

# PROVIDING QUALITY CUSTOMER SERVICE TO INTERNAL AND EXTERNAL STAKEHOLDERS

4



## CHAPTER 4

# PROVIDING QUALITY CUSTOMER SERVICE TO INTERNAL AND EXTERNAL STAKEHOLDERS

## Provision of a quality customer service to external stakeholders

### Customer Charter

The Office has developed and published a Customer Charter, which is available on its website<sup>67</sup>. The Charter provides detail of, amongst other things:

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

### Nature of principal engagements with external stakeholders

The Office's principal engagement<sup>68</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 Head of Enforcement, are elaborated upon in Chapter 2 of this Report. With the exception of complaints, 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. 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.

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>69</sup>. The FAQ section of the website is regularly reviewed and supplemented as necessary having regard to the nature of queries being received. As well as consulting the website, queries may also be directed to the Office's information email address ([info@odce.ie](mailto:info@odce.ie)), as well as 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. During the year, the Office handled a total of 191 queries (2013: 280) in this manner. Whilst queries received related to a broad range of issues, the most frequently occurring topics included:

- issues relating to the holding of AGMs;
- access to Registers of Members/Shareholders;

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67 [www.odce.ie](http://www.odce.ie)

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

69 [www.odce.ie](http://www.odce.ie)

- the appointment of company directors, their duties and powers; and
- issues relating to residential property owners' management companies.

## Website

During the year under review, the Office's website ([www.odce.ie](http://www.odce.ie)) was regularly updated with new information, as outlined below.

Table 19 below lists the 20 pages most frequently viewed by visitors to the website during the year (excluding the site's home page). As before, the FAQ section of the website featured in the most viewed pages. Taking all the FAQ pages together, they attracted over 14,000 views during the year. The search facility was used over 6,400 times. Just over 0.6% (2013: 0.5%) of website traffic was to the Irish language pages of the website, which are accessible at [www.osfc.ie](http://www.osfc.ie).

New material posted to the website during the year included:

- new/updated Office guidance/information material, as outlined at Chapter 2 of this Report;
- press statements, articles, announcements, etc.; and
- the results of civil and criminal enforcement litigation undertaken by the Office.

**Table 19**  
**Top 20 most viewed pages – [www.odce.ie](http://www.odce.ie)**

PAGE	Views
Directors' & Secretaries' Responsibilities	16,393
Company Law and You	9,277
Publications	9,003
Company Law Guidance Publications	6,936
Company Law Guidance – Information Books	6,857
About the ODCE	6,631
Functions of the ODCE	5,524
FAQs – Directorship of a Company	5,029
Company Law & You – Directors and Secretaries	4,672
Company Law Guidance – Quick Guides	4,017
Contact Us	3,867
Court Decisions	3,778
Prosecutions	3,544
Prosecution Cases	3,104
Publications – Liquidators	3,042
Our Role – ODCE	2,889
FAQs – Winding Up and Liquidations	2,816
Auditors' Responsibilities	2,812
Media & Publications	2,697
Corporate & Statutory Publications	2,582

## Social media

The Office has continued to utilise social media to deliver its message to interested parties.

The Office operates on 4 platforms, i.e., Facebook, Twitter, LinkedIn and Google+. These 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 1,156 followers across these various fora (2013: 755).

## Research on the Office's effectiveness

In previous years the Office has periodically engaged the services of market research consultancies to assist it in assessing its effectiveness in promoting and facilitating compliance with company law and dissuading non-compliant behaviour respectively. Due to the general moratorium on consultancy expenditure in the public service, no such research was commissioned during the year under review. Whilst the Office seeks to gauge its effectiveness through other means, the inability to commission such research periodically does affect the Office's capacity to assess its effectiveness having regard to independently gathered data.

## Provision of a quality customer service to internal stakeholders

### Staff training & development

Performance Management applies across all Government Departments and Offices and is implemented each year by the Office. It seeks to ensure that the roles of individual staff are clear and that they are aligned with overall corporate objectives, while facilitating performance review and management. It also directly links Office training programmes and expenditure to the role of each staff member. To the extent practicable, the Office supports staff members in their training and development needs.

A total of 30 Office staff received a total of 117 days training in 2014 (2013: 153), including:

- training provided by in-house resources – 53 days, relating to 17 staff; and
- training provided by the Department – 60 days, relating to 21 staff.

During 2014, the Office assisted a number of staff members to undertake the following training and development:

- King's Inn's Advanced Diploma in Corporate, Regulatory & White Collar Crime;
- Law Society's Diploma in Arbitration Law;
- King's Inn's Diploma in Corporate Law & Governance;
- Chartered Accountants Ireland's Diploma in Forensic Accounting;
- accountancy staff members' CPD<sup>70</sup> requirements; and
- solicitor staff members' CPD requirements.

## 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.

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

### Protected Disclosures Act 2014

The Protected Disclosures Act 2014 requires every public body to prepare and publish a report in relation to the immediately preceding year, in a non-identifying format, detailing the number of protected disclosures made to it, and the action, if any, taken by the public body in response to those protected disclosures. One such disclosure was made to the ODCE during the year under review. The matter was examined but was ultimately found to be outside the Office's remit.

## 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 37 PQs (2013: 21).

## Prompt Payment of Accounts Act 1997

The Prompt Payment of Accounts Act provides for the payment of interest to suppliers whose invoices are unpaid at a prescribed date (usually 30 days after receipt of the invoice). In the current economic climate where cash flow is vital to business, Government policy is to pay suppliers within 15 days of receipt of an invoice.

As evidenced by the fact that 100% of payments were made on time, the Office’s policy of settling all invoices within prescribed timeframes was adhered to during the year under review.

## Risk management action plan

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

## Freedom of Information (Fol) Acts

All records of the Office (other than records concerning its general administration) are exempt from the Fol Acts. During 2014, no valid requests for information were received. That said, 5 queries regarding Office records were received. These were dealt with by the Office’s Fol Officer outside of the Fol Acts.

## 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 17 of the Company Law Enforcement Act 2001.

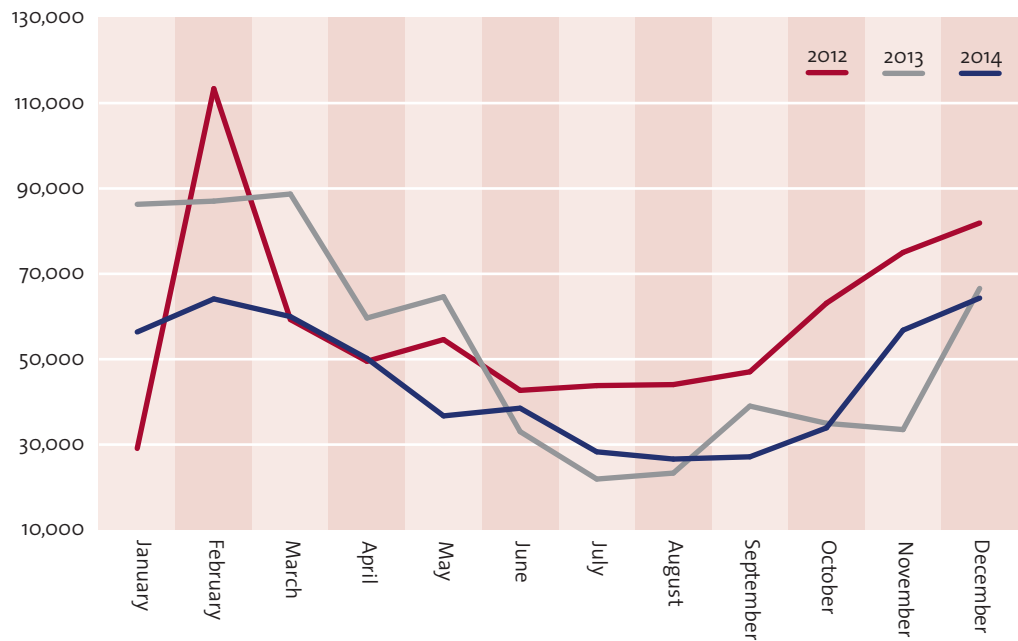
## Energy consumption

The Office shares its premises with several other occupants, and the proportion of space allocated to the Office is just under 50% of the total. Approximately 60% of all electricity used in the building is for lighting and 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.

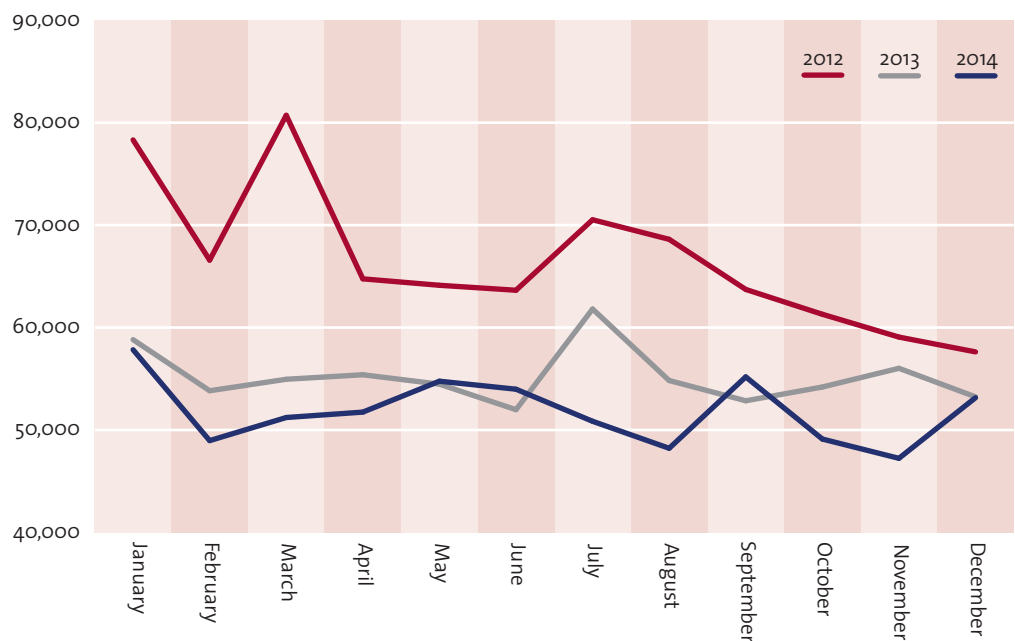
Gas consumption for the year (which is primarily used for heating air and water) was 543,000 kilowatt hours (kwh) (2013: 666,000 kwh), of which the ODCE was responsible for approximately 248,000 kwh. Electricity consumption was 622,000 kwh (2013: 662,000 kwh), of which the ODCE was responsible for approximately 284,000 kwh. These figures represent a year on year reduction in overall energy consumption of 10%. The target reduction for the year was 5%.

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 tenants, the Office continues to seek to devise initiatives to further curtail energy consumption. Two information sessions for staff on ways to reduce energy consumption at home and in the office took place during the year. The Green Team arranged to reduce the hours during which the heating system is used, giving significant savings on energy usage. In November 2014, the building co-occupied by the Office won the National Award for Air Conditioned Buildings, having achieved a saving in energy usage of 23.5% since 2012. Gas and electricity usage charts for 2012 to 2014 are set out below.

## Gas Usage



## Electricity Usage



The target for further energy consumption reduction in 2015 is a further 5%. It is hoped to achieve this by:

- installing further lighting sensors;
- running an Energy Awareness Campaign throughout the building, including a workshop for staff; and
- introducing further energy-saving changes to the schedule for heating in the building to the extent practicable.

## 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 to monitor its compliance with that legislation and with its Scheme.

# APPENDICES



# APPENDIX 1

## ALLOCATED VS. ACTUAL EXPENDITURE: 2012-2014

	2012		2013		2014	
	€000s	€000s	€000s	€000s	€000s	€000s
<b>Allocation</b>						
Exchequer Grant	5,697		5,330		4,672	
Exceptional Legal Costs	300	5,997	50	5,380	50	4,722
<b>Expenditure</b>						
Salaries	2,463.0		2,394.4		2,215.8	
Advertising & Publicity	28.8		31.8		23.6	
Office Premises	327.7		299.0		308.0	
Legal Expenses	287.2		124.5		239.8	
Consultancy	100.0		120.6		85.8	
Computerisation	44.5		28.0		25.2	
Printing	44.4		29.0		13.9	
Incidental Expenses	8.8		6.3		7.9	
Travel & Subsistence	17.3		17.0		24.3	
Telecommunications	54.6		36.8		34.5	
Postal/Courier Services	17.1		12.4		13.1	
Office Machinery & Photocopying	31.1		9.5		5.5	
Human Resource Development	12.0	3,436.5	14.2	3,123.5	15.0	3,012.4
<b>Amount surrendered</b>		<b>2,560.5</b>		<b>2,256.5</b>		<b>1,709.6</b>



## APPENDIX 2

### PRESENTATIONS DELIVERED – 2014

Promoter	Subject	Venue	Speaker
Marino College	The ODCE – Setting the Standard	Marino College	Eileen McManus
Crime & Operational Training Faculty, Garda HQ	Function of ODCE/Garda	Garda HQ, Phoenix Park, Dublin	Detective Sergeant Michael Prendergast
Ugandan Delegation	The ODCE – Company Law Enforcement	ODCE Offices, Dublin	Kevin Prendergast
Letterkenny Institute of Technology	The ODCE – Encouraging Compliance, Enforcing the Law	Letterkenny I.T., Donegal	Kevin Prendergast
Honourable Society of King's Inns	White Collar Crime & the ODCE	King's Inns	Detective Inspector Ray Kavanagh, Kevin O'Connell
North & East Kerry Development	Corporate Healthcheck for Company Directors	I.T.Tralee, Co. Kerry	Kevin Prendergast
KPMG & Galway Chamber	ODCE Update – Focus & Strategy	The G Hotel, Galway	Kevin Prendergast
Institute of Public Administration	The Work of the ODCE	IPA Offices, Dublin	Kevin Prendergast
Department of Jobs, Enterprise & Innovation	Helping Your Business	Strand Hotel, Limerick	Kevin Prendergast
Grafton College	Encouraging Compliance, Enforcing the Law	Gardiner Row, Dublin	Kevin Prendergast
Dublin Institute of Technology	Why Corporate Governance?	Aungier Street, Dublin	Kevin Prendergast
Department of Jobs, Enterprise & Innovation	Helping Your Business	Radisson Blu Hotel, Galway	Kevin Prendergast
Dublin Solicitors' Bar Association	Update on Company Law	Brooks Hotel, Dublin	Kevin Prendergast
Department of Jobs, Enterprise & Innovation	Helping Your Business	Silver Springs Hotel, Cork	Kevin Prendergast
Institute of Public Administration	Role & Responsibilities of Company Directors	IPA Offices, Dublin	Kevin Prendergast
Chartered Accountants Ireland	The New Companies Bill – Some Practical Pointers	Cork	Kevin Prendergast
Remember Us	Corporate Healthcheck	Sarsfield Business Centre, Balbriggan	Eileen McManus
Dublin Solicitors' Bar Association	The New Enforcement Provision Under Company Law	The Radisson Hotel, Golden Lane, Dublin	Kevin Prendergast
Public Affairs Ireland	Directors' and Officers' Responsibilities	Shelbourne Hotel, Dublin	Kevin Prendergast
IFG Pensions, Investments & Advisory Services	Corporate Healthcheck	IFG Offices, Booterstown, Dublin	Kevin Prendergast
Shannon Chamber	The New Enforcement Provision Under Company Law	The Inn at Dromoland, Co. Clare	Kevin Prendergast

Promoter	Subject	Venue	Speaker
The Arts Council	Corporate Healthcheck for Company Directors	Merrion Square, Dublin	Kevin Prendergast
MSc Group	The ODCE – Encouraging Compliance, Enforcing the Law	Irish Times House, Dublin	Kevin Prendergast
Cork Institute of Technology	Corporate Healthcheck for Company directors	Rubicon Centre, Cork I.T.	Kevin Prendergast
Sonia McEntee Solicitors	Role & Duties of Director/ Secretary/Auditor	The Marker Hotel, Dublin	Eileen McManus
Galway City & County Childcare Committee	Corporate Healthcheck for Company Directors	The Menlo Park Hotel, Galway	Kevin Prendergast
Omnipro	ODCE Enforcement Strategy	Crowne Plaza Hotel, Blanchardstown	Ian Drennan
ICLF Conference	ODCE Enforcement Strategy in the Context of the Companies Bill	Farmleigh, Phoenix Park, Dublin	Kevin Prendergast
Taking Care of Business	Helping Your Business	Dublin Castle, Dublin	Kevin Prendergast
Garda Bureau of Fraud Investigation	Functions & Role of ODCE/ Garda	Westmanstown Conference Centre, Dublin	Detective Sergeants Brian Mahon & Michael Prendergast
Chartered Accountants Ireland	Enforcement and the Companies Act	CA House, Dublin	Kevin Prendergast
Crime & Operational Training Faculty, Garda HQ	Functions & Role of ODCE/ Garda	Garda Headquarters, Phoenix Park, Dublin	Detective Sergeants Brian Mahon & Michael Prendergast
Galway/Mayo Institute of Technology	Role & Responsibilities of Company Directors	GMIT, Galway	Kevin Prendergast
Dun Laoghaire Rathdown Properties Ltd.	Role & Responsibilities of Company Directors	County Hall, Dun Laoghaire, Dublin	Eileen McManus
UCD Commerce (1)	The ODCE – Setting the Standard	UCD, Belfield, Dublin	Kevin Prendergast
UCD Commerce (2)	The ODCE – Setting the Standard	UCD, Belfield, Dublin	Kevin Prendergast
Carlow Institute of Technology	Roles & Responsibilities of Company Directors	Carlow I.T., Carlow	Kevin Prendergast
Health Service Executive	Role & Responsibilities of Company Directors	HSE Offices, Dublin	Kevin Prendergast
Omnipro	Directors' Duties under the Companies Acts – ODCE Update	Sheraton Hotel, Athlone	Kevin Prendergast
Law Society of Ireland	The Role of the ODCE	Blackhall Place, Dublin	Aoife Raftery
Omnipro	Directors' Duties under the Companies Acts – ODCE Update	Silver Springs Hotel, Cork	Kevin Prendergast
Omnipro	Directors' Duties under the Companies Acts – ODCE Update	Citywest, Dublin	Kevin Prendergast

## EXHIBITIONS/EVENTS ATTENDED – 2014

Promoter	Venue
Taking Care of Business	Strand Hotel, Limerick
Taking Care of Business	Radisson Blu Hotel, Galway
Taking Care of Business	Silver Springs Hotel, Cork
Institute of Certified Public Accountants in Ireland	Crowne Plaza Hotel, Blanchardstown, Dublin
Institute of Chartered Secretaries & Administrators	Royal College of Physicians, Kildare Street, Dublin
Business Information Centre, Central Library	Central Library, Ilac Centre, Dublin
Institute of Certified Public Accountants in Ireland	Crowne Plaza Hotel, Blanchardstown, Dublin
Small Firms' Association	Clyde Court Hotel, Ballsbridge, Dublin
Wicklow Town & District Chambers of Commerce	The Grand Hotel, Wicklow
Tipperary County Council	LIT Campus, Thurles, Co. Tipperary
National Ploughing Association	Ratheniska, Stradbally, Co. Laois
Department of Jobs, Enterprise & Innovation	Dublin Castle, Dublin
Limerick Local Enterprise Office	Galway Bay Hotel, Salthill, Galway
Irish Small & Medium Enterprise	RDS, Dublin
Newbridge Chamber	Keadeen Hotel, Newbridge

## APPENDIX 3

# CASES WHERE RESTRICTION ORDERS WERE MADE BY THE HIGH COURT PURSUANT TO SECTION 56 OF THE CLEA

Note: In respect of those companies marked with an asterisk (\*), the Court, at the end of 2014, 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 150 or 160 of the 1990 Act (where the Office had not relieved the liquidator under section 56 of the CLEA).

Company Number	Company Name	Director Name		Date Restricted
419038	ANF Scaffolding Services Limited*	Foley	Noel	13-Jan-14
212889	A.Cashguard Systems Limited	Manning	John	10-Mar-14
		Manning	Francis	10-Mar-14
355691	A.H.P. Electrical Limited	Heneberry	Patrick	03-Mar-14
		Heneberry	Angela	03-Mar-14
482549	Adams Design & Build Limited	Adams	Mark	07-Apr-14
		Kelly	Bernadette	07-Apr-14
422990	Adamstown Quarries Limited	Murphy	Liam	30-Jun-14
		Murphy	Angela	30-Jun-14
462825	AGC Temps Ireland Limited	Finnegan	Laura	23-Jun-14
		Finnegan	Sean	23-Jun-14
408732	AGL Transport Limited	Grufferty	Lisa	13-Oct-14
		Lynch	Andrew	13-Oct-14
323127	Aidan McGurn Construction Limited	McGurn	Aidan	03-Jul-14
393489	AMC Labour Hire Limited	McGurn	Aidan	03-Jul-14
282831	American Style Restaurant Limited	O'Neill	Yvonne	27-Jan-14
		O'Neill	Michael	27-Jan-14
419038	ANF Scaffolding Services Limited	Foley	Adrian	04-Jul-14
379123	Auto Trace Solutions Limited	Byrne	Graham	13-Jan-14
372591	Autohouse (Rathgar) Limited	Jacobson	Carla	24-Mar-14
		Jacobson	Adam	24-Mar-14
94405	Balbriggan Glass & Glazing Company Limited	Carew	Eamonn	28-Apr-14
304504	Barnaculla Developments Limited	Goff	Francis	07-Apr-14
373717	Barraduff Motors Limited	Murphy	Timothy	16-Dec-14
		Murphy	Michael	16-Dec-14
412205	Barry Brennan Plant Trans Limited	Brennan	Jakki	13-Oct-14
		Brennan	Barry	13-Oct-14
240826	Bawnmanor Limited	O'Dwyer	William	16-Mar-14
		O'Dwyer	Peter	16-Mar-14

Company Number	Company Name	Director Name		Date Restricted
392962	Belles Fleurs Limited	Hendricken	Marie	20-Oct-14
		Hendricken	Peter	20-Oct-14
348517	Beverage World Beers Limited*	Dermody	Padraig	24-Nov-14
473727	Bizou Café Bar Limited	Farrell	Eugene	03-Nov-14
		Farrell	Juanita	03-Nov-14
342399	Blackwater Taverns Limited	West	Leo	27-Jan-14
383901	Brennan Builders (Donabate) Limited	Brennan	Damien	27-Jan-14
		Brennan	Elaine	27-Jan-14
365545	C & N Restaurant Limited	Brady	Christina	03-Nov-14
		Rawe	Neil	03-Nov-14
285446	Caislean Homes Limited	Kelly	Patrick	20-Oct-14
		Kelly	Sean	01-Dec-14
433162	Canopus Biopharma Limited	Prendergast	Leo	12-Dec-14
		Prendergast	Patrick	12-Dec-14
363920	Carrignagour Limited	Stack	Mary	13-Jan-14
371431	Carroll Civil Engineering and Building Limited	Carroll	Vincent	28-Apr-14
143268	City Furniture Limited	Fitzpatrick	Kevin	03-Mar-14
		Fitzpatrick	Pamela	03-Mar-14
354329	Concrete Recycling Specialists Limited	Daly	Kevin	10-Feb-14
		Daly	Michelle	10-Feb-14
468949	Cork Citog Limited	Casey	John	24-Feb-14
		Casey	Ian	24-Feb-14
109622	Custom Joinery Limited	Reynolds	Frank	03-Mar-14
		Reynolds	Michael	03-Mar-14
332761	David F. Kearney Surveyors Limited*	Kearney	David	24-Nov-14
468434	Dec Brennan Developments Limited	Brennan	Orla	27-Jan-14
		Brennan	Celine	27-Jan-14
		Brennan	Damien	27-Jan-14
375244	Denis Corbett Construction Limited	Corbett	Denis	24-Nov-14
		Corbett	Gerard	24-Nov-14
436489	Dock Eight Bar Limited	Sheridan	Thomas	28-Jul-14
		Furey	Patrick	20-Oct-14
401096	Drumlynn Mill Limited	Crooks	Adrienne	19-May-14
		McConnon	Jim	19-May-14
403525	Duggan Security Services Limited	Byrne	John	01-Dec-14
		Duggan	Michael	01-Dec-14
334669	Dunphy Express Limited*	Dunphy	Brian	24-Nov-14
92527	Eurekacolourprint Limited	Mughal	Abdul	20-Oct-14
		Mughal	Margaret	20-Oct-14

Company Number	Company Name	Director Name		Date Restricted
327688	European Design & Construction Limited	Flood	Laurence	08-Apr-14
		Flood	Thomas	08-Apr-14
		Flood	Joseph	08-Apr-14
		Flood	Frank	08-Apr-14
327476	Eurowaste & Recycling Limited	Woods	Kimberly	30-Jun-14
167750	Ever Ready Car Valeting Limited	Hayes	Colm	20-Oct-14
413155	Farrell Brothers Crushing Limited	Farrell	John	03-Mar-14
		Farrell	Charlie	03-Mar-14
		Farrell	James	03-Mar-14
		Farrell	Michael	03-Mar-14
452924	Farrell Brothers Quarry Products Limited	Farrell	Charlie	03-Mar-14
		Farrell	John	03-Mar-14
		Farrell	James	03-Mar-14
		Farrell	Michael	03-Mar-14
371532	Fernwalk Traders Limited*	Bradley	Tom	13-Oct-14
63662	Flanagans Of Buncrana Limited	Flanagan	Peter	04-Jul-14
		Flanagan	Brian	04-Jul-14
388347	Folamh Limited	Bebbington	Stephen	01-Dec-14
363412	Gateway Rental Limited	Maguire	Carmel	07-Apr-14
495923	Glan Tyres Limited	O'Riordan	Laurance (Lance)	10-Mar-14
419138	Global Property Care Limited	Fisher	Mark	28-Jul-14
		McNelis	Ann	28-Jul-14
205489	Golden Farm Products Limited	O'Connor	Jeffrey	13-Jan-14
		O'Connor	John	13-Jan-14
424510	Griffeen Centra Limited	Dowd	Kevin	28-Apr-14
		Dowd	Vivienne	21-Jul-14
336894	Halcyon Contract Cleaners Limited	Kirwan	Peter	20-Oct-14
		Meakin	Linda	20-Oct-14
479596	Highpen Limited	Douglas	Austin	05-Jun-14
		Leydier	Alain	05-Jun-14
267311	Hillcross Enterprises Limited	Ward	George (Jnr)	19-May-14
		Ward (Snr)	George	19-May-14
20858	Home Payments Limited	O'Connor	Eamonn	20-Jan-14
		O'Connor	Conor	20-Jan-14
		Ryan	Niamh	20-Jan-14
323811	Hoygrove Limited	Campbell	Shane	08-Dec-14
		Hoyne	Paul	08-Dec-14
396049	HSE Salon Limited	Dempsey	Elaine	28-Apr-14
358199	HWT Taverns Limited	West	Leo	27-Jan-14
480511	Impress Ventures Limited	Dunne	Matthew	21-Jul-14
		Mahony	Brian	21-Jul-14

Company Number	Company Name	Director Name		Date Restricted
499945	Independent Homestores Limited	Murray	Kevin	27-Jan-14
432097	Inspiration Office Limited*	Keating	Richard	31-Jan-14
356746	Irish Dispenser Products Limited	Blackburn	Damien	27-Jan-14
395220	J & J Service Station Limited	Beirne	John	20-Oct-14
		Beirne	Caroline	20-Oct-14
424929	Jambo Sana Limited*	Chatham	Frank	23-Jun-14
		O'Loughlin	Kevin	23-Jun-14
209289	James Finnerty Construction Limited	Finnerty	James	20-Jan-14
		Finnerty	Peter	20-Jan-14
432096	JPM Cad Design Limited	Monson	Jason	09-Dec-14
452232	K2NY Limited	Reynolds	Patrick	24-Feb-14
466653	K2NY Trans4mation Limited	Reynolds	Patrick	24-Feb-14
394559	Kennedy O'Hagan Limited	O'Hagan	Garrett	12-Mar-14
498301	KLD Wellness And Chiropractic Limited*	Chatham	Frank	23-Jun-14
		O'Loughlin	Kevin	23-Jun-14
378068	Kocoon Ladies Wear Limited	Coleman	Laurence	03-Feb-14
92434	Liam Carroll Refrigerated And Dry Freight Haulage Limited*	Carroll	Liam	10-Nov-14
162616	Managh International Transport Limited	O'Keeffe	Stephen	28-Apr-14
		O'Keeffe	Seamus	28-Apr-14
234747	Manning Ireland Limited	Manning	Justin	24-Nov-14
		Manning	Terence Joseph	24-Nov-14
420528	MB Refrigeration & Air Conditioning Limited	Murphy	Shane	20-Oct-14
		Murphy	Gerard	20-Oct-14
		Murphy	Mark	20-Oct-14
481315	Meisterhaus Limited	Kuechenmeister	Jens	04-Jul-14
232938	Meisterwerk Limited	Kuechenmeister	Anett	04-Jul-14
		Kuechenmeister	Jens	04-Jul-14
290232	Michael Brogan Tractor Sales Limited*	Brogan	Michael	10-Nov-14
377380	Mint Restaurant Limited*	Courtney	Patricia	25-Jul-14
487757	New Force Consulting Limited	Cooper	Derek	13-Oct-14
153745	Newpark Holdings Limited	Flood	Joseph	08-Apr-14
		Flood	Thomas	08-Apr-14
513405	Nisbett & Nisbett Limited	Nisbett	Maria	10-Mar-14
		Nisbett	Malcolm	10-Mar-14
149660	Noel Leavy & Co Limited	Leavy	Noel	21-Jul-14
350169	Noel Thompson Builders Limited*	Thompson	Noel	14-Jul-14
258833	Noxtad Limited	Esmonde	James Edward	05-Jun-14
		O'Toole	Patrick	05-Jun-14

Company Number	Company Name	Director Name		Date Restricted
189596	O'Hagan Contract Interiors Limited	O'Hagan	Garrett	12-Mar-14
50851	O'Sullivan, Campbell and Company Limited	MacGillicuddy	Sean	28-Jul-14
		Waldron	Liam	28-Jul-14
439994	P. Fitzpatrick Construction Limited	Fitzpatrick	Bernie	24-Feb-14
		Fitzpatrick	Patrick	24-Feb-14
149009	Parkes Homes Limited	Parkes	Alan	28-Apr-14
		Parkes	Brian	28-Apr-14
		Parkes	Derek	28-Apr-14
417551	Piccolina Limited	Carroll	Jacqueline	10-Mar-14
		Carroll	Richard	10-Mar-14
381309	PSD Developments Limited	O'Dowd	Patricia	31-Mar-14
		O'Dowd	Seamus	31-Mar-14
340905	R. T. Plastering Limited*	Thomas	Rodney	07-Apr-14
410422	Real Gourmet Burger Limited	Larkin	Emma	27-Jan-14
		Larkin	David	27-Jan-14
438905	Real Gourmet Catering Limited	Larkin	Emma	27-Jan-14
		Larkin	David	27-Jan-14
349834	Rebel Bar Company Limited	O'Leary	James	13-Jan-14
		Scriven	Sam	13-Jan-14
		Scriven	Tom	13-Jan-14
466980	Rushglade Limited	Fitzgerald	Deirdre	17-Feb-14
		Sexton	Darren	17-Feb-14
412115	Simply Direct Limited	Capaldi	Mark	03-Feb-14
		Capaldi	Fiona	03-Feb-14
295518	Slaneyside Carpets Limited	Murphy	Pat	13-Oct-14
		Murphy Walsh	Karen	13-Oct-14
470124	Southern Cross Security Limited	Duggan	Michael	01-Dec-14
		Flanagan	Frank	01-Dec-14
399450	Squire Creations 1 Limited	Swaine	Mark	20-Jan-14
113812	Stanlane Enterprises Limited	Ward	George (Jnr)	19-May-14
		Ward	Glen	19-May-14
27415	T. O'Reilly (Electrical Supplies) Limited	Gore	Damien	13-Jan-14
		McCann	David	13-Jan-14
		Tierney	Terence	13-Jan-14
		O'Reilly	Declan	17-Oct-14
488177	Tavtom Limited	Mulvey	Deirdre	14-Jul-14
		Murphy	Brian	14-Jul-14
358461	TDS Taverns Limited	West	Leo	27-Jan-14
232741	Terence O'Neill (Clonberne) Limited	O'Neill	Sheila	28-Apr-14
443830	The Frogdog Pub Company Limited	Cunningham	Sean	17-Feb-14
		Cunningham	Patricia	17-Feb-14
475268	The Residents Hotel Limited	McDermott	Patrick	03-Nov-14



Company Number	Company Name	Director Name		Date Restricted
431463	Ticket Scan Limited	Brett	Conor	27-Jan-14
		Minihane	Douglas	27-Jan-14
305400	Topmark Foods Limited	Siddiqi	Abdul	23-Jun-14
463271	Tresmal Limited*	Brennan	Paul	24-Nov-14
396368	Twin Oaks Bakery Limited	Leonard	Mark	24-Nov-14
		Leonard	Moira	01-Dec-14
339095	Ukase Systems Limited	Gill	Shane	17-Dec-14
		Halitchi	Vasile	17-Dec-14
407614	Vincent Doran Refrigeration Limited	Doran	Vincent	24-Mar-14
		Doran	Margaret	24-Mar-14
300742	Whitepark Developments Limited	Kenny	Denis	14-Jul-14
370621	Workspirit Interiors Limited	O'Hagan	Garrett	12-Mar-14
		Shaw	Emer	12-Mar-14
312280	Zuccini Café and Restaurant Limited*	Courtney	Patricia	25-Jul-14

## APPENDIX 4

### CASES WHERE DISQUALIFICATION ORDERS WERE MADE BY THE HIGH COURT PURSUANT TO SECTION 56 OF THE CLEA

Company Number	Company Name	Director Name		Disqualified From	Disqualified To
342399	Blackwater Taverns Limited	Healy	Michael	10-Feb-14	09-Feb-20
		Healy	Pat	10-Feb-14	09-Feb-20
		Twohig	Edward	27-Jan-14	26-Jan-18
363920	Carrignagour Limited	Stack	Patrick	13-Jan-14	12-Jan-20
327688	European Design & Construction Limited	Flood	Joseph	08-Apr-14	07-Apr-19
		Flood	Thomas	08-Apr-14	07-Apr-19
327476	Eurowaste & Recycling Limited	Woods	Harry	19-May-14	18-May-21
396049	HSE Salon Limited	Dempsey	Shay	28-Apr-14	27-Apr-21
481315	Meisterhaus Limited	Kramp	Christian	04-Jul-14	03-Jul-18
		Kuechenmeister	Jens	04-Jul-14	03-Nov-25
		Rissman	Ivonne	04-Jul-14	03-Jul-16
232938	Meisterwerk Limited	Kuechenmeister	Anett	04-Jul-14	03-Jul-21
		Kuechenmeister	Jens	04-Jul-14	03-Nov-25
290232	Michael Brogan Tractor Sales Limited	Brogan	Michael	10-Nov-14	09-Nov-19
153745	Newpark Holdings Limited	Flood	Thomas	08-Apr-14	07-Apr-19
		Flood	Joseph	08-Apr-14	07-Apr-19
328611	Richard Mockler Limited	Mockler	Janette	05-Jun-14	04-Jun-15
		Mockler (Junior)	Richard	05-Jun-14	04-Jun-19
232741	Terence O'Neill (Clonberne) Limited	O' Neill	Terence	28-Apr-14	27-Apr-20

## APPENDIX 5

### CASES WHERE NO RESTRICTION OR DISQUALIFICATION ORDERS WERE MADE BY THE HIGH COURT PURSUANT TO SECTION 56 OF THE CEA

Company Number	Company Name	Date of Court Order	No. of Directors
314966	Abington Garage Doors Limited	06-May-14	2
455303	Access Cleaning Services Limited	30-May-14	2
330267	Dlok Electrical Services Limited	24-Oct-14	2
413024	Exhibit Shops Limited	11-Apr-14	3
183968	Formview Limited	14-Jan-14	2
240254	Gerdando Limited	01-Apr-14	3
162027	Gleneagle Woodcrafts Limited	22-Jul-14	2
339470	M.K.Fuels Limited	30-May-14	3
135724	North Monastery Language Institute Trust	12-May-14	1
434336	Shannon Key West Limited	26-May-14	2
308651	Shellware Limited	01-Apr-14	1
178345	Tallaght Publishing Limited	03-Feb-14	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



## GLOSSARY

AGM	Annual General Meeting
Anglo	The former Anglo Irish Bank Corporation plc
CLEA	Company Law Enforcement Act 2001
CLRG	Company Law Review Group
CRO	Companies Registration Office
Department	Department of Jobs, Enterprise & Innovation
Director	Director of Corporate Enforcement
DPP	Director of Public Prosecutions
FoI	Freedom of Information
GBFI	Garda Bureau of Fraud Investigation
IAASA	Irish Auditing & Accounting Supervisory Authority
IAIR	International Association of Insolvency Regulators
ICAV	Irish Collective Asset-management Vehicle
ICAV Act	Irish Collective Asset-management Vehicles Act 2015
Minister	Minister for Jobs, Enterprise & Innovation
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
PPB	Prescribed Professional Body
PQ	Parliamentary Question
PRSI	Pay Related Social Insurance
RAB	Recognised Accountancy Body
RCT	Relevant Contracts Tax
SI	Statutory Instrument
VAT	Value Added Tax
WTE	Whole Time Equivalent
1963 Act	Companies Act 1963 (as amended)
1990 Act	Companies Act 1990
2003 Act	Companies (Auditing and Accounting) Act 2003 (as amended)
2014 Act	Companies Act 2014