

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

The Office's Customer Care 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 2018, 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 engagement⁴⁵ 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 website⁴⁶. The FAQ section of the website is regularly reviewed and supplemented as necessary. 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.

⁴⁵ i.e. excluding parties being engaged with in the context of the Office's enforcement remit

⁴⁶ www.odce.ie/faq.aspx

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 just under 5,000.

Table 19 Top 5 most visited sections of the website in 2018 - www.odce.ie

Section	Views
Company Law & You	22,470
Prosecutions	18,280
About the ODCE	13,918
FAQs	11,318
Disqualifications	4,964

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 11,000 views during the year.

Table 20 Top 20 most viewed pages in 2018 - www.odce.ie

Page	Views
Publications	5,354
Information Books	5,179
About the ODCE	4,954
Company Law and You - Responsibilities of Directors and Secretaries	4,382
Company Law and You Section Page	3,818
Functions of the ODCE	3,411
Quick Guides	3,362
Company Law and You - Corporate Governance	2,714
The Role of the ODCE	2,634
Company Law Guidance	2,592
Contact Us	2,536
Court Decisions	2,292
FAQ Section Page	2,291
Prosecution Cases 2017	1,945
Company Law and You - Directors and Secretaries Section Page	1,805

Media and Presentations	1,789
2017 Prosecution (Specific Case)	1,659
Functions of the Director	1,537
Court Judgements Section Page	1,508
FAQ - Membership of a Company	1,497

In addition, the website's search facility was used almost 4,000 times during the year. At year end, some 624 persons were registered to receive website notifications by email. The Office also provides an Irish language version of its website and in 2018 just 0.6% of website traffic was to the Irish version (www.osfc.ie) with just over 1,750 views.

The facility to register for receipt of newsletters was re-developed to include the facility to de-register, in compliance with the new GDPR rules, and all registrants were sent an email to inform them of the new facility.

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 2,013 followers across these various fora (2017: 1,833).

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 44 ODCE staff received a total of 97 days' training during 2018 (2017: 156), including:

- training provided by in-house resources – 56 days, relating to 44 staff; and
- training provided by the Department – 41 days, relating to 9 staff.

During 2018, the Office assisted several staff members to undertake the following training and development:

- LL.M in European Law and Public Affairs;
- Association of Law Enforcement Forensic Accountants' Training Event – Europol;
- Conducting Effective Regulatory Investigations;
- Advanced Diploma in Corporate, White-Collar and Regulatory Crime (King's Inns);
- all staff were provided training on the introduction of General Data Protection Regulation;
- accountancy staff members' CPD⁴⁷ requirements; and
- solicitor staff members' CPD requirements.

⁴⁷ 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 67 PQs (2017: 54).

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). Despite the Office's policy of settling all invoices within prescribed timeframes, there was one invoice paid outside of the time allowed and as a result Prompt Payment Interest of €0.12 was incurred, together with €40 in penalties (2017: €205.03 and €40.00 respectively).

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 2018, 9 requests were made under the Freedom of Information Act (2017: 14). Of these, 7 were dealt with before the end of the year, one being granted in part. The remaining 6 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 in accordance with our statutory duty of confidentiality regarding case records access to the records was refused.

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

Data Protection and the General Data Protection Regulation

On May 25 the General Data Protection Regulation (GDPR) became enforceable. This new legislation gives a broad level of protection to citizens regarding the privacy and use of their personal data, and grants rights of access to personal data held or processed by a data controller. The Data Protection Act 2018 also introduced a restriction of the right of access to such information in certain circumstances, providing it is necessary and proportionate to withhold it, consistent with the Office's own strict confidentiality requirements (as stipulated by section 956 of the Companies Act 2014).

The Office has put significant effort into ensuring compliance with the new Regulation and the Data Protection Act 2018, as well as holding information sessions so that all staff are aware of the new obligations.

During the year under review, three requests for information were made to the Office under the Data Protection Acts 1998 – 2003, and a further four under the new regime (GDPR and Data Protection Act 2018). An additional request received was for information that did not consist of personal data. These requests were each considered under the relevant legislation and all but one had been fully processed by year-end.

There was one refusal of records from 2017 (i.e. pre-GDPR) accepted by the Office of the Data Protection Commissioner for appeal; this appeal is ongoing at year-end.

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 the heating and air conditioning system accounts for the remainder. Gas consumption is used for heating water used in the building's heating system.

Gas consumption for the year was 395,000 kilowatt hours (kwh) (2017: 331,000 kwh), of which the ODCE was responsible for approximately 180,000 kwh. Electricity consumption was 377,000 kwh (2017: 453,000 kwh), of which the ODCE was responsible for approximately 19,267,000 kwh.

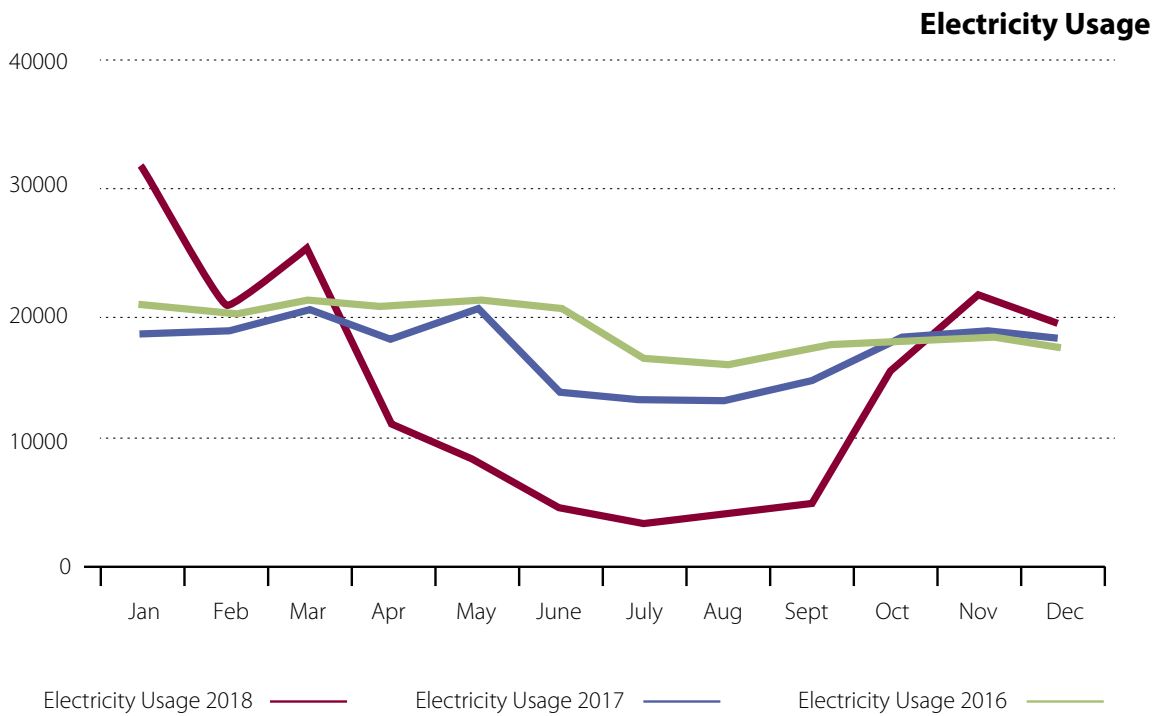
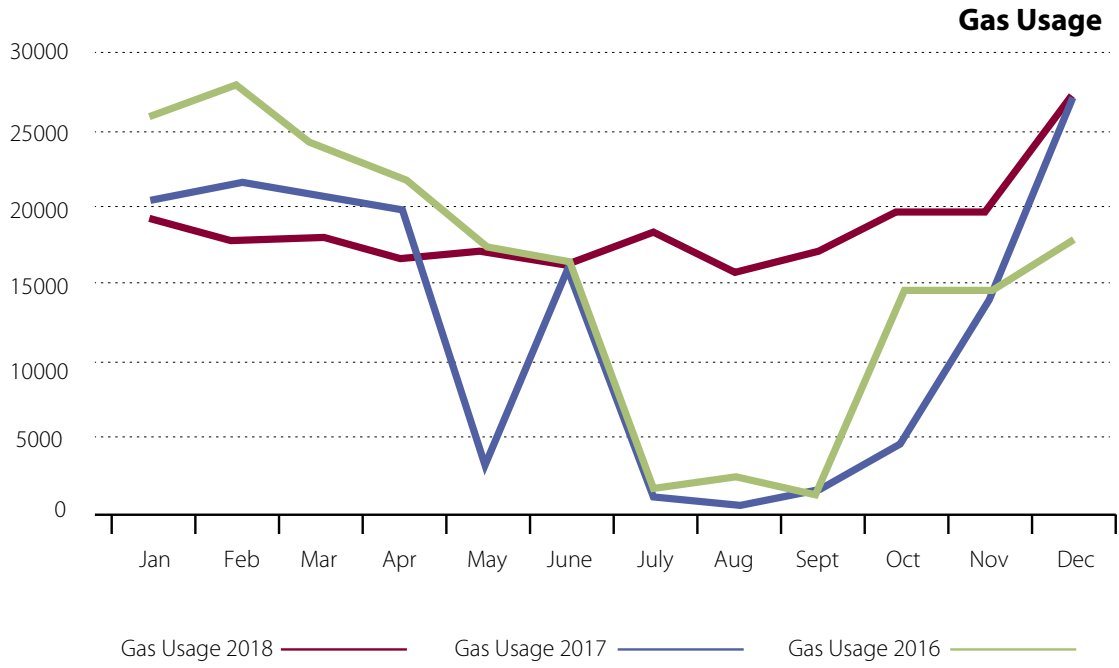
During the year, the Office continued to monitor its energy usage. By way of participation in a "Green Team" comprising of representatives of the building's various occupants, the Office continues to seek to devise initiatives to further curtail energy consumption. Two information sessions for staff on ways to reduce energy and plastic consumption at home and in work took place during the year, with the aim of encouraging behavioural change in relation to the environment. Energy Usage charts for 2016 to 2018 are set out below.

The "Green Team" received an award from the OPW's "Optimising Power @ Work" programme in February 2018 and was named the Regional Winner in the Best Energy Team Category for 2018 for its efforts in encouraging staff to foster energy-saving habits.

The target for energy consumption reduction in 2018 was a further 5%. The energy performance outturn was a reduction of 17% in electricity usage and an increase of 19% in gas usage, giving an overall increase of 10% for 2018 over 2017, mainly in gas consumption.

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: 2016 – 2018

	2016		2017		2018	
	€000s	€000s	€000s	€000s	€000s	€000s
Allocation						
Exchequer Grant	5,015		4,895		5,057	
Exceptional Legal Costs	50	5,065	50	4,945	50	5,107
Expenditure						
Salaries	2,006.0		1976.1		2347.0	
Advertising & Publicity	25.7		31.6		34.8	
Office Premises	320.5		415.3		297.2	
Legal Expenses	81.7		172.8		741.8	
Consultancy	50.0		196.2		3.9	
Computerisation	176.6		120.0		116.0	
Printing	23.2		14.8		22.0	
Incidental Expenses	12.0		7.4		51.3	
Travel & Subsistence	15.8		19.3		14.3	
Telecommunications	23.7		29.8		30.1	
Postal/Courier Services	14.7		12.5		12.6	
Office Machinery & Photocopying	60.6		3.9		8.3	
Human Resource Development	17.0		14.5		22.2	
		2,728.6		3,014.2		3,701.5
Amount surrendered		2,337.4		1,930.8		1,405.5

Appendix 2

Presentations Delivered by Staff of ODCE During 2018

A breakdown of the categories are as follows:-

Category	Number of presentations delivered	Audience
Third Level Institutions	9	300
Professional Bodies (including Accountancy bodies, Law Society and An Garda Síochána)	10	600
Public Bodies (including Government Departments & Agencies)	3	230

Exhibitions/Events attended by Staff of ODCE– 2018

Name of Event	Promoter	Venue
National Manufacturing & Supply Chain - Conference & Exhibition 2018	Premier Publishing & Events	Convention Centre, Citywest, Saggart, Dublin
All Ireland Business Summit	Eventbrite	Croke Park, Dublin
Certified Public Accountants Practice Matters Conference	Certified Public Accountants	Carlton Hotel, Blanchardstown, Dublin
Essential Supports and Services for Entrepreneurs	Dublin City Council	Dublin Business Library, Ilac Centre, Dublin
Kildare Summer Business Expo	County Kildare Chamber	Sheehy Motors, Naas, Co. Kildare
Active Retirement Trade & Tourism Show	Guerin Media	Main Hall, RDS, Dublin
Retail Excellence Expo	Retail Excellence	Citywest Hotel, Saggart, Dublin
Institute of Chartered Secretaries and Administrators - Annual Conference	Institute of Chartered Secretaries and Administrators (ICSA)	Printworks, Dublin Castle
Small Firms Association - Annual Conference	Small Firms Association	O'Brien Centre, UCD, Belfield, Dublin
Certified Public Accountants Annual Conference	Certified Public Accountants	Castleknock Hotel, Dublin
Grow SME – Conference and Exhibition	Premier Publishing & Events	Main Hall, RDS, Dublin
Food, Retail & Hospitality Expo Ireland 2018	Premier Publishing & Events	Citywest Convention Centre, Saggart, Dublin
National Ploughing Championships	National Ploughing Association	Screggan, Tullamore, Co. Offaly
Becoming a Successful Entrepreneur	Dublin City Council	Dublin Business Library, Ilac Centre, Dublin
Taking Care of Business – Exhibition & Conference	30 Public Bodies	Radisson Blu Hotel, Limerick
Essential Supports and Services for Entrepreneurs	Dublin City Council	Dublin Business Library, Ilac Centre, Dublin
Irish Small & Medium Enterprises Association - Annual Conference	Irish Small & Medium Enterprises Association	Citywest Hotel, Saggart, 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 2018

During the year ended 31 December 2018 the ODCE received 5 protected disclosures.

Action (if any) taken in response to the protected disclosures received

On examination it was determined that they fell 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 Consent Undertakings were given by Company Directors pursuant to Section 683 of the Companies Act 2014

Company Number	Company Name	Director Name		Date Restricted
494230	Active Learning and Languages Limited	Noone	Deirdre	21-Sep-18
494230	Active Learning and Languages Limited	Noone	Frank	21-Sep-18
396963	Airside Commercials Limited	Barrable	Peter	30-Jun-18
512084	Alyn Consulting Limited	Rose	Andrew	15-Dec-18
344495	Anne Rossi Limited	Rossi	Anne	20-Feb-18
344495	Anne Rossi Limited	Rossi	Kieran	20-Feb-18
488941	Ashley Park Commercials Limited	Teefey	Grace	20-Dec-18
488941	Ashley Park Commercials Limited	Teefey	Philip	20-Dec-18
267270	Avalon Security Services Limited	Cooper	Geraldine	12-May-18
267270	Avalon Security Services Limited	Cooper	Kevin	12-May-18
474143	Bayview Technologies Limited	O'Neill	Davitt	30-Nov-18
474143	Bayview Technologies Limited	O'Neill	Helen	30-Nov-18
496205	Black and White Construction Limited	Wiseman	Niall	20-Feb-18
327578	Brendeck Developments Limited	Kehoe	Declan	22-Dec-18
327578	Brendeck Developments Limited	Kehoe	Brendan	26-Dec-18
528221	Camper Man Limited	McGinn	Darragh	13-Dec-18
528221	Camper Man Limited	McGinn	Susan	13-Dec-18
256705	Carroll Freight Tullow Limited	Carroll	Ailbe	11-May-18
256705	Carroll Freight Tullow Limited	Carroll	Conor	11-May-18
424759	CG IT Solutions Limited	Gribbin	Conor	21-Dec-18
424759	CG IT Solutions Limited	Gribbin	Grainne	21-Dec-18
364183	Charem Limited	Kane	Eugene	20-Nov-18
364183	Charem Limited	Kane	Seamus	20-Nov-18
341140	Children to Lapland Appeal Limited	Murphy	John Cornelius	04-Mar-18
446221	Citywest Hire Limited	Stokes	Jeffrey	31-Oct-18
446221	Citywest Hire Limited	Casari	Giorgio	31-Oct-18
390412	Cleo Foods Limited	Chambers	Jeanne	20-Jul-18
390412	Cleo Foods Limited	Murtagh	Bernard	17-Aug-18
507878	Comlee Limited	Doyle	Ann	21-Nov-18
507878	Comlee Limited	Doyle	Declan	21-Nov-18
536626	Constaletion Limited	Lannou	Herve	29-Nov-18
536626	Constaletion Limited	Lannou	Pierre	29-Nov-18
484189	Corduff Builders Limited	Marron	Christopher	16-Feb-18
484189	Corduff Builders Limited	Marron	Mary	16-Feb-18
416460	Digiwatch Limited	O'Beirne	Declan	28-Nov-18

Company Number	Company Name	Director Name		Date Restricted
416460	Digiwatch Limited	Stapleton	Paul	28-Nov-18
500530	Dimension Media IT Limited	Gallagher	Ian	21-Sep-18
500530	Dimension Media IT Limited	Gallagher	Ann	21-Sep-18
417648	Domenora Limited	Morelli	Domenico	05-Oct-18
417648	Domenora Limited	Morelli	Vincent	05-Oct-18
417019	Dunvale Fabrications Limited	Crahan	Josephine	04-Jan-18
417019	Dunvale Fabrications Limited	Crahan	Noel	04-Jan-18
510699	Eazy Dealz Ltd	Conway	Peter	17-Apr-18
510699	Eazy Dealz Ltd	Lowe	Garry	18-Apr-18
455230	Eclipse Media Limited	Doyle	Colin	04-Dec-18
516187	Expert Safety Limited	Lennon	Seamus	20-Feb-18
516187	Expert Safety Limited	Murphy	Colette	20-Feb-18
304842	Fergal Murray Car Sales Limited	Murray	Fergal	16-Aug-18
230425	Hansa Steel Limited	Wall	Eamonn	26-May-18
230425	Hansa Steel Limited	Wall	Liam	26-May-18
495308	IBI International Bureau of Intelligence Limited	Richardson	Elaine	13-Dec-18
495308	IBI International Bureau of Intelligence Limited	Buckley	Martin	21-Dec-18
536979	Interactive Languages Limited	Noone	Frank	21-Sep-18
536979	Interactive Languages Limited	Noone	Deirdre	21-Sep-18
501523	Irish Education, Business and Research Institute Limited	Clery	Elizabeth	30-Nov-18
455589	John Abbott Holdings Limited	Abbott	John	25-Sep-18
455589	John Abbott Holdings Limited	Abbott	Sinead	25-Sep-18
474709	John J. O'Connell Architects Limited	McCabe	Colin	04-Jul-18
474709	John J. O'Connell Architects Limited	O'Connell	John	04-Jul-18
416399	L F Fire Alarms Limited	Byrne	Fergal	10-Apr-18
416399	L F Fire Alarms Limited	Byrne	Louise	10-Apr-18
271430	Lodgewood Engineering Limited	Plummer	Margaret	17-Apr-18
271430	Lodgewood Engineering Limited	Plummer	William	17-Apr-18
142281	Loftus Civil Engineering Limited	Loftus	Hilary	30-Jun-18
516955	M.K. Lyons Electrical Limited	Lyons	Cormac	21-Sep-18
245141	Michael O'Donovan & Son Limited	O' Donovan	Michael	14-Apr-18
245141	Michael O'Donovan & Son Limited	O' Donovan	Marian	14-Apr-18
28793	Midland Web Printing Limited	Fanning	Shelia	06-Jul-18
126340	Milltown Engineering Limited	Murphy	Stephen	21-Nov-18
126340	Milltown Engineering Limited	Murphy	Margaret	21-Nov-18
516714	Minerve Limited	Coffey	John	10-Jul-18
516714	Minerve Limited	Coffey	Karla	10-Jul-18
516955	MK Lyons Electrical Limited	Lyons	Carmel	21-Sep-18
385034	MSM Engineering & Electrical Limited	Moynihan	Brendan	17-Apr-18
385034	MSM Engineering & Electrical Limited	Spillane	Dominic	10-May-18

Company Number	Company Name	Director Name		Date Restricted
487978	Mudan Limited	Quinn	Francis Fintan	11-Aug-18
487978	Mudan Limited	Quinn	Fintan John	22-Aug-18
374949	Oxcon Consultancy Limited	Mattimoe	Ciaran	12-Jul-18
404539	P & B Security Services Limited	McMahon	Stephen	22-Aug-18
404539	P & B Security Services Limited	Petkov	Petar	22-Aug-18
491312	PCL Logistics Limited	Garry	Prendiville	30-Nov-18
491312	PCL Logistics Limited	Gearoid	Prendiville	30-Nov-18
412640	Paidi O'Shea Construction Limited	O'Shea	Margaret	04-Dec-18
412640	Paidi O'Shea Construction Limited	O'Shea	Padraig	04-Dec-18
515103	Quay Entertainment Limited	O'Mahony	John	04-Oct-18
94458	Raymond Barror & Company Limited	Cleary	Angela	11-Dec-18
94458	Raymond Barror & Company Limited	Cleary	Keith	11-Dec-18
553098	Rooftop Caterers Limited	Maher	Claire	21-Dec-18
553098	Rooftop Caterers Limited	Maher	Emmet	21-Dec-18
505223	Royal AH Management Limited	Mahon	Joseph	22-Jun-18
505223	Royal AH Management Limited	Mahon	Brigid	22-Jun-18
365805	Ruby Builders Contractors Limited	Cuttle	Mary	17-Oct-18
365805	Ruby Builders Contractors Limited	Cuttle	Patrick	17-Oct-18
480355	Rumson Electrical Contractors Limited	Jones	Gareth	11-Apr-18
480355	Rumson Electrical Contractors Limited	McDermott	Karen	11-Apr-18
511457	Sasta Fitness Franchise Limited	Egan	Fiona	22-Jan-18
172711	Sawgrass Properties Limited	Moreton	Fiona	22-Jun-18
172711	Sawgrass Properties Limited	Moreton	John	22-Jun-18
316152	Schiele and McDonald Mushrooms Limited	McDonald	Siggi	29-Jun-18
316152	Schiele and McDonald Mushrooms Limited	McDonald	James Peter	15-Aug-18
238089	Sheffs Limited	Kavanagh	Chris	22-Dec-18
584429	SM Components Limited	Johnston	Terence	12-May-18
584429	SM Components Limited	Hanna	Seamus Francis	17-May-18
392489	Somes Reb Limited	Bodiu	Aurica	22-Jan-18
392489	Somes Reb Limited	Bodiu	Dumitru	22-Jan-18
217673	Springmanor Limited	Casari	Giorgio	31-Oct-18
217673	Springmanor Limited	Stokes	Jeffrey	31-Oct-18
304944	Stable Diet Limited	Carroll	Katherine	25-Dec-18
304944	Stable Diet Limited	Power	Vincent	25-Dec-18
445546	Swifhorn Limited	Corkery	Finbarr	07-Dec-18
467843	Tandol Limited	Dunne	Kevin	20-Feb-18
467843	Tandol Limited	Maguire	Philip	20-Feb-18
435767	Tecafin Irish Pacific Trading Ltd	Jacques	Stephane	28-Aug-18
379809	The Living Room Limited	Magee	Michael	16-Aug-18
282124	Torvay Developments Limited	Brosnan	David	22-May-18

Company Number	Company Name	Director Name		Date Restricted
282124	Torvay Developments Limited	Duffy	Ruth	22-May-18
282124	Torvay Developments Limited	Cumiskey	Robert	22-Jun-18
118695	Transport Service (Ballyvolane) Limited	Loftus	John	30-Nov-18
118695	Transport Service (Ballyvolane) Limited	O'Shea	Noelle	30-Nov-18
118695	Transport Service (Ballyvolane) Limited	O'Shea	Liam	30-Nov-18
533899	Value City Limited	Weiliang	Chen	24-Jul-18
509270	Venue Angel Limited	Pollard	Erwin	11-Jul-18
463967	Vino Classico Limited	Casari	Giorgio	31-Oct-18
463967	Vino Classico Limited	Bang-Stokes	Pia	31-Oct-18
296634	Wall Manufacturing Limited	Wall	Eamonn	26-May-18
296634	Wall Manufacturing Limited	Wall	Liam	26-May-18
487796	Wamik Holdings Limited	Ward	Griffin	14-Aug-18

Cases where Restriction Declarations were made by the High Court pursuant to Section 683 of the Companies Act 2014

Company Number	Company Name	Director Name		Date Restricted
357108	Bcon Communications Limited	Batt	Alan	15-Jan-18
120415	Bernard O'Mahony Carrigaline Limited	O'Mahony	Bernard	22-Jan-18
120415	Bernard O'Mahony Carrigaline Limited	O'Mahony	Tony	22-Jan-18
120415	Bernard O'Mahony Carrigaline Limited	O'Mahony	Mary	22-Jan-18
563484	Buckle Up Limited	Gilroy	Katie	09-Jul-18
493144	Cuplus Card Services Limited	Dowling	Margaret	26-Feb-18
489475	Cuplus Technologies Limited	Dowling	Margaret	26-Feb-18
524182	DNR Leisure Limited	Sheilds	David	18-Jun-18
524182	DNR Leisure Limited	Sheilds	Ruth-Ann	18-Jun-18
234806	Electrotech Distributors Limited	O'Neill	Charlotte	22-Oct-18
370493	Godfather's Pizza Leeson Street Limited	Cronin	John	12-Feb-18
370493	Godfather's Pizza Leeson Street Limited	Cronin	Patrick	12-Feb-18
102182	Green With Envy Limited	Egan	Graham	05-Mar-18
319747	Latzio Scaffolding Limited	McElwain	Eamonn	15-May-18
319747	Latzio Scaffolding Limited	McElwain	Padraig	15-May-18
226563	Lifquest Limited	Burke	Mark	27-Nov-18
490304	Paintridge Limited	Byrne	Paula	05-Nov-18
490304	Paintridge Limited	Fleming	Paul	05-Nov-18
192035	Salmoncita Enterprises Limited	Wrafter	Danielle	12-Mar-18
192035	Salmoncita Enterprises Limited	Wrafter	Leigh	12-Mar-18
192035	Salmoncita Enterprises Limited	Wrafter	John	12-Mar-18
38591	Whelan's Limestone Quarries Limited	Whelan	Patrick	26-Feb-18
38591	Whelan's Limestone Quarries Limited	Whelan	Enda	26-Feb-18

Appendix 5

Cases where Disqualification Consent Undertakings were given by Company Directors pursuant to section 683 of the Companies Act 2014

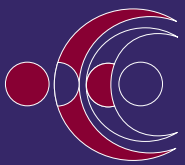
Company Number	Company Name	Director Name		Disqualified From	Disqualified To
387091	All Style Regency Windows Limited	O'Brien	David	31-Jul-18	31-Jan-21
387091	All Style Regency Windows Limited	O'Brien	Philip	31-Jul-18	31-Jan-21
493144	Cuplus Card Services Limited	Dowling	Joseph	26-Mar-18	25-Mar-24
489475	Cuplus Technologies Limited	Dowling	Joseph	26-Mar-18	25-Mar-24
234806	Electrotech Distributors Limited	O'Neill	Pierce	22-Oct-18	21-Oct-23
268730	Kilroe Developments Limited	Joyce	Peter	09-Jul-18	08-Jul-21
268730	Kilroe Developments Limited	Victory	Paul	09-Jul-18	08-Jul-21

Cases where Disqualification Orders were made by the High Court pursuant to section 683 of the Companies Act 2014

Company Number	Company Name	Director Name		Disqualified From	Disqualified To
491746	Curteust Limited	Curtin	Patrick	17-Nov-18	16-Nov-23
461367	Precision Timing Limited	Wade	David	30-Jun-18	29-Jun-23
354899	Cappawhite Plant Hire Limited	Barry	William	21-Dec-18	20-Dec-23

Glossary

Act	Companies Act 2014
AGM	Annual General Meeting
ALEFA	Association of Law Enforcement Forensic Accountants
CLRG	Company Law Review Group
CPD	Continuing Professional Development
CRO	Companies Registration Office
Department	Department of Business, 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 Business, Enterprise & Innovation
ODCE/Office	Office of the Director of Corporate Enforcement
Oireachtas	Collective term for the Upper and Lower Houses of Parliament
PII	Professional Indemnity Insurance
PPB	Prescribed Professional Body
PQ	Parliamentary Question
RAB	Recognised Accountancy Body
Register	Register of Companies maintained by the CRO
SI	Statutory Instrument
VAT	Value Added Tax
WTE	Whole Time Equivalent



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