

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 can expect from the Office;
- principal contact points; and
- a Customer Feedback and Complaint Form.

During 2019, 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 Office's website.

### Nature of principal engagements with external stakeholders

The Office's principal engagement<sup>46</sup> 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 website<sup>47</sup>. 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 by the Office. As well as consulting the website, members of the public can also direct queries to the Office's information email address (info@odce.ie) as well as submitting their queries by telephone.

<sup>46</sup> i.e. excluding parties being engaged with in the context of the Office's enforcement remit

<sup>47</sup> [www.odce.ie/faq.aspx](http://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 2019 - www.odce.ie

Section	Views
Publications	33,657
Court Decisions	26,326
Company Law & You	22,582
About the ODCE	13,593
FAQs	10,456

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 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 10,000 views during the year.

**Table 20**

Top 20 most viewed pages in 2019 - www.odce.ie

Page	Views
About the ODCE	4,890
Publications section – main page	4,873
Responsibilities of Companies, Directors and Secretaries	4,009
Company Law & You – main page	3,708
ODCE Functions – main page	3,189
Company Law Guidance – main page	2,958
Company Law Guidance – Quick Guides page	2,745
Company Law & You – corporate governance page	2,565
Court Decisions – main page	2,454
Our Role page	2,363

Page (continued)	Views
Press Releases 2019	2,299
Directors & Secretaries	1,838
Media & Presentations page	1,650
Prosecution Cases page	1,554
Annual Reports & Reviews – main page	1,546
Contact Us page	1,544
Complaint Form	1,472
Information on Companies Legislation	1,471
Publication relating to liquidations	1,423

In keeping with the proliferation of smartphones, the website was accessed from mobile devices over 4,900 times during the year. At year end, 627 persons had registered to receive website notifications by email. The Office also provides an Irish language version of its website and, in 2019, 1% of website traffic was to the Irish version ([www.osfc.ie](http://www.osfc.ie)) with 1,491 views.

## 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.

## — 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.

ODCE staff received a total of 177 days' training during 2019 (2018: 97), including:

- training provided by in-house resources – 126 days, relating to 51 staff; and
- training provided by the Department – 51 days, relating to 29 staff.

During 2019, the Office assisted several staff members to undertake the following training and development:

- i. Doctor of Governance (Institute of Public Administration);
- ii. LL.M in European Law and Public Affairs (University College Dublin);
- iii. M.A. in Serious Crime Investigation (University of Limerick);
- iv. Advanced Diploma in Corporate, White-Collar and Regulatory Crime (King's Inns);

- v. Post-graduate Diploma in Corporate Governance (Smurfit Business School);
- vi. B.Sc. in Police Leadership & Governance (University College Dublin);
- vii. Graduate Certificate in Forensic Computing & Cybercrime Investigation (University College Dublin);
- viii. Exhibits Officers' Training Course (Garda College);
- ix. Search & Seizure Training Course (Garda College);
- x. Diploma in Occupational Health & Safety (Irish Business & Employers' Federation);
- xi. Data Protection in Law Enforcement (Institute of Public Administration);
- xii. Accountancy staff members' CPD<sup>48</sup> requirements;
- xiii. Solicitor staff members' CPD requirements;
- xiv. Engineer staff member's CPD requirements.

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

### Parliamentary Questions ("PQ")

The Office is regularly requested to provide information/material to the Department to assist it in preparing Ministers' responses to Deputies' PQs. In addition, the Office is sometimes itself the subject of Deputies' PQs. During the year, the Office provided material in response to 64 PQs (2018: 67).

### 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 €1.12 was incurred, together with €40 in penalties (2018: €0.12 and €40 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 (FOI)

Most records of the Office (i.e., all records other than records concerning its general administration) are exempt from the FOI Acts. During 2019, 12 requests were made under the Freedom of Information Act (2018: 9). One of these was withdrawn and one was referred on to the correct public body. Of the remaining 10 requests, 4 were granted in full, 2 were for records that did not exist or were not held by the ODCE and 4 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 the Office's statutory duty of confidentiality, were not released.

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

### Data Protection and the General Data Protection Regulation

On 25 May 2018 the General Data Protection Regulation (GDPR) became enforceable. This 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.

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*48 Continuing Professional Development*

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

At the beginning of the year one request that had been received in late 2018 was on hand. During the year under review, a further 5 requests for information were made to the Office under the Data Protection Act 2018. Of the requests received, one was not processed as the requester did not provide proof of identity. The remaining requests were each considered and, where applicable, the relevant information was provided to data subjects. One investigation by the Office of the Data Protection Commission, relating to a pre-GDPR data access request, was initiated during the year.

### **Official Languages Act 2003**

The Office drafted a second Scheme under the Act in 2011 and awaits agreement with the 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.

### **Implementing the Public Sector Equality and Human Rights Duty**

During 2019 the Office published on its website its intention to comply with the Public Sector Duty under the Irish Human Rights and Equality Commission Act 2019. This duty places a statutory obligation on public bodies to eliminate discrimination, promote equality of opportunity and protect the human rights of those to whom they provide services and staff when carrying out their daily work.

In its day to day work and particularly in its dealings with stakeholders the Office ensures that no member of the public or other stakeholder suffers discrimination in interactions with the Office under any of the protected grounds of gender, civil status, family status, sexual orientation, disability, age, race, religion and membership of the Traveller community.

The Office extends the same equality of treatment to its staff.

### **Energy consumption**

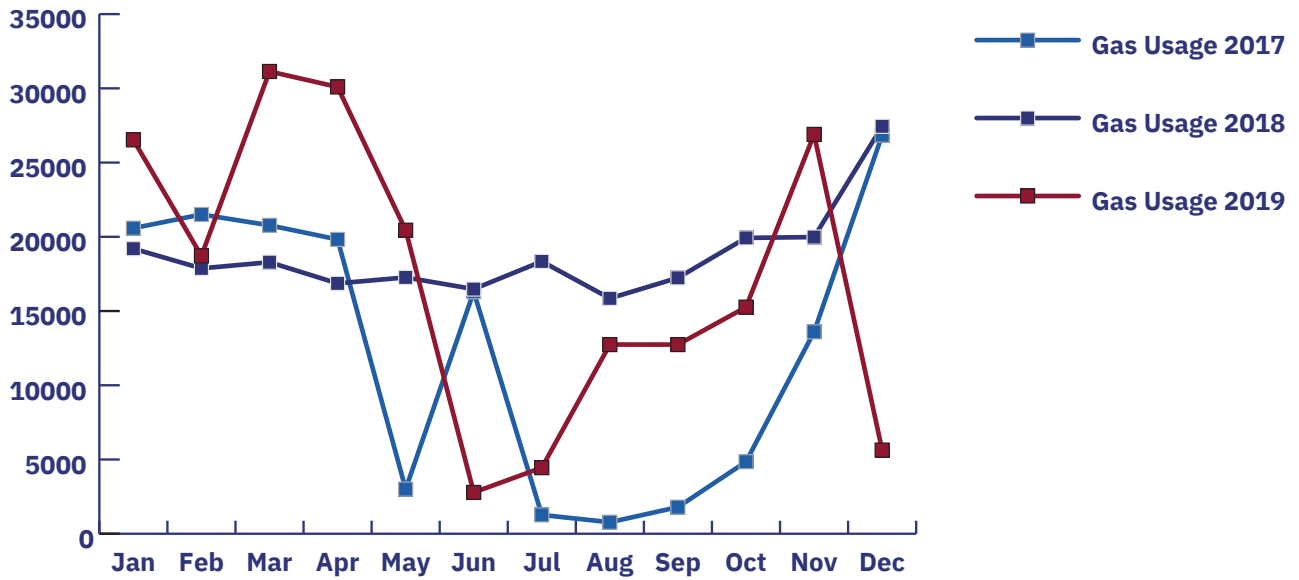
The Office shares its premises with several other occupants, and, at 45.62%, the proportion of space allocated to the Office is slightly less than half. Approximately half of all electricity used in the building is for lighting and the powering of office equipment, while the heating and air conditioning 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 470,000 kilowatt hours (kwh) (2018: 690,000 kwh), of which the ODCE was responsible for approximately 214,000 kwh. Electricity consumption was 500,000 kwh (2018: 377,000 kwh), of which the ODCE was responsible for approximately 228,000 kwh.

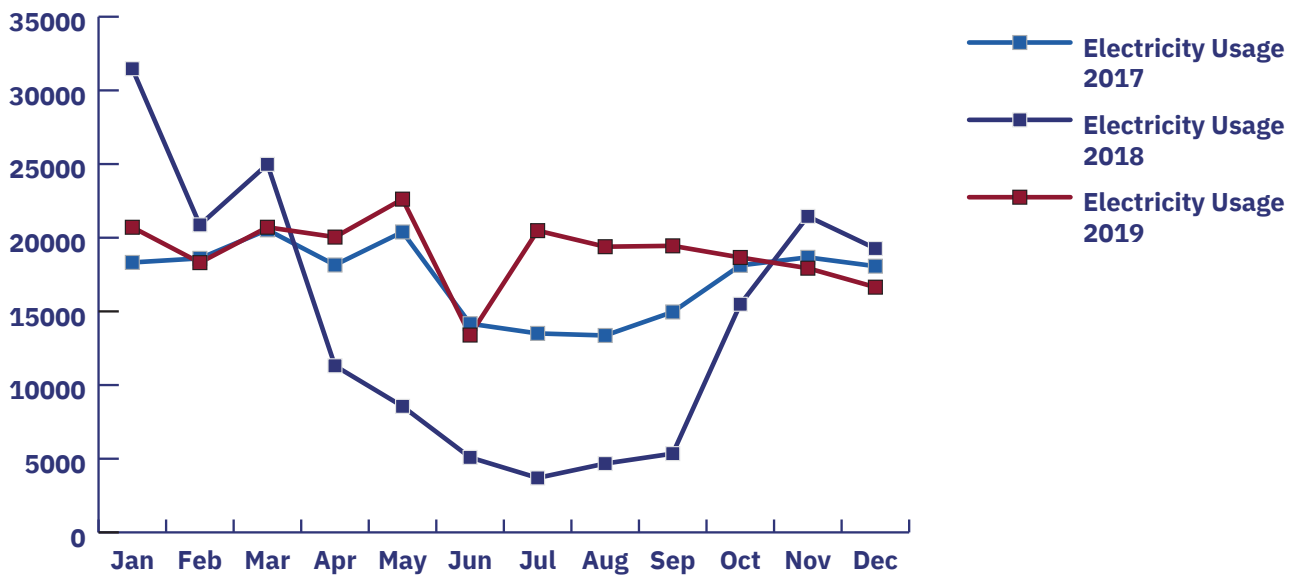
During the year, the Office continued to monitor its energy usage. By way of participation in a Green Team comprising of representatives of the building's various occupants, the Office continues to seek to devise initiatives to further curtail energy consumption. Two information sessions for staff on ways to reduce energy consumption and the effects of climate change took place during the year, with the aim of encouraging behavioural change in relation to the environment. Energy usage charts for 2017 to 2019 are set out below.

The target for energy consumption reduction in 2019 was a further 5%. The energy performance outturn was an increase of 33% in electricity usage and a reduction of 32% in gas usage, giving an overall reduction of 9% for 2019 over 2018, mainly in gas consumption.

### Gas Usage



### Electricity Usage



# APPENDICES



## — Appendix 1: Allocated vs. actual expenditure: 2017 – 2019

	2017		2018		2019	
	€000s	€000s	€000s	€000s	€000s	€000s
<b>Allocation</b>						
Exchequer Grant	4,895		5,057		6,057	
Exceptional Legal Costs	50	4,945	50	5,107	50	6,107
<b>Expenditure</b>						
Salaries	1976.1		2347.0		2,503.1	
Advertising & Publicity	31.6		34.8		32.2	
Office Premises	415.3		297.2		290.0	
Legal Expenses	172.8		741.8		1,075.2	
Consultancy	196.2		3.9		3.8	
Computerisation	120.0		116.0		204.3	
Printing	14.8		22.0		28.8	
Incidental Expenses	7.4		51.3		29.1	
Travel & Subsistence	19.3		14.3		25.2	
Telecommunications	29.8		30.1		45.3	
Postal/Courier Services	12.5		12.6		7.9	
Office Machinery & Photocopying	3.9		8.3		17.5	
Human Resource Development	14.5		22.2		37.4	
		3,014.2		3,701.5		4,299.8
<b>Amount surrendered</b>		<b>1,930.8</b>		<b>1,405.5</b>		<b>1,807.2</b>

## — Appendix 2: Publications issued, presentations delivered and exhibitions/events attended – 2019

A breakdown of the categories are as follows:

Category	Number of presentations delivered	Audience
Third Level Institutions	13	480
Professional Bodies (including Accountancy bodies, Law Society and An Garda Síochána)	8	1,250
Public Bodies (including Government Departments & Agencies)	4	350
Other Bodies/Organisations (including the community & voluntary sectors)	5	250

### Exhibitions/Events Attended by Staff Of ODCE – 2019

Name of Event	Promoter	Venue
National Manufacturing & Supply Chain Conference & Exhibition	Premier Publishing & Events	Citywest Convention Centre, Saggart
Business Connect Conference	Small Firms Association	Aviva Stadium, Dublin
Start-Up Showcase	Enterprise Ireland	Croke Park, Dublin
National Construction Summit	Premier Publishing & Events	Citywest Convention Centre, Saggart
South-East Business Expo	Premier Publishing & Events	Waterford Institute of Technology
Practice Matters Conference	Certified Public Accountants	Carlton Hotel, Blanchardstown, Dublin
Becoming a Successful Entrepreneur	Dublin City Council	Dublin Business Library, Ilac Centre, Dublin
All Ireland Business Summit	All Ireland Business Foundation	Croke Park, Dublin
SFA Annual Conference	Small Firms Association	Aviva Stadium, Dublin

Name of Event	Promoter	Venue
ICSA Annual Conference	Institute of Chartered Secretaries and Administrators (ICSA)	Printworks, Dublin Castle
CPA Annual Conference	Certified Public Accountants	Radisson Hotel, Little Island, Cork
Grow SME Expo	Premier Publishing & Events	RDS, Dublin
Biz Expo	Biz Expo	Citywest Conference Centre, Saggart
Food, Retail & Hospitality Expo 2019	Premier Publishing & Events	Citywest Conference Centre, Saggart
Taking Care of Business 2019	Department of Business, Enterprise & Innovation	Sheraton Hotel, Athlone
Industry Matters Conference	Certified Public Accountants	Carlton Hotel, Blanchardstown, Dublin
ISME Annual Conference	Irish Small & Medium Enterprises Association	Citywest Hotel, Saggart
Essential Supports and Services for Entrepreneurs	Dublin City Council	Dublin Business Library, Ilac Centre, Dublin

### Publications Issued and Published in 2019

Date	Name of Publication
March 2019	The Principal Duties and Powers of Directors under the Companies Act
March 2019	Companies – Their Duties and Powers – A Quick Guide
March 2019	Auditors – Their Duties and Powers – A Quick Guide
June 2019	Annual Report 2018

## — 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 2019**

During the year ended 31 December 2019 the ODCE received 8 (2018: 5) protected disclosures.

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

On examination it was determined that 6 of the protected disclosures received fell outside the remit of the Office. At year end, the other two were under consideration.

### **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
464940	Active Learning & Leisure Limited	Noone	Frank	01-Mar-19
464940	Active Learning & Leisure Limited	Noone	Deirdre	01-Mar-19
334290	Acuman Facilities Management Limited	Quinn	Kevin	10-Dec-19
366562	Aeon Solutions Limited	Cunningham	John	15-Apr-19
508800	Allied Bathrooms & Tiles Limited	Gibney (Shadow Director)	Irene	09-Dec-19
508800	Allied Bathrooms & Tiles Limited	Gibney	Conor Keith	09-Dec-19
508800	Allied Bathrooms & Tiles Limited	Gibney	Rebecca Nicole	09-Dec-19
508800	Allied Bathrooms & Tiles Limited	Gibney (Shadow Director)	Damian	09-Dec-19
512084	Alyn Consulting Limited	Rose	Louise	30-Jan-19
358866	Angel Technologies Limited	Murphy	Laurence	03-Apr-19
358866	Angel Technologies Limited	Murphy	Margaret	03-Apr-19
429444	Ardalon Limited	Caulfield	Noel	15-Mar-19
541614	Arrow Vision Limited	Newman	Jacinta	29-Nov-19
541614	Arrow Vision Limited	Newman	Kate	29-Nov-19
544410	Bourneash Catering Limited	D'Alicandro	Antonio	17-Sep-19
544410	Bourneash Catering Limited	Mancini	Anna	17-Sep-19
146518	C S Distributors Limited	Compton	Alan	06-Mar-19
146518	C S Distributors Limited	Compton	Paul	06-Mar-19
480043	Castleguard Security Services Limited	Sheridan	Annette	21-Mar-19
480043	Castleguard Security Services Limited	Sheridan	John	21-Mar-19
375266	City Union Limited	O'Neill	Deirdre	14-Feb-19

Company Number	Company Name	Director Name		Date Restricted
375266	City Union Limited	O'Neill	Tadhg	14-Feb-19
316717	Clo Ceardlann Na gCnoc Teoranta	Joyce	Ian	01-Jun-19
473987	Clonliffe Healthcare Products Limited	Fanning	Louise	13-Dec-19
473987	Clonliffe Healthcare Products Limited	Fanning	Thomas Russell	13-Dec-19
300209	Cooney Manufacturing Limited	Cooney	Albert	31-Oct-19
470708	Crinnigan Haulage Limited	Crinnigan	Aidan	23-Nov-19
460301	CSS Faciliclean Limited	O'Leary	Louise	28-Nov-19
460301	CSS Faciliclean Limited	O'Leary	Neil	28-Nov-19
571150	Cup And Crust Limited	O'Malley	Michael	10-Oct-19
491946	Curteust Limited	Curtain	Geraldine	16-Nov-19
491941	DWC Recycling Limited	Mikalauskas	Audrius	17-Jul-19
491941	DWC Recycling Limited	Mikalauskas	Donatas	17-Jul-19
79897	Edward Paul Nugent Limited	Nugent	Arthur Connell	17-May-19
490831	Fenian St Pizza Company Limited	Foley	Garrett	26-Nov-19
426761	Food Fusion Limited	Caulfield	Noel	15-Mar-19
37541	Four Counties Oil Company Limited	Chawner	Marcus	21-Sep-19
37541	Four Counties Oil Company Limited	Quigley	Sean	21-Sep-19
418024	Gerry Quinn & Sons Limited	Quinn	Geraldine	16-Jul-19
418024	Gerry Quinn & Sons Limited	Quinn	Gerard	16-Jul-19
340361	Glencurran Construction Limited	Donohoe	Martin	09-Feb-19
546807	H.M.F. Construction Solutions Limited	Dempsey	Denis	07-Sep-19
386417	Haran Surveyors & Loss Adjusters Limited	Haran	Denis	04-Apr-19
416883	Harmon Windows Limited	Harmon	Stephen	26-Apr-19
416883	Harmon Windows Limited	Redmond	David	26-Apr-19
431274	Hutton International Transport Limited	Hutton	Trevor	09-Oct-19
470498	KK Vet And Hygiene Limited	Kennedy	Kieran	01-Jun-19

Company Number	Company Name	Director Name		Date Restricted
470498	KK Vet And Hygiene Limited	Kennedy	Adrian	01-Jun-19
518980	Little Gifts Limited	Martin	John	27-Mar-19
540948	LMC Clothing Limited	Linehan	Ann	29-Jun-19
540948	LMC Clothing Limited	Linehan	Paul	29-Jun-19
480810	Lyvegame Limited	Doherty	Peter	06-Jul-19
480810	Lyvegame Limited	Martin	Anthony	06-Jul-19
497895	Marinuda Limited	Caulfield	Noel	15-Mar-19
526343	Markatect Limited	Hedderman	Jennifer	28-Feb-19
526343	Markatect Limited	O'Donoghue	Mark	28-Feb-19
579664	Mastglen Limited	Howard	Celina	25-Feb-19
278092	McKenna Refrigeration Limited	McKenna	Michael	07-Aug-19
541544	MF Partitions & Ceilings Limited	Flynn	Seamus	22-Feb-19
571395	Old Bawn Blinds, Carpets & Flooring Limited	McGrachan	Ian	06-Nov-19
553904	Orchard Hospitality Limited	Buckley	Paul	27-Mar-19
460046	P & J Gillane Transport Limited	Forde	Elizabeth	21-Mar-19
460046	P & J Gillane Transport Limited	Gillane	John	21-Mar-19
366336	Pinnacle Homes Limited	Henry	Paul	01-Nov-19
531256	PKE Engineering Limited	Kelly	Patrick	01-Feb-19
531256	PKE Engineering Limited	Kelly	Martha	01-Feb-19
101786	R.J. Behan Limited	Behan	Richard	04-May-19
493029	RTS Travel Limited	Shortt	Robin	10-Dec-19
493029	RTS Travel Limited	Shortt	Russell	10-Dec-19
471171	Sprinreal Limited	Carroll	Darragh	02-Nov-19
535651	Streamhall Limited	Mulvee	Anna	09-Feb-19
535651	Streamhall Limited	Mulvee	Karl	16-Apr-19
541545	Sykes Hotel Group Limited	Sykes	David	14-Feb-19
541545	Sykes Hotel Group Limited	Sykes	Trevor	14-Feb-19
603269	Tasteify Limited	Murphy	Peter	09-Nov-19

Company Number	Company Name	Director Name		Date Restricted
457870	The Powder Room Girls Limited	Cullinan	Rhona	20-Apr-19
457870	The Powder Room Girls Limited	Peggs	Susan	20-Apr-19
541478	Theatrebox Stage School & Productions Limited	Nagle	Jamie	30-Apr-19
411054	Thorpe Machinery Sales Limited	Thorpe	Adrian	19-Feb-19
469050	Trackside Tyres Limited	Parker	Michael	18-Sep-19
409618	Tuckmill Transport Limited	Morgan	Brendan	30-Apr-19
411339	WCEX Limited	O'Malley	Brian	02-Feb-19
411339	WCEX Limited	O'Malley	Patrick	02-Feb-19

### 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
321708	A Quick Sharp Limited	Kearney	Joseph	11-Feb-19
321708	A Quick Sharp Limited	Kearney	Liam	11-Feb-19
321708	A Quick Sharp Limited	O'Reilly	Stanley	11-Feb-19
215356	Aermak Limited	McManus	Simon	11-Nov-19
215356	Aermak Limited	McManus	Frank	11-Nov-19
520312	Altissimus Ltd	Harsveld	Elizabeth	14-Oct-19
567391	Countbox Limited	Dubin	Konstantin	11-Mar-19
567391	Countbox Limited	Mherian	Armen	11-Mar-19
417070	Gillstone Limited	Gill	Sharon	22-Jul-19
417070	Gillstone Limited	Gill	John	22-Jul-19
403019	Glendalough Stores Limited	Kirk	Bernard	09-Dec-19



## — 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
393319	ADMV Ltd	Walsh	Alan	23-Apr-19	22-Apr-24
520312	Altissimus Ltd	Harsveld	Marius	09-Feb-19	08-Feb-24
126801	Ballinalard Transport Limited	English	Alex	17-Apr-19	17-Apr-24
126801	Ballinalard Transport Limited	English	Richard	17-Apr-19	17-Apr-24
496788	Moybrone Holdings Limited	Cooke	Joan	11-Apr-19	10-Apr-24
496788	Moybrone Holdings Limited	Cooke	Paul	11-Apr-19	10-Apr-24
520260	Suntano Living Limited	Lim	Seng Hoon	05-Aug-19	04-Aug-24
520260	Suntano Living Limited	Tan	Chin Tiong	05-Aug-19	04-Aug-24

## Cases where Disqualification Consent Undertakings were given by the directors of dissolved insolvent companies pursuant to section 842 of the Companies Act 2014

Company Number	Company Name	Director Name		Disqualified From	Disqualified To
477652	Alexandra Legal Services Ltd	Lyons	Maurice	12-Jan-19	12-Jan-23
		Lyons	Elizabeth	12-Jan-19	12-Jan-22
385569	Digital Cinema Ltd	Hevey	Tony	30-Nov-18	30-Nov-22
		Cummins	Kevin	07-Mar-19	07-Mar-23
493832	National Publishing Institute Ltd	Whelan	Michael	22-Mar-19	22-Mar-23
510371	Mayday Express Ltd	Kelly	Paul	26-Mar-19	26-Mar-22
408413	Summerhill Distribution Ltd	Hyland	Pat	26-Mar-19	26-Mar-22
		Hyland	Angela	26-Mar-19	26-Mar-22
510371	Mayday Express Ltd	Gibbons	Bernard	19-Apr-19	19-Apr-22

Company Number	Company Name	Director Name		Disqualified From	Disqualified To
239276	Best Personnel Ltd	O'Malley	Donal	01-Jun-19	01-Jun-22
		O'Malley	Eileen	01-Jun-19	01-Jun-22
379540	Ballykisteen Developments Ltd	Murphy	George	02-Jul-19	02-Jul-22
510668	Mala HR Ltd	O'Connell	Niall	20-Jul-19	20-Jul-23
		Thomas-O'Connell	Gail	20-Jul-19	20-Jul-23
491038	Atlantic Hospitality Services Ltd	Harte	Barry	28-Aug-19	28-Aug-22
398963	Barry Harte Holdings Ltd	Ormond	Liam	11-Sep-19	11-Sep-22
416910	Casalani Ltd	Reidy	Ray	18-Sep-19	18-Sep-22
477927	Diadan Trading Ltd	Jeffers	Diane	01-Oct-19	01-Oct-23
481426	Noirbridge Ltd	Condron	Seamus	09-Oct-19	09-Oct-22
432065	Police History Publishing Ltd	Breathnach	Máirtín	25-Oct-19	25-Oct-22
410137	Felix McHugh Builders Ltd	McHugh	Frances	14-Dec-19	14-Dec-23
		McHugh	Felix	14-Dec-19	14-Dec-23

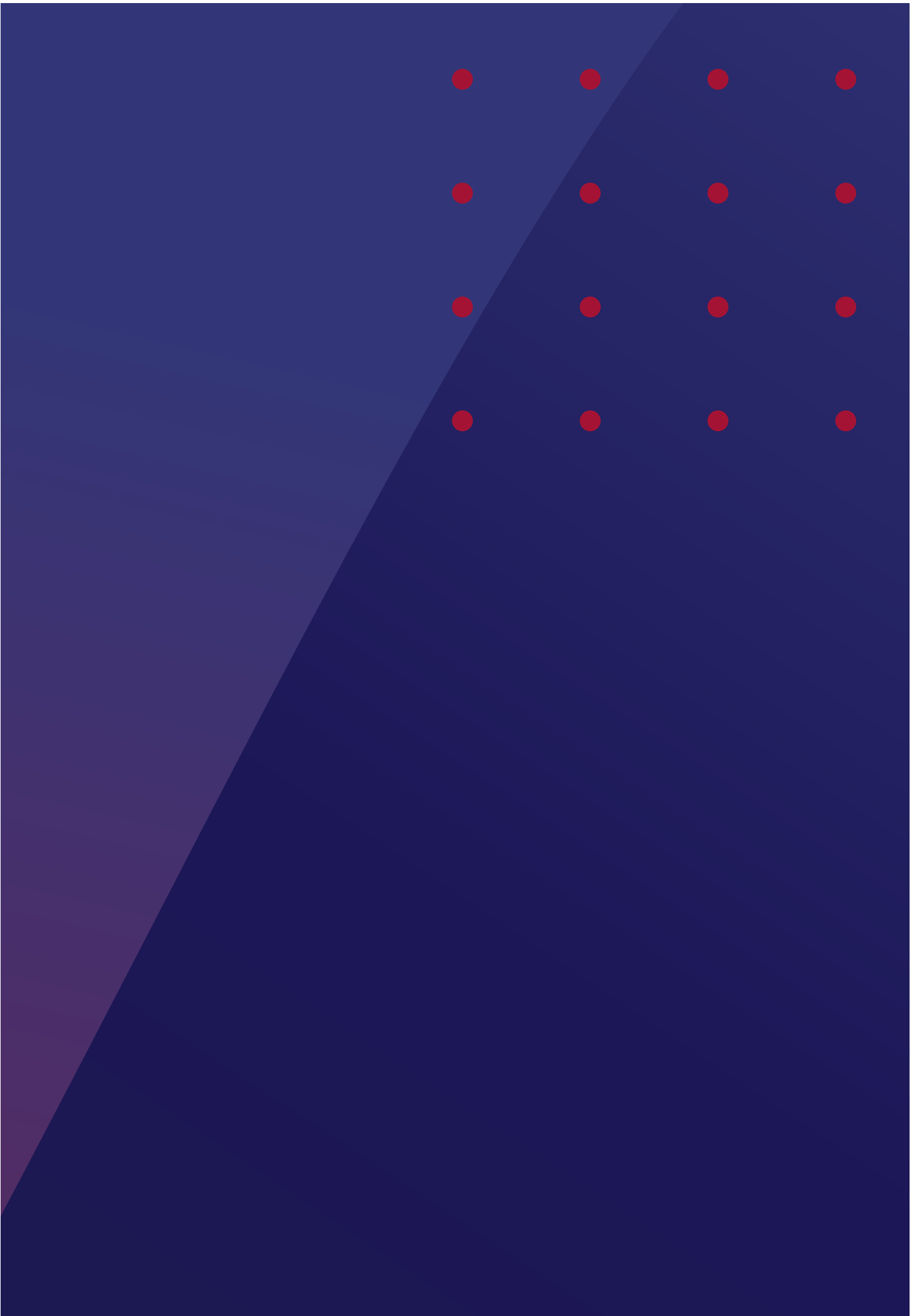
### Cases where Disqualification Orders were made by the High Court Pursuant to section 683 of the Companies Act 2014

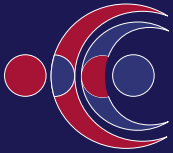
Company Number	Company Name	Director Name		Disqualified From	Disqualified To
144018	Kelly Trucks Limited	Kelly	James	04-Mar-19	04-Sep-26
144018	Kelly Trucks Limited	Kelly	Anne	04-Mar-19	04-Sep-26
494167	Perpetual Commerce Limited	Stoneham	Daniel	09-Dec-19	08-Dec-26
574335	TBS Delivery Limited	Rogers	David	09-Dec-19	08-Dec-26

# GLOSSARY

<b>Act</b>	Companies Act 2014
<b>AGM</b>	Annual General Meeting
<b>ALEFA</b>	Association of Law Enforcement Forensic Accountants
<b>CLRG</b>	Company Law Review Group
<b>CPD</b>	Continuing Professional Development
<b>CRO</b>	Companies Registration Office
<b>Department</b>	Department of Business, Enterprise & Innovation
<b>Director</b>	Director of Corporate Enforcement
<b>DPP</b>	Director of Public Prosecutions
<b>FAQs</b>	Frequently Asked Questions
<b>FOI</b>	Freedom of Information
<b>GNECB</b>	Garda National Economic Crime Bureau
<b>IAASA</b>	Irish Auditing & Accounting Supervisory Authority
<b>IAIR</b>	International Association of Insolvency Regulators
<b>ICAV</b>	Irish Collective Asset-management Vehicle
<b>ICAV Act</b>	Irish Collective Asset-management Vehicles Act 2015
<b>Minister</b>	Minister for Business, Enterprise & Innovation
<b>MoU</b>	Memorandum of Understanding
<b>ODCE/Office</b>	Office of the Director of Corporate Enforcement
<b>Oireachtas</b>	Collective term for the Upper and Lower Houses of Parliament
<b>PAYE</b>	Pay As You Earn
<b>PII</b>	Professional Indemnity Insurance
<b>PPB</b>	Prescribed Professional Body
<b>PQ</b>	Parliamentary Question
<b>PRSI</b>	Pay Related Social Insurance
<b>RAB</b>	Recognised Accountancy Body
<b>Register</b>	Register of Companies maintained by the CRO
<b>SI</b>	Statutory Instrument
<b>VAT</b>	Value Added Tax
<b>WTE</b>	Whole Time Equivalent







Oifig an Stiúrthóra um  
Fhorfheidhmiú Corparáideach

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