

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 a new suite of customer care documents during 2016. These documents, which are available on the ODCE's website, provide detail of, amongst other things:

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

No formal customer complaints were received during the year.

Nature of principal engagements with external stakeholders

The Office's principal engagement⁴⁹ 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 (currently vacant), 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 website⁵⁰. The FAQ section of the website is regularly reviewed and supplemented as necessary. 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 2,880.

⁴⁹ i.e. excluding parties being engaged with in the context of the Office's enforcement remit

⁵⁰ www.odce.ie/faq.aspx

Table 21 Top 5 most visited sections of the website - www.odce.ie

Page	Views
Publications	46,607
Court Decisions	37,996
Company Law and You	31,213
FAQs	14,076
About the ODCE	12,045

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 15,400 views during the year.

Table 22 Top 20 most viewed pages - www.odce.ie

Page	Views
Information Books Page	8,193
Company Law & You / Companies, Directors, Secretaries - Responsibilities	7,911
Publications Page	6,279
Quick Guides Page	6,064
Company Law & You Page	4,359
About the ODCE Page	4,157
Company Law Guidance Publications Page	3,576
Company Law & You / Corporate Governance	3,111
FAQ - Directorship of a Company	2,898
Functions of the ODCE Page	2,868
Court Decisions Page	2,801
FAQs Page	2,728
Our Role Page	2,257
Contact Us Page	2,197
Company Law & You / Companies, Directors, Secretaries	2,145
FAQ - Membership of a Company	2,075
Prosecution Cases 2015	1,752
Functions of the Director Page	1,749
Prosecution Cases Page	1,658
Media Presentations Page	1,619

In addition, the website's search facility was used over 4,500 times during the year. At year end, some 955 persons were registered to receive website notifications by email. The Office also provides an Irish language version of its website and just under 1.7% 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 three platforms, i.e., Facebook, Twitter and LinkedIn. 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 1,675 followers across these various fora (2015: 1,547).

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 21 Office staff received a total of 30 days' training during 2016 (2015: 102), including:

- training provided by in-house resources – 23 days, relating to 14 staff; and
- training provided by the Department – 7 days, relating to 9 staff.

During 2016, the Office assisted a number of staff members to undertake the following education, training and development:

- Regulatory Investigations & Prosecutions;
- Expert Evidence 2016 – The New Regime;
- B. Sc. in Police Leadership & Governance (run by UCD in conjunction with An Garda Síochána);
- accountancy staff members' CPD⁵¹ requirements; and
- solicitor staff members' CPD requirements.

Association of Law Enforcement Forensic Accountants ("ALEFA")

ALEFA was formally established in October 2014 within the Europol Headquarters in The Hague. ALEFA Network was established to develop the quality and reach of forensic accountancy throughout law enforcement agencies, to better assist the courts, victims, witnesses, suspects, defendants, and their legal representatives in relation to the investigation of alleged fraud, fiscal, financial and serious organised crime.

The ALEFA network involves all EU Member States, representatives from the USA, Australia, Canada, and other European countries, together with organisations including Europol, Eurojust and OLAF. ODCE investigative accountants attended the second ALEFA Conference held at Europol Headquarters in November 2016. ODCE's investigative accountants also hold membership on the ALEFA Steering Group which manages European Commission funded projects related to law enforcement forensic accounting. One of the stated objectives of ALEFA is to develop chapters in each country and individual membership for forensic accountants employed in a law enforcement capacity. The ODCE investigative accountants are members of the ALEFA UK and Ireland chapter and participate in conferences, training and networking events.

⁵¹ Continuing Professional Development

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 (2015: 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. During the year there were two instances of invoices being paid outside of the time limits, as a result of which prompt payment interest of €10.94 was paid together with penalties of €360 (2015: nil).

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 2016, three requests were received. Two requests sought records not covered by the Fol Acts and were, as a consequence, refused. The third request concerned records held by both the Office and the Department and, as such, records were furnished by both the Office and the Department.

As required under Fol Legislation, the Office's draft Fol Publication Scheme was published during the year.

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, three requests for information were made to the Office under the Data Protection Acts. All three 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.

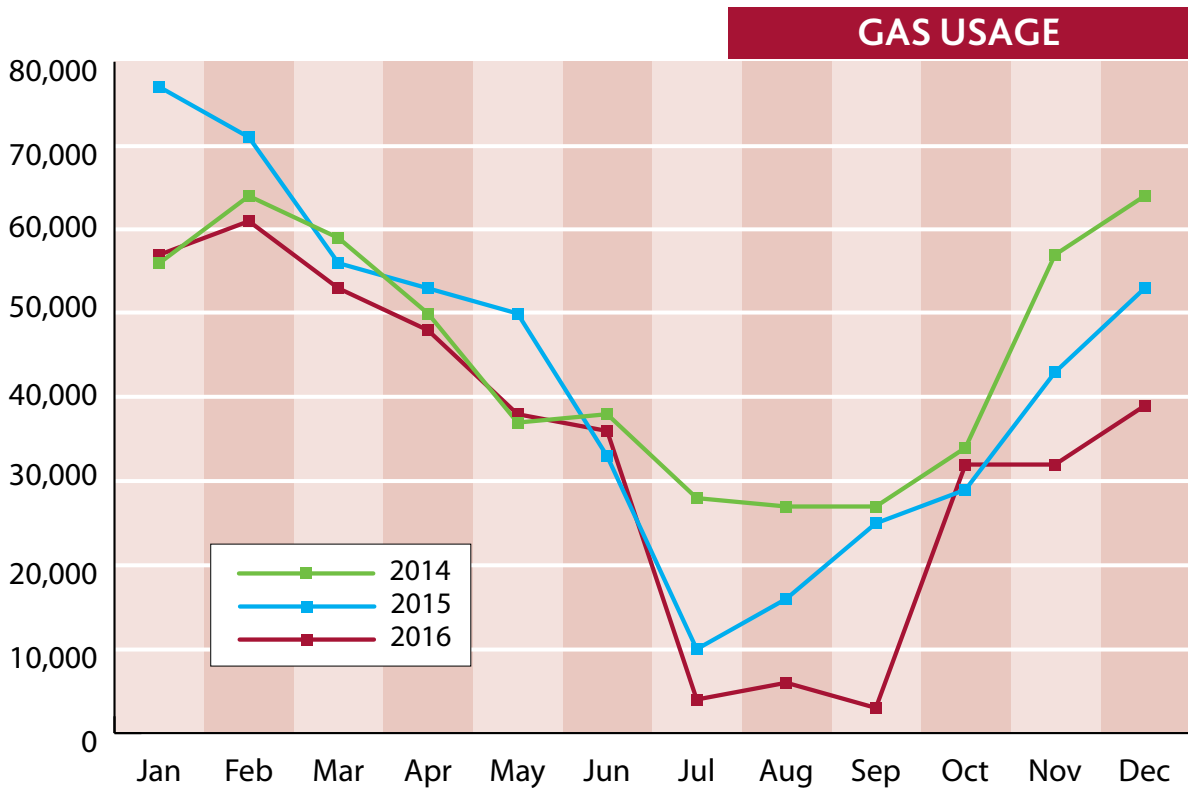
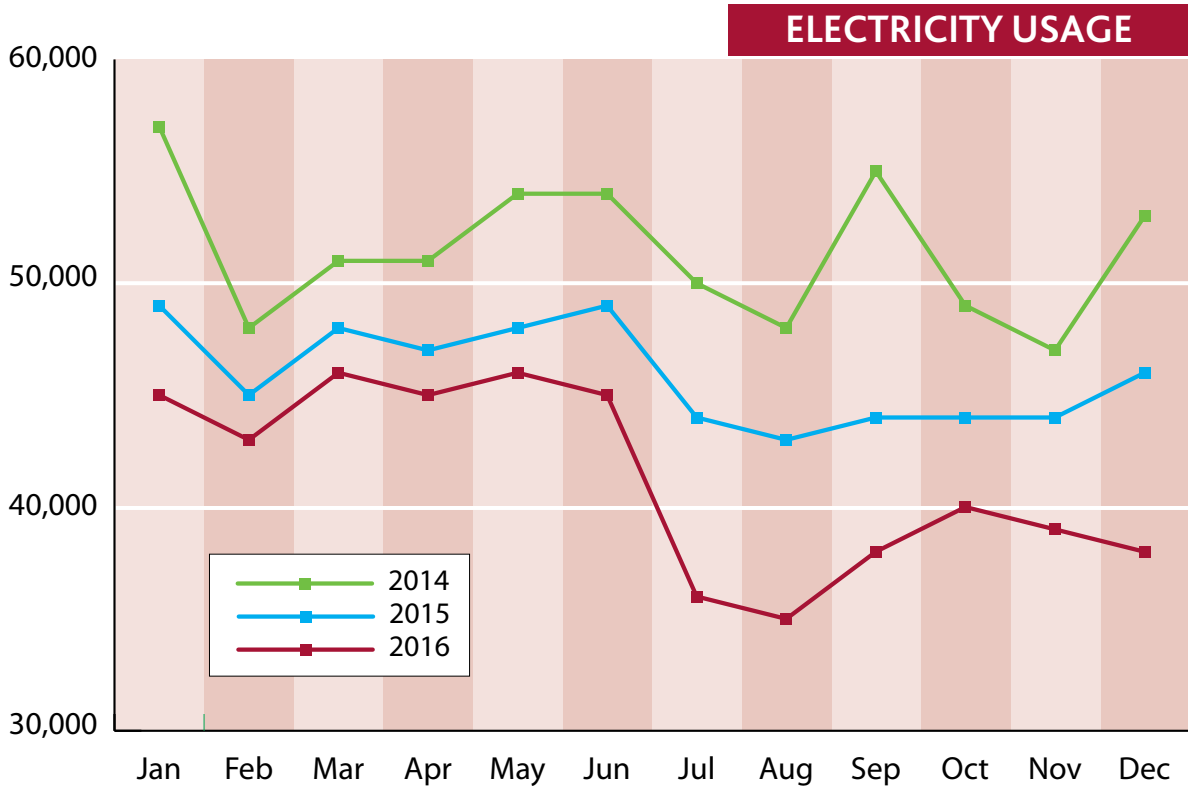
Energy consumption

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 410,000 kilowatt hours (kwh) (2015: 517,000 kwh), of which the ODCE was responsible for approximately 187,000 kwh. Electricity consumption was 499,000 kwh (2015: 553,000 kwh), of which the ODCE was responsible for approximately 228,000 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 2014 to 2016 are set out below.

The target for energy consumption reduction in 2016 was 5%. Ongoing problems with the heating and air conditioning system resulted in the system having to be switched off for much of the summer, and this is reflected in the drop in energy usage. The energy performance outturn represented a reduction of 10% in electricity usage and a reduction of 21% in gas usage, giving an overall saving of 15% on the previous year.



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: 2014 – 2016

	2014		2015		2016	
	€000s	€000s	€000s	€000s	€000s	€000s
<i>Allocation</i>						
Exchequer Grant	4,672		5,091		5,015	
Exchequer Legal Costs	50	4,722	50	5,141	50	5,065
<i>Expenditure</i>						
Salaries	2,215.8		2,156.0		2,006.0	
Advertising & Publicity	23.6		23		25.7	
Office Premises	308.0		346.8		320.5	
Legal Expenses	239.8		131.8		81.7	
Consultancy	85.8		245.1		50.0	
Computerisation	25.2		26.5		176.6	
Printing	13.9		64.4		23.2	
Incidental Expenses	7.9		8.4		12.0	
Travel & Subsistence	24.3		15.8		15.8	
Telecommunications	34.5		37.5		23.7	
Postal/Courier Services	13.1		4.9		14.7	
Office Machinery & Photocopying	5.5		3.6		60.6	
Human Resource Development	15.0	3,012.4	8.6	3,072.4	17.0	2,827.6
Amount surrendered		1,709.6		2,068.6		2,237.4

APPENDIX 2

PRESENTATIONS DELIVERED – 2016

Promoter	Subject	Venue	Speaker
Marino College	The ODCE – Setting the Standard	Marino College, Dublin	Eileen McManus
Blanchardstown Institute of Technology	Roles & Responsibilities of Company Directors	IT, Blanchardstown	Kevin Prendergast
Local Government Management Agency	Overview of Corporate Insolvency – Powers of Creditors	LGMA House, Dublin	Kevin Prendergast
The Honorable Society of King's Inns	Recent developments in enforcement	The Honorable Society of King's Inns, Henrietta Street, Dublin	Ian Drennan
Sutherland School of Law	The ODCE – Encouraging Compliance, Enforcing the Law	UCD	Kevin Prendergast
Letterkenny Institute of Technology	The ODCE – Encouraging Compliance, Enforcing the Law	IT, Letterkenny	Kevin Prendergast
Waterford Institute of Technology	Roles & Responsibilities of Company Directors	IT, Waterford	Kevin Prendergast
School of Hospitality Management & Tourism	Good Corporate Governance	Dublin Institute of Technology, Cathal Brugha Street, Dublin	Kevin Prendergast
National University of Ireland, Maynooth	The ODCE – Encouraging Compliance, Enforcing the Law	NUI, Maynooth	Kevin Prendergast
National University of Ireland, Galway	The ODCE – Encouraging Compliance, Enforcing the Law	NUI, Galway	Kevin Prendergast
Garda Economic Crime Bureau	Detective Sergeant's Money Laundering Course	Garda HQ, Phoenix Park, Dublin	Detective Garda Gary Callanan
KPMG/ICSA	ODCE and the Companies Act – One Year on	The Ballsbridge Hotel, Dublin	Kevin Prendergast
Dell Bank International	Role of the ODCE	Cherrywood, Dublin	Kevin Prendergast
Sligo Local Enterprise Office	Company Law Update and Companies Act 2014	Council Chamber, City Hall, Sligo	Kevin Prendergast
Insolvency Practitioners of Ireland	Insolvency functions of the ODCE	Chartered Accountants House, Pearse St, Dublin	Conor O'Mahony
Dublin Solicitors Bar Association	Companies Act 2014 – One year on	McCann FitzGerald Dublin	Kevin Prendergast
Chartered Accountants Ireland	A Regulator's Practical Experience of Criminal Investigations and Forensic Accounting	Chartered Accountants House, Pearse Street, Dublin	Kevin Prendergast
MSc Executive Leadership	The ODCE – Encouraging Compliance, Enforcing the Law	Vienna Woods Hotel, Cork	Kevin Prendergast
Mallow Chamber	Company Law Update and the Companies Act 2014	Hibernian Hotel, Mallow, Cork	Kevin Prendergast
Clare Local Enterprise Office	Company Law Update and the Companies Act 2014	Clare County Council Offices, Clare	Kevin Prendergast
Mayo Local Enterprise Office	Corporate Healthcheck	LEO Office, Castlebar	Kevin Prendergast

Promoter	Subject	Venue	Speaker
Carlow Chamber	Company Law Update and the Companies Act 2014	Talbot Hotel, Carlow	Kevin Prendergast
Omnipro	ODCE and the Companies Act – One Year on	Crowne Plaza Hotel, Dublin Airport	Kevin Prendergast
Enniscorthy & District Chamber	Company Law Update and the Companies Act 2014	Treacy's Hotel, Enniscorthy, Co. Wexford	Kevin Prendergast
Chief State Solicitors Office	ODCE and the Companies Act 2014	Ship Street, Dublin	Kevin Prendergast
Dublin City Local Enterprise Office	Company Law Update and the Companies Act 2014	Civic Offices, Wood Quay, Dublin	Kevin Prendergast
Irish Times Training	The Work of the ODCE	D'Olier Street, Dublin	Kevin Prendergast
Taking Care of Business	Corporate Healthcheck	National Ploughing Championships, Tullamore, Co. Offaly	Eileen McManus
Omnipro	ODCE Update	Crowne Plaza Hotel, Blanchardstown	Kevin Prendergast
Tipperary Local Enterprise Office	Corporate Healthcheck – Update	LIT Campus, Thurles	Kevin Prendergast
Plato	Corporate Healthcheck – Update	Guinness Enterprise Centre, Dublin	Kevin Prendergast
Garda Economic Crime Bureau	Role of the ODCE	Abbey Court Hotel, Nenagh	Detective Garda Gary Callanan
Fraud Conference	Enforcement under the Companies Act 2014	Griffith College, Dublin	Kevin Prendergast
DCU	The Work of the ODCE	DCU, Dublin	Kevin Prendergast
Tipperary Local Enterprise Office (2)	Company Law Update and the Companies Act 2014	LIT Campus, Thurles	Kevin Prendergast
Carlow Institute of Technology	Roles & Responsibilities of Company Directors	IT, Carlow	Kevin Prendergast
Mayo Local Enterprise Office (clients)	Company Law Update and the Companies Act 2014	LEO Office, Castlebar	Kevin Prendergast
Clonmel Chamber	Company Law Update and the Companies Act 2014	Raheen House Hotel, Clonmel	Kevin Prendergast
Galway Mayo Institute of Technology	Roles & Responsibilities of Company Directors	GMIT Innovation Hub, Castlebar, Co. Mayo	Mary Daly
Law Society of Ireland	Presentation to Students Undertaking the Certificate in Company Secretarial Law & Practice	Blackhall Place, Dublin	Kevin Prendergast
Garda National Economic Crime Bureau	Roles of the ODCE	Westmanstown Conference Centre, Dublin	Detective Garda Gary Callanan
Law Society of Ireland	Enforcement of Company Law in Ireland, the Role and Functions of the ODCE	Blackhall Place, Dublin	Adrian Brennan
Omnipro	The Current Enforcement Regime	Citywest Hotel, Dublin	Adrian Brennan

EXHIBITIONS/EVENTS ATTENDED – 2016

Name of Event	Promoter	Venue
'Who To Talk To'	Tipperary Local Enterprise Office	Anner Hotel, Thurles
CPA Annual Conference	Institute of Certified Public Accountants in Ireland	Croke Park, Dublin
Creating the Best Business Plan for your Business	Dublin Business Library	Central Library, Ilac Centre, Dublin
All Ireland Business Summit	All Ireland Business Summit	Croke Park, Dublin
Essential Supports & Services for Entrepreneurs	Dublin Business Library	Central Library, Ilac Centre, Dublin
ICSA Annual Conference	Institute of Chartered Secretaries & Administrators	Ballsbridge Hotel, Dublin
SFA Annual Conference	Small Firms' Association	O'Reilly Hall, UCD
National Ploughing Championships	National Ploughing Championships	Screggan, Tullamore, Co. Offaly
National Women's Enterprise Day	Fingal Local Enterprise Office	Radisson Blu Hotel, Dublin Airport
Bizfest	Kilkenny Local Enterprise Board	Lyrath Hotel, Kilkenny
Wexford Business Expo	Wexford Chamber of Commerce	Wexford County Hall
ISME Annual Conference	Irish Small & Medium Enterprises	RDS, Dublin
Big Business Breakfast	Sligo Local Enterprise Office	Glasshouse Hotel, Sligo
BizConnector	Carlow Local Enterprise Office	Seven Oaks Hotel, Carlow

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 2016

During the year ended 31 December, 2016 the ODCE received 4 protected disclosures.

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

Two were, upon examination, determined to fall outside the remit of the Office. The third was satisfactorily resolved following intervention by the Office. The matters contained in the fourth protected disclosure received were examined with a view to determining whether they came within the Office's statutory remit. It was concluded that they did and, at year end, the Office's examination of the matter was ongoing.

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

Note: In respect of those companies marked with an asterisk (*), the Court, at the end of 2016, 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
504443	2N2L Professional Limited	Andrew Brendan	Munnelly Munnelly	17-Aug-16 17-Aug-16
409467	AAB Eurosonics Limited	Alan	Mulready	12-Jan-16
401307	AH Leisure Limited	Ann Martin	Hoban Hoban	10-Aug-16 10-Aug-16
485403	Aon Logistics Limited	Killian Gillian	Cleary Quinn	05-Feb-16 05-Feb-16
219354	Architectural & Industrial Coatings Limited *	John	O'Brien	25-Jan-16
468857	Autogate Limited	Seona Michael	Ward Ward	28-Mar-16 28-Mar-16
369004	Avondale Nursing Home Limited	Hayley	Holmes	05-Dec-16
433210	Ballykisteen Hotel Limited	Patrick Paul	Murray O'Rourke	24-Oct-16 24-Oct-16
368094	B Bet Limited	Eamonn Laura	Byrne Byrne	10-Aug-16 10-Aug-16
395821	Bagenalstown Transport Services Limited	Andrew Claire	Cowman Cowman	14-Nov-16 14-Nov-16
464121	Ballaghkeen Construction Limited	Dermot Lisa	Corrigan Cowman	01-Jul-16 01-Jul-16
309881	BB Leisure Limited	Laura Thomas Ann	Byrne Byrne Hoban	10-Aug-16 10-Aug-16 10-Aug-16
455677	Bio Foam Spray Insulation (Europe) Limited	Jason Padraig Winifred Ibrahim	Carvill Fagan Fagan Amer	20-Jun-16 20-Jun-16 20-Jun-16 20-Jun-16
221820	Bod Investments (Irl) Limited *	William	O'Flynn	18-Apr-16
75835	Brennan Butchers Supplies (Leitrim) Limited	Kieran	Brennan	10-Jun-16
131137	Browne's Lounge Bar Limited	Barry Claire	Browne Browne	04-Aug-16 04-Aug-16
206881	C Moore & Sons Contractors Limited	Carl Alice	Moore Moore	18-Apr-16 18-Apr-16

Company Number	Company Name	Director Name		Date Restricted
242138	Calicon and Associates Limited	Pat Carol	Condon Condon	27-Jan-16 27-Jan-16
455463	Calicon Property Management Limited	Pat Carol	Condon Condon	27-Jan-16 27-Jan-16
390750	Callokee Limited	Mark	O'Keefe	16-Jan-16
314556	Carraway Investments Limited	Marie Colin	Blount Bourke	25-Apr-16 25-Apr-16
282535	Cendant Limited	Mark John	Ricketts Simpson	12-Dec-16 24-Oct-16
518926	Coast To Coast Tyre Distributor Limited	Collette James	Foley Foley	08-Nov-16 08-Nov-16
501344	Colleary Landscaping Limited	Shane	Colleary	09-Dec-16
270314	College Freight Limited	Michelle Ann Seamus	Cunningham McBrien McBrien	11-Mar-16 11-Mar-16 11-Mar-16
397610	Creative Sounds Limited	James Lee	Hyland Walsh	19-Dec-16 19-Dec-16
304165	David Moor Agencies Limited	David	Moore	15-Mar-16
485799	Day By Day Limited	Barry Frank	McGovern McGovern	05-May-16 05-May-16
381164	DCH Partners Limited	Nicholas Alec	Cloake Drew	22-Apr-16 22-Apr-16
462857	Dermot Stapleton Building Services Limited	Dermot Liz	Stapleton Stapleton	04-Apr-16 04-Apr-16
483648	Dinglow Limited	Andrea Martin	Dunphy Dunphy	25-Apr-16 25-Apr-16
368595	Doherty Quarries & Waste Management Limited	James	Doherty	14-Mar-16
224241	Erlemo Limited	Pearse Colin John	McCamley McNeill Whearty	20-Jun-16 20-Jun-16 20-Jun-16
452571	Eventelephant Limited	Ronald	Downey	27-Jul-16
468499	Excel Linen Limited	Woon Alan Peggy	Hang Fung Yeung Yeung	11-Aug-16 11-Aug-16 11-Aug-16
522188	F&R Hospitality Limited	Gustavo Rocha	De Paula	29-Feb-16
499376	Failte Logistics & Distribution Limited	Michael Gerard	O'Keefe O'Keefe	21-Oct-16 21-Oct-16
361450	FF Couriers Limited	Willie Alan Steve	Day Fleming Fuller	30-May-16 30-May-16 30-May-16
491667	Ger Keating Life & Pensions Limited	Brenda Gerard	Keating Keating	16-Sep-16 16-Sep-16
340897	Gerry Rabbitte Agri-Sales Limited	Denise Gerard	Rabbitte Rabbitte	21-Sep-16 21-Sep-16

Company Number	Company Name	Director Name		Date Restricted
420609	Gibbons Trades & Services Limited	Paul Mark	Gibbons Gibbons	25-Apr-16 25-Apr-16
298760	Gingersnap Limited	Breda Declan	Doyle Doyle	08-Apr-16 08-Apr-16
489571	Glendalough Confectionery Limited	Kevin John	Ginty Linnane	08-Jan-16 17-Oct-16
228247	Goldalley Limited	Sujon Soyodur	Alamgir Rahman	14-Sep-16 14-Sep-16
240297	Graphic Media Management Limited	Mark Michelle	Brady Swords	01-Feb-16 01-Feb-16
379070	Indie Spice Restaurants Limited	Tariq Kamrun	Salahuddin Tariq	06-Sep-16 06-Sep-16
351490	JMA Contracts Limited	James Maria	McAvennia Sheridan	16-Nov-16 16-Nov-16
434286	Joc Construction Hire Limited	Justin Wendy	O'Connor O'Connor	14-Nov-16 14-Nov-16
504682	Joes Place Limited *	Niall	Fagan	10-Oct-16
197105	John Carroll Car Sales (Tullamore) Limited	Pamela Thomas	Carroll Carroll	07-Jun-16 07-Jun-16
531453	Joseph M Wall Limited	Joseph	Wall	30-Aug-16
327438	JP Transped Express Portlaoise Limited	Bergin	Linda	01-Jun-16
69435	Kenneth Jones Pipe Organs Limited	Derek Shay	Byrne Byrne	07-Mar-16 07-Mar-16
325897	Kessow Limited	Gary Amanda	Smith Smith	25-Apr-16 25-Apr-16
122093	Kingswood Plant Hire Limited	Monica John	Cogan Cogan	01-Feb-16 01-Feb-16
439494	KR Security Services Limited	Kieran Raymond	Cripps Lawlor	08-Feb-16 08-Feb-16
485502	Ladaney Limited	Ann Ronan Finbar	Carter Carter Daly	02-Nov-16 02-Nov-16 03-Nov-16
368092	Laragh Betting Limited	Paula Thomas	Byrne Byrne	10-Aug-16 10-Aug-16
483700	Laragh Civils Limited	Ann Marie	Connaughton	14-Oct-16
266302	Letterkenny Indoor Karting Co. Limited *	John Stephen	Russell Russell	12-Aug-16 12-Aug-16
254637	Manvik Ireland Limited *	Philip Ciara Mark	Kershaw Kershaw Kershaw	16-Feb-16 16-Feb-16 16-Feb-16
313478	Martin Guerin Financial Services Limited	Connie Martin	Guerin Guerin	08-Apr-16 08-Apr-16
495111	McDermott Cahalan Hotels Limited	Amanda	Cahalan	16-Mar-16
163179	MCG Loss Assessors Limited	Shane	McGuinness	06-Jun-16

Company Number	Company Name	Director Name		Date Restricted
501189	Meehan Engineering Limited *	John	Meehan	16-Feb-16
460022	Mil-Tek North East Limited	Mary Paul	Connolly Connolly	06-May-16 06-May-16
520430	Mixgreens Franchising Limited	Shanmugam	Sundaram	15-Apr-16
420803	MJBCH Limited	Ross Sean	Connolly Dunne	13-Apr-16 13-Apr-16
371107	Mod Catering Limited	Declan Michael	O'Dwyer O'Dwyer	25-Apr-16 25-Apr-16
111677	N.D.M.C. Investments Limited *	David	McCarthy	19-May-16
264140	N.D.T. Spirosafe Limited	Albert Gary Oliver	Fitzsimons Gilson Toner	11-Apr-16 11-Apr-16 11-Apr-16
283735	Newgold Limited	Mark John	Ricketts Simpson	12-Dec-16 24-Oct-16
125547	North Western Wool and Hide Company Limited	Eamonn Patricia	Duffy Duffy	12-Dec-16 12-Dec-16
440711	O'Dochartaigh Hardware Teoranta	Derena Martin	Doherty Doherty	11-Jul-16 11-Jul-16
396242	Orlifine Foods Limited	Caroline Joseph	Stafford Stafford	18-Jul-16 18-Jul-16
467216	Park Refreshments Limited	Kerry Anne Davidine	Grimes Grimes	25-Apr-16 25-Apr-16
327645	Paul Driscoll Electrical Contractors Limited *	Paul	Driscoll	05-Aug-16
359519	Paul Kendrick Decorators Limited	Paul	Kendrick	06-Oct-16
311716	Pauraic Larkin & Associates Limited *	Pauraic	Larkin	11-Aug-16
478404	Perpetual Concepts Limited	Terry	Doyle	01-Sep-16
451374	Premco Distributors Limited	Amanda Mary James	Finan Finan	27-Oct-16 27-Oct-16
503969	Pro-Evo Fitness Limited *	Paul	O'Callaghan	21-Dec-16
383842	Pro-Vision Sound & Lighting Limited	Timmy John	O'Connor O'Connor	29-Feb-16 29-Feb-16
398392	Purple Plum Productions Limited	Antoinette Spencer	Redmond Simmonds	29-Feb-16 29-Feb-16
252644	Realm Communications Limited	Gavin Maxine	Hickey Payne	31-Mar-16 31-Mar-16
491402	Red Monkey Limited	Gail Ian	Fox Fox	04-Oct-16 04-Oct-16
415219	Ronan Pubs Limited	Elma Thomas	Young Young	25-Apr-16 25-Apr-16
468968	Rubi Underfloor Safes Installation Limited	Noel Mary	Kavanagh Kavanagh	23-Jun-16 23-Jun-16
396473	Scappa Limited	Declan Breda	Doyle Doyle	08-Apr-16 08-Apr-16

Company Number	Company Name	Director Name		Date Restricted
29673	Sean Behan Limited	Sean Rose	Behan Behan	13-Jun-16 13-Jun-16
238089	Sheffs Limited *	Darryl	Kavanagh	29-Jan-16
513071	Spa Retreat Limited	Pauline	Lynch	18-Apr-16
335792	Spur (Liffey Valley) Restaurants Limited	Helen Jayne Denis Stephen James	Baily Cremin Logue	28-Oct-16 28-Oct-16 28-Oct-16
471226	Start 2 Finish Planning & Design Consultants Limited	Derek	Alford Hennessy	01-Jun-16
210700	Strongrose Limited *	Sabrina Kaleish	(Nee Douglas)	14-Dec-16
498319	Suits Distributors International Limited	Paul Padraig	Byrne O'Connor	29-Nov-16 29-Nov-16
432765	Suits Distrubutors Ireland Limited	Bryan David	O'Connor O'Connor	29-Nov-16 29-Nov-16
489418	Tacketdale Limited	Niall	Kelleher	15-Aug-16
282981	Tekel Consultancy Limited	Edmond Margaret	Murphy Murphy	25-Mar-16 25-Mar-16
373383	The Really Good Company Limited	Michael Declan	Hayes O'Grady	25-Nov-16 25-Nov-16
516891	The Power Of Film Limited	Jerry	Foley	14-Nov-16
104364	Thomas Duffy (Builder) Limited	Thomas	Duffy	11-Jan-16
80902	Thomas Nevin Limited	Shane Thomas	Nevin Nevin	25-Apr-16 25-Apr-16
497270	Truffle Business Services Limited	Andreas	Seibert	22-Feb-16
466256	Walkinstown Glass Limited *	Maurice	Sexton	16-Jun-16
11920	Weston	Patrick Anthony	Mansfield Mansfield	26-Feb-16 26-Feb-16
456764	Yum Catering Limited	Eoin Karen	Fanning Fanning	12-Dec-16 12-Dec-16
510409	Zafer Bars Limited	Noel Joseph	Bateson	25-Apr-16

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	Name	Surname	Disqualified From	To
369004	Avondale Nursing Home Limited	Hayley	Holmes	05-Dec-16	04-Dec-21
97031	Barty O'Brien Limited	Martin	O'Brien	28-Nov-16	27-Nov-21
481549	Crofton Security Limited	Cornelius Jerry	O'Sullivan O'Sullivan	11-Jul-16 11-Jul-16	10-Jul-21 10-Jul-21
269794	Custom House Capital Limited	Harry John John	Cassidy Mulholland Whyte	02-Dec-16 02-Dec-16 02-Dec-16	01-Dec-30 01-Dec-28 01-Dec-26
452571	Eventelephant Limited	Alan	Barrett	27-Jul-16	26-Jul-21
497435	Eleventh Hour Taverns Limited *	Marie Brian	Fitzgerald Fitzgerald	05-Feb-16 05-Feb-16	04-Feb-21 04-Feb-21
390786	HOC Construction Limited *	Brendan James	O'Connor O'Connor	18-Mar-16 18-Mar-16	17-Mar-21 17-Mar-21
448327	M And M Marketing Strategies Limited	Sean Colin	Boylan Horan	17-Oct-16 17-Oct-16	16-Oct-21 16-Oct-19
413491	Marktech Developments Limited *	Joseph Ciaran	Cassidy Hourican	27-Jul-16 27-Jul-16	26-Jul-20 26-Jul-20
517083	Take Me Home Limited *	Brendan	Carey	14-Dec-16	13-Dec-21
410290	Whitefox Properties Limited	Shay	Daly	11-Jul-16	10-Jul-24
510409	Zafer Bars Limited *	Philip Michael	Roe	27-Apr-16	26-Apr-21

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

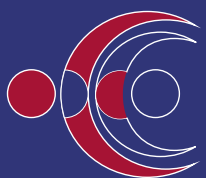
Company Number	Company Name	Date of Court Order	No. of Directors
147867	Alliance Taverns Limited	11-Mar-16	2
337886	Andiamo Properties	16-Feb-16	2
375299	Commercial Wireless Limited	13-Jun-16	2
209601	Doherty Brothers Timber Company Limited	21-Oct-16	3
362735	Doors Plus Limited	05-Jul-16	1
366997	Galvins Wholesale Limited	23-Jun-16	3
176739	Lacrombs Limited	28-Apr-16	3
63365	High Degree Construction Limited	22-Jul-16	2
351754	Koger (Dublin) Limited	20-Dec-16	2
338077	Hiranha Acquisitions Limited	24-Mar-16	1
252490	Olympic Wholesalers Limited	27-Apr-16	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 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
ALEFA	Association of Law Enforcement Forensic Accountants
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
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 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
RCT	Relevant Contracts Tax
SI	Statutory Instrument
VAT	Value Added Tax
WTE	Whole Time Equivalent



Oifig an Stiúirthóra um
Fhorfheidhmiú Corparáideach

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