-Jul-15
221768	Declan Geary (Tractors) Limited	Geary	Declan	08-Jun-15
		Geary	Marie	08-Jun-15
464524	Dilettante Bathrooms Limited	Boucher	James	11-May-15
		Whelan	Conor	09-Mar-15

Company Number	Company Name	Director Name		Date Restricted
492575	DMG Hotels Limited	Geoghegan	Martin	10-Nov-15
		Geoghegan	Darren	10-Nov-15
390999	DMK Property Management Limited	King	Michelle	19-Oct-15
		King	Dermot	19-Oct-15
496716	Doherty Wholesale Roscommon Limited	David	Doherty	11-Sep-15
		Donohoe	Francis	15-Jun-15
440255	Donohoe Logistics Limited	Donohoe	Jeanne Marie	15-Jun-15
309673	E.I.K. Engineering Limited	McCormack	Bryan	11-Sep-15
401671	Eoinandy Limited	Sharkey	Eoin	20-Jul-15
		Sharkey	Brid	20-Jul-15
406791	Euro Frozen Foods Limited	Farrell	Paul	09-Feb-15
		Rizi	Dorota	09-Feb-15
247530	Euro-Plant Hire (Ireland) Limited	O'Neill	Deirdre	07-Oct-15
		O'Neill	Eugene	07-Oct-15
491603	Evan Doherty Limited	Evan	Doherty	03-Dec-15
		Miriam	McNabb	09-Dec-15
522188	F&R Hospitality Limited	John	Fahy	09-Dec-15
476113	Fabgem Limited	Karen	Garvey	23-Dec-15
		Karl	Garvey	23-Dec-15
254158	Fabra Catering Limited	Toland	Brendan	09-Mar-15
364656	Fernwave Ireland limited	Bradley	Conor	02-Mar-15
		Bradley	Gloria	02-Mar-15
444956	Flash Developments Limited	Maguire	Ciaran	09-Mar-15
		Maguire	Christopher	09-Mar-15
397583	Forbairt MBB Teoranta	Breathnach	Micheal	09-Mar-15
486818	Fortwilliam Catering Limited	Sharma	Geeta	13-Jan-15
		Sharma	Shiv Kumar	13-Jan-15
409782	Geoghegans Public House Limited	Geoghegan	Martin	10-Nov-15

Company Number	Company Name	Director Name		Date Restricted
422007	George & Susan Bourke Limited	Bourke	Susan	15-Jun-15
		Bourke	George	15-Jun-15
411451	Gilson Motor Co. Limited	Gilson	Glenda	13-Nov-15
431593	Glenquin Developments Limited	Shine	Ann	27-Apr-15
		Shine	Liam	27-Apr-15
520377	HNM Retail Limited	Paul Michael	Preston	11-Sep-15
		Theresa	Preston	11-Sep-15
206811	Howley Distribution Services Limited	Howley	Noel Edward	23-Nov-15
508032	Hushmo Limited	El Nasher	Mohamed	30-Nov-15
		Elouabhi	Hichom	30-Nov-15
		Mohamed	Saffa	30-Nov-15
467133	I.T.D. Irish Tile Distributors Limited	Delaney	David	10-Jul-15
		Kavanagh	Bernard	10-Jul-15
		Russell	Wayne	10-Jul-15
474307	Ideal Prospect Retail Limited	Carey	Enda	23-Mar-15
		Carey	Gerard	23-Mar-15
479595	Ipal Limited	Harrington	Siobhan	23-Feb-15
		Harrington	Donncha	23-Feb-15
515572	J & S Carpets & Flooring Limited	Bermingham	John	02-Oct-15
468613	Jiminez & Jiminez Limited	Jiminez	Alex	27-Jul-15
		Jiminez	Adam	27-Jul-15
		Jiminez	Manuel	27-Jul-15
272184	JJN Transport Limited	Mc Quaid	Michael John	29-Jun-15
		O'Flanagan	Geraldine	29-Jun-15
327438	JP Transpeed Express Portlaoise Limited	Thomas	Lawless	16-Dec-15
403192	Kate's Cottage Limited	Moore	Philomena	02-Feb-15
425085	Killerk Construction Limited	Woodlock	Michael	02-Mar-15
		Woodlock	Noreen	02-Mar-15

Company Number	Company Name	Director Name		Date Restricted
298967	Lance Homes Limited	Macanna	Peadar	13-Apr-15
		Walsh	Josephine	13-Apr-15
236016	Lance Investments Limited	Macanna	Peadar	13-Apr-15
		Walsh	Josephine	13-Apr-15
232329	Lance Properties Limited	Macanna	Peadar	13-Apr-15
		Walsh	Josephine	13-Apr-15
396762	M G Audion Limited	McGoldrick	Michael	22-Jun-15
		McGoldrick	Darran	22-Jun-15
432036	M.E. Dowling & Sons Limited	Dowling	Anthony	20-Jul-15
		Dowling	Angela	20-Jul-15
		Dowling Jnr	Michael	20-Jul-15
411907	Mama Bagena Joint Venture Limited	Ahamed	Iqbal	18-May-15
		Haque	Anowarul	18-May-15
		Muhit	Abdul	18-May-15
289566	Mayeform Limited	Maye	Liam	08-Jun-15
		Maye	Paul	08-Jun-15
420745	McGee Service Station & Oil Distribution Limited	McGee	John	16-Jul-15
485752	Meaghers Bakery (Finglas) Limited	Meagher	Laurence	12-Oct-15
314480	Melcarne Developments Limited	Walsh	Liam	09-Mar-15
		Walsh	Michael	09-Mar-15
457349	Mise Beauty Limited	McMahon	Pearse	11-May-15
		McMahon	Tracey	11-May-15
		Shaw	Patricia	11-May-15
		Shaw	Sean	11-May-15

Company Number	Company Name	Director Name		Date Restricted
353720	Mount Pleasant Stores (Youghal) Limited	Galvin	Barry	28-Aug-15
		Galvin	Frank	28-Aug-15
		Galvin	Gerard	28-Aug-15
254658	Mountview Foods Limited	Doherty	Brendan	09-Feb-15
		O'Brien	Declan	20-Apr-15
322934	Mourne Ceilings Limited	Colhoun	Trevor	27-Oct-15
350230	Nail and Beauty Bar Limited	Flanagan	Louisa	09-Feb-15
		Kassam	Zainil	09-Feb-15
466323	Noel Flanagan Refrigeration Limited	Brady	Deirdre	09-Nov-15
476429	Northwest Bars (Carrick on Shannon) Limited	Maye	Anne-Marie	08-Jun-15
		Maye	Liam	08-Jun-15
54184	Oriel Oil Company Limited	Bellew	William	13-Oct-15
112045	Peter O'Loughlin Limited	O'Loughlin	Peter	08-Dec-15
		Slevin	Christopher	08-Dec-15
479029	Phoenix Journals Limited	Hilhorst	Matthijs	29-Jun-15
415256	Pocket Kings Limited	Lindquist	Ephraim	27-Jul-15
499009	Pregos Restaurants Limited	Barone	Danilo	11-May-15
		Paduano	Lucio	11-May-15
486362	Pubs R Us Limited	Campbell	Shane	19-Oct-15
		Hoyne	Paul	19-Oct-15
		Murtagh	Alan	19-Oct-15
457156	Pyrascaf Safe Solutions Limited	Barry	Alan	19-Oct-15
		Deaton	Acquelino	19-Oct-15
483311	Rekop Limited	Lindquist	Ephraim	27-Jul-15
407595	Slattery Ventures Limited	Slattery	William	13-Apr-15
		Slattery	Niall	13-Apr-15
		Slattery	Jonathan	13-Apr-15

Company Number	Company Name	Director Name		Date Restricted
303070	Stephen Cummins Limited	Cummins	Stephen	12-Nov-15
		Travers	Jane	12-Nov-15
358382	Sugarbowl Holdings Limited	McFeely	Thomas	23-Mar-15
		Wilson	William	23-Mar-15
488829	Super Potato Limited	Gallagher	Evelyn	11-May-15
		Gallagher	Candice	02-Mar-15
		Gallagher	Conrad	02-Mar-15
367116	Swift Structures Limited	O'Neill	Deirdre	07-Oct-15
		O'Neill	Eugene	07-Oct-15
488075	T.M.H. Interiors Limited	Quinn	John Snr	27-Nov-15
		Seale	John	27-Nov-15
335212	T.O.C. Flooring Limited	O'Callaghan	Thomas	11-Dec-15
		O'Callaghan	Frances	11-Dec-15
471978	Thenet Ireland Limited	Lawless	David	12-Oct-15
51448	Thomas N.Forkan Limited	Forkan	Ellen Mary	16-Feb-15
		Forkan	Thomas	16-Feb-15
207950	Tom Dempsey Carpets & Bedding Limited	Dempsey	Thomas	19-Jan-15
181677	Traffic Control Services Limited	Davis	Ann	13-Apr-15
		Davis	David	13-Apr-15
350730	Travelhelpline Limited	Mazza	Amerigo	15-Jun-15
		Mazza	Donald	15-Jun-15
330544	Travelsavers Educational & Marketing Services Ltd	Mazza	Donald	15-Jun-15
		Mazza	Amerigo	15-Jun-15
		Russo	George	15-Jun-15
339095	Ukase Systems Limited	Gill	Shane	10-Mar-15
		Halitchi	Vasile	10-Mar-15

Company Number	Company Name	Director Name		Date Restricted
475307	Westguard Care & Facilities Limited	Cruise	Gerard	02-Mar-15
		Cruise	Rebecca	02-Mar-15
311528	Wheelmont Limited	O'Toole	Kevin	19-Jan-15
207227	Whelans Limestone Quarries (Contracts) Limited	McConway	Thomas	13-Apr-15

APPENDIX 4

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	Company Name	Director Name		Disqualified From	Disqualified To
459950	CCR Distribution Limited	Claire	Teggart	19-Jan-15	18-Jan-21
		John	Teggart	19-Jan-15	18-Jan-21
430830	ETIC Solutions Limited	Severine	De Dietrich	09-Feb-15	08-Feb-22
		Francois	De Dietrich	09-Feb-15	08-Feb-30
370709	Featherweight Limited	Yvonne	Uuldersma	23-Nov-15	22-Nov-21
		Christopher	Fleming	23-Nov-15	22-Nov-24
411451	Gilson Motor Co. Limited	Damien	Gilson	13-Nov-15	12-Nov-23
262440	JP Flynn Transport Limited	Margaret	Flynn	19-Oct-15	18-Oct-20
		Paul	Flynn	19-Oct-15	18-Oct-20
403192	Kate's Cottage Limited	Robert	Moore	02-Feb-15	01-Feb-20
479029	Phoenix Journals Limited	Jacqui	Moriarty	29-Jun-15	28-Jun-22
415256	Pocket Kings Limited	Raymond	Bitar	27-Jul-15	26-Jul-25
483311	Rekop Limited	Raymond	Bitar	27-Jul-15	26-Jul-25
495383	Worldwide Exchange Limited	Edel	Williams	07-Dec-15	06-Dec-18
		Dermot	Williams	07-Dec-15	06-Dec-19

APPENDIX 5

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

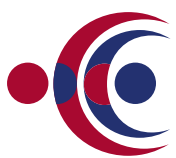
Company Number	Company Name	Date of Court Order	No. of Directors
434200	5 Peas Restaurant Limited	23/11/2015	2
269059	AD Displays Limited	20/04/2015	2
459055	Be Good Limited	06/07/2015	2
322923	Eyecom Technologies Limited	29/10/2015	3
448821	Fusion Nutraceuticals Limited	19/10/2015	2
412071	GP Helicopter Pilot Services Limited	02/11/2015	2
341772	Lyons Plant & Gravel Limited	20/07/2015	2
135482	Mc Sweeney Civil Engineering Limited	03/11/2015	2
20628	Patrick Brock & Sons Limited	22/06/2015	6
356458	Pink Stone Limited	02/11/2015	2
22907	Salesprint & Display Ireland Limited	20/01/2015	2
280638	Sean & Francis Mullen Limited	17/06/2015	2
322222	Tadhg O Conaill Heating & Plumbing Limited	13/01/2015	2
85682	The Dublin Tourist Hostel Limited	11/05/2015	3

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.

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
Director	Director of Corporate Enforcement
DPP	Director of Public Prosecutions
FAQs	Frequently Asked Questions
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
ICAV Act	Irish Collective Asset-management Vehicles Act 2015
Minister	Minister for Jobs, 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
RTC	Relevant Contracts Tax
SI	Statutory Instrument
VAT	Value Added Tax
WTE	Whole Time Equivalent



Oifig an Stiúirthóra um
Fhorfheidhmiú Corparáideach

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of Corporate Enforcement

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