In accordance with Rule 18.6 of the Insolvency (England & Wales) Rules 2016.

$\begin{array}{c} AM10 \\ \text{Notice of administrator's progress report} \end{array}$



		For further information, please refer to our guidance at www.gov.uk/companieshouse
1	Company details	
Company number		→ Filling in this form Please complete in typescript or in
Company name in full		bold black capitals.
2	Administrator's name	
Full forename(s)		
Surname		
3	Administrator's address	
Building name/number		
Street		
 Post town		_
County/Region		_
Postcode		
Country		
4	Administrator's name ●	
Full forename(s)		• Other administrator
Surname		 Use this section to tell us about another administrator.
5	Administrator's address º	
Building name/number		O Other administrator
Street		Use this section to tell us about another administrator.
Post town		_
County/Region		
Postcode		_
Country		
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AM10 Notice of administrator's progress report											
Per	iod of p	rogr	ess rep	ort							
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☐ I attach a copy of the progress report											

8	Sign an	d date			
Administrator's signature	Signature	C. Lie		×	
Signature date	d d	m m	у у у		

From date

To date

Presenter information

You do not have to give any contact information, but if you do it will help Companies House if there is a query on the form. The contact information you give will be visible to searchers of the public record.

Contact name
Company name
Address
Post town
County/Region
Postcode
Country
DX
Telephone

1

Checklist

We may return forms completed incorrectly or with information missing.

Please make sure you have remembered the following:

- ☐ The company name and number match the information held on the public Register.
- ☐ You have attached the required documents.
- ☐ You have signed the form.

Important information

All information on this form will appear on the public record.

☑ Where to send

You may return this form to any Companies House address, however for expediency we advise you to return it to the address below:

The Registrar of Companies, Companies House, Crown Way, Cardiff, Wales, CF14 3UZ. DX 33050 Cardiff.

i Further information

For further information please see the guidance notes on the website at www.gov.uk/companieshouse or email enquiries@companieshouse.gov.uk

This form is available in an alternative format. Please visit the forms page on the website at www.gov.uk/companieshouse



Ernst & Young LLP 1 Bridgewater Place Water Lane Leeds LS11 5QR Tel: + 44 113 298 2200 Fax: +44 113 298 2201 ey.com

TO ALL KNOWN CREDITORS

31 May 2023

Ref: SW/CGJK/ BL/ AP Email: officeteamadministration@uk.ey.com

Dear Sirs

OfficeTeam Limited (in Administration) ("the Company")

High Court of Justice, Business and Property Courts in Birmingham, Insolvency and Companies List (ChD), Number CR-2020-BHM-000303

On 14 May 2020, the Company entered Administration with R H Kelly and C G J King appointed to act as Joint Administrators ('the Joint Administrators'). The appointment was made by the Company's directors under the provisions of paragraph 22(2) of Schedule B1 to the Insolvency Act 1986. As previously advised, in accordance with a Court Order dated 27 June 2022, R H Kelly was replaced as Joint Administrator by S J Woodward as he retired from the EY Partnership.

I write, in accordance with Rule 18.3 of the Insolvency (England and Wales) Rules 2016, to provide creditors with a report on the progress of the Administration.

This report covers the period from 14 November 2022 to 13 May 2023 and should be read in conjunction with the Joint Administrators' Statement of Proposals ("the Proposals") dated 21 May 2020 and the previous progress reports. Statutory information about the Company, the Administration and the office holders is given at Appendix 1.

Summary of progress since last report

Distribution Exercise

As previously reported, Spicers Limited (in Creditors' Voluntary Liquidation) ("Spicers") made distributions in respect of the BECAP12 secured debt, which totals £9,106,998 for settlement of the principal amount, plus accrued interest and charges. This debt was cross guaranteed by certain entities within the Company's group, including the Company. Further to the guarantee aspect, the Company settled the debt owed by Spicers to Lloyds Banking Group ("LBG") on its Invoice Discounting Facility ("IDF") account, which totalled £2,335,695.

We are continuing to undertake an exercise (the "Distribution Exercise") to determine the quantum of the subrogated claims the Company has against the other guarantors of the BECAP and LBG indebtedness and that other guarantors may have against it in relation to these payments.

We currently consider, based on detailed legal advice, that the other companies within the Company's group will be indebted to the Company under the guarantee, resulting in subrogated claims.

The Joint Administrators are continuing to undertake an exercise to analyse this to determine the impact this will have on any distribution to the Company's unsecured creditors.



Extension of the Administration and proposed future move into Creditors' Voluntary Liquidation

The Administration was extended by order of the court on 17 April 2023 for a 6 month period to 12 November 2023. The reasons for seeking the extension include seeking the required approval to increase the Joint Administrators' remuneration and to comply with the Joint Administrators' statutory duties.

As the Joint Administrators' remuneration increase has now been approved by the Company's creditors, we are currently preparing to file a notice of move from Administration to Creditors' Voluntary Liquidation, which we anticipate sending to Companies House during June 2023. The Liquidation will begin when the notice of move is registered by Companies House and we will provide the Company's creditors with the Joint Administrators' final progress report at this future time.

Receipts and payments account

A summary of our receipts and payments for the period from 14 May 2020 to 13 May 2023 is attached at Appendix 2. The receipts and payments do not reflect estimated future realisations or costs.

The Joint Administrators hold funds of c.£2.8m.

Investigations

During the period prior to the report, we had undertaken an investigation into the Company's affairs prior to our appointment pursuant to Statement of Insolvency Practice Number 2 (Investigations by Office Holders) and the Company Directors Disqualification Act 1986, with the necessary confidential returns made to the Insolvency Service.

No investigations are continuing and no third-party funding has been provided.

Joint Administrators' remuneration

The statutory provisions relating to remuneration are set out in Part 18 of the Insolvency (England and Wales) Rules 2016. Further information is given in the Association of Business Recovery Professionals' publication 'A Creditors' Guide to Administrators' Fees', a copy of which may be accessed from the web site of the Institute of Chartered Accountants in England and Wales at

https://www.icaew.com/en/technical/insolvency/creditors-guides or is available in hard copy upon written request to me.

In certain circumstances, creditors are entitled to request further information about our remuneration or expenses, or to apply to court if they consider the costs to be excessive (Rules 18.9 and 18.34 of the Insolvency (England and Wales) Rules 2016). Further information is provided in 'A Creditors' Guide to Administrators' Fees' referred to above.

Our remuneration was fixed on a time-cost basis by a resolution of the creditors on 8 June 2020. A further resolution regarding the Joint Administrators remuneration was also passed by a resolution of the creditors on 15 May 2023.



During the period covered by this report, we have incurred time costs totalling £64,789, taking total post-Administration time costs incurred to date to £2,539469, of which, £1,388,861 has been paid. An analysis of the time spent, and a comparison with the fee estimate dated 25 April 2023 is attached as Appendix 4 to this report.

The Joint Administrators' remuneration has exceeded the original fee estimate. The reasons for this were set out in detail in the Administrators' Notice of decision procedure regarding the revision of the Administrators' Remuneration dated 25 April 2023. In summary, this included, inter alia, significant levels of additional work in relation to matters that were unforeseen in relation to the Company's debt structure, the debtor collection exercise and the processing of OT Group Limited's ("OTG") payroll. An increase in the remuneration estimate from £1,388,863 plus VAT to £1,892,924 plus VAT was approved by a resolution of the creditors on 15 May 2023.

To date, the Joint Administrators have drawn fees of £1,388,863 in the Administration and propose to draw the remaining balance of £504,061 once the Company moves into Creditors' Voluntary Liquidation.

Joint Administrators' statement of expenses incurred

During the period covered by this report, we made payments, excluding Joint Administrators' fees and remuneration, totalling £12,936 plus VAT. An analysis of the expenses incurred is provided at Appendix 3 of this report. An explanation where the costs incurred have resulted in exceeding the original expenses estimate is given below:

- £212 Storage charges: charges for storing the Company's books and records collected from the Company's sites. Further charges are expected to be incurred.
- £3 Bank Charges: the level of transactions has been greater than anticipated, resulting in charges exceeding the original estimate. Further charges are expected to be incurred.
- £11,864 Legal fees: costs have exceeded the original estimate due to further legal advice being required in respect of the Distribution Exercise.

Distributions to creditors

Secured creditors

LBG

LBG, the Company's first ranking secured creditor, had a total direct indebtedness of £3,846,771 due as at the date of Administration. Additionally, the Company provided cross guarantees to LBG for monies owed by Spicers and ZenOffice Limited, increasing LBG's overall indebtedness to £17,154,991, with further interest and charges accruing post the appointment of Joint Administrators.

During the period prior to this report, net receipts relating to debtor collections in the IDF account totalled £8,178,144. Consequently, there was a surplus on the account at the time of closure of £4,331,374. Of this surplus, £2,335,695 was applied to the shortfall on the Spicers LBG IDF account, which LBG was entitled to do under their cross guarantee. The Company now has a subrogated claim against Spicers for the value of £2,335,695. The remaining balance of £1,995,679 was transferred to the Company's account. The debt owed to LBG by the Company has been settled in full.



BECAP12

On appointment a principal sum of £7,466,666 was owed to BECAP12 from The Spicers-OfficeTeam Group Limited, with further interest accruing post-Administration. The Company had guaranteed this debt which benefits from a second ranking security behind the LBG indebtedness.

As previously reported, Spicers has made distributions (£9,365,435) to settle this debt including accrued interest and charges. This debt was cross guaranteed by certain entities within the Company's group, including the Company and we are seeking to determine the quantum of and value from any resultant subrogated claims between the entities in the Company's group.

Preferential creditors

No preferential claims are expected to be received. All employees of the Company at appointment were transferred to OTG under TUPE and under the sale agreement OTG were responsible for any liabilities in respect of arrears of wages and other liabilities owed to them.

Non-preferential creditors

Unsecured third party claims totalling c.£33m have been received to date. Creditor claims continue to be submitted and it is not possible at this time to provide an accurate estimate of total unsecured claims.

Whilst the Distribution Exercise remains ongoing and there continue to be assets of the Company to realise we are not able to confirm with certainty the funds that will be available to the unsecured creditors of the Company.

However, based on realisations to date, anticipated future costs and our current understanding of the potential outcome from the Distribution Exercise, we estimate that funds totalling c.£1.4m may be available for an unsecured creditors distribution in the future. At present the timing of such a distribution remains uncertain.

Prescribed Part

The prescribed part is a proportion of floating charge assets set aside for unsecured creditors pursuant to section 176A of the Insolvency Act 1986. The prescribed part applies to floating charges created on or after 15 September 2003.

As the secured creditors have been paid in full from fixed charge realisations the Prescribed Part will not apply as the floating charge funds will be available to unsecured creditors.

Remaining work

The Joint Administrators will continue to manage the affairs, business and property of the Company to achieve the purpose of the Administration. Future tasks (some of which may be completed once the Company moves into Creditors' Voluntary Liquidation) will include, but may not be limited to, the following:

- Continuing debtor collections to maximise recoveries for creditors.
- Conclude the assessment of the Distribution Exercise.



- · Dealing with unsecured creditor queries.
- Agreeing unsecured creditor claims and making a distribution to creditors.
- Dealing with corporation tax and VAT matters, including filing statutory returns.
- Dealing with statutory reporting and compliance obligations.
- Finalising the Administration, including payments of all Administration period liabilities.
- Move from Administration into Creditors' Voluntary Liquidation.

Next report

We will report to you again in six months' time or at the conclusion of the Administration, whichever is the sooner.

Yours faithfully for the Company

C G J King Joint Administrator

S J Woodward and C G J King are licensed in the United Kingdom to act as an insolvency practitioner by The Institute of Chartered Accountants in England and Wales.

The affairs, business and property of the Company are being managed by the Joint Administrators, S J Woodward and C G J King, who act as agents of the Company only and without personal liability.

The Joint Administrators may act as data controllers of personal data as defined by the UK General Data Protection Regulation (as incorporated in the Data Protection Act 2018), depending upon the specific processing activities undertaken. Ernst & Young LLP and/or the Company may act as a data processor on the instructions of the Joint Administrators. Personal data will be kept secure and processed only for matters relating to the Joint Administrator's appointment. The Office Holder Data Privacy Notice can be found at www.ey.com/uk/officeholderprivacy.

Appendix 1

Information about the proceedings, the company and the office holders, as required by Rule 18.3(1) of the Insolvency (England and Wales) Rules 2016

Name of court: High Court of Justice, Business and Property

Courts in Birmingham, Insolvency and Companies

List (ChD)

Court reference: CR-2020-BHM-000303

Registered name of the Company: OfficeTeam Limited

Registered office address of the Company: Ernst & Young LLP, 1 Bridgewater Place, Water

Lane, Leeds, LS11 5QR

Registered number: 05095978

Country of incorporation (for a Company incorporated outside the United Kingdom):

Date of appointment of the Joint Administrators: 14 May 2020

Details of any changes of Administrator: In accordance with a Court Order dated 27 June

2022 ("the Order"), Robert Hunter Kelly was replaced by Samuel James Woodward

Full names of the Joint Administrators: Samuel James Woodward and

Charles Graham John King

Office Holder number(s): 12030 and 8985

Joint Administrators' address(es): Ernst & Young LLP, 1 Bridgewater Place, Water

Lane, Leeds, LS11 5QR

Telephone number: +44 113 298 2224

Name of alternative person to contact with

enquiries about the case:

Ben Leach

Appendix 2

OfficeTeam Limited (in Administration)

Joint Administrators' Receipts and Payments from 14 November 2022 to 13 May 2023

			Period from	Period from	
Statement of Affairs Estimated to Realise Values (£)	1,2		14 May 2020 to 13 November 2022 (£)	14 November 22 to 13 May 2023 (£)	Total
		Fixed charge receipts (excludes debts assigned to LBG)		
2		Intellectual Property & Goodwill	2		2
9,771,388	3	Debtors received in the Administration account	445,965	990	446,955
., ,		Debtors receipt surplus trasnferred from IDF account	1,995,679	-	1,995,679
400.000		Unallocated IDF Funds	539,240	-	539,240
100,000		Stat Company Shares Transfer From Debtor Collection Account for	100,000	-	100,000
		Purchaser Receipts	2,354,365		2,354,365
			5,435,249	990_	5,436,239
		Fixed charge payments			
	3	Erroneous Debtor Receipts Returned	67,453	_	67,453
		Transfer to Debtor Collection Account	39,678	-	39,678
		Erroneous Debtor Receipts Returned from LBGCF Account	2,354,364	-	2,354,364
		Erroneous Debtor Receipts Returned from	077.045		077.045
		Unallocated IDF Funds	277,945	•	277,945
		Debtor Collection Agent Commission	540,556		540,556
			3,279,996		3,279,996
		Net fixed charge realisations	2,291,122	990	2,156,243
		Floating charge receipts			
		Asset realisations			
		Stock	528,311	-	528,311
45,000		Fixtures and Fittings	74,000	-	74,000
375,000 4		Information Technology Other Realisations	375,000 4		375,000 4
273,591		Cash at bank at date of appointment	272,946	-	272,946
439,016		Apportionments	408,638		408,638
		Deposits and Prepayments Payroll bank charges funded by OTG	106,481 1,463	3,446	109,928 1,463
		Payroll Processing Fee	35,000	-	35,000
					-
		Transfer receipts Property Costs Funded by OTG (LTO Properties)	305,629	_	- 305,629
		Property Costs Funded by OTG (Non-LTO Properties)	15,079	-	15,079
		Transfer From Debtor Collection Account for	45.4.755		45.4.755
		Commission	454,755		454,755
		Other receipts			-
	4	Bank Interest	3,399	10,288	13,687
			2,580,706	13,734	2,594,440
		Floating charge payments			
		Pre-Administration Fees and Expenses	107,795	-	107,795
		Costs of realisations:			
		Contractor Costs (Rebates and Customer Contracts)	6,232	-	6,232
		Purchase Ledger Update Cost Contribution to Credit Control Cost	6,250 4,000		6,250 4,000
		Return of Apportionments and Prepayments	11,775	-	11,775
		Other Costs	763	-	763
		Expenses:			
		Bank Charges	2,527	3	2,531
		Storage Charges Insurance	1,885 5,443	212 857	2,096
		Statutory Costs	95	-	6,300 95
		Property: Property Payments (LTO Properties)	309,557		309,557
		Property Payments (LTO Properties) Property Payments (Non-LTO Properties)	11,151	-	11,151
		Professional Fees:			
		Legal Fees	102,136	11,864	114,000
		Other Professional Fees	22,561	-	22,561
		Administrators' Expenses:			
		Administrators Expenses: Administrators' Remuneration	1,388,861		1,388,861
		Administrators' Disbursements	2,101		2,101
			1,983,132	12,936	1,996,068
		Net floating charge receipts	597,574	798	598,372
		Total net realisations	2,752,827	1,788	2,754,615
		Funds in Hand			
		Cash at bank	2,614,384	(608)	2,613,776
		VAT Receivable	138,444	2,395	140,839
			2,752,827	1,788	2,754,615

Notes

- 1. Receipts and payments are stated net of VAT.
- 2. This receipts and payments account has been prepared on a cash basis and does not reflect future estimated receipts and payments.
- As a result of the assignment of trade debtors, the related receipts are an asset of the fixed charge holder, Lloyds Bank PLC ("LBG"), which had control of the IDF account into which receipts were paid. The receipts received are therefore not reflected in the summary of receipts and payments.

In June 2021, the IDF account was closed. A summary of the funds that were applied against LBG's indebtedness is shown below:

	Total (£)
	(-)
Trade debtor balance - At appointment	13,960,657
Less: Irrecoverable intercompany balance	(3,222,712)
Debtor balance	10,737,945
Debtor collections received	8,767,158
Commissions on debtor collections paid from IDF	(454,755)
LBG IDF Interest and service charges	(134,259)
Net debtor collections enabling a reduction in the IDF debt	8,178,144
OfficeTeam IDF debt	(3,846,771)
OfficeTeam surplus	4,331,374
Application of funds against Spicers IDF deficit	(2,335,695)
Net surplus	1,995,679
Unreconciled receipts	539,240
Funds transferred to Administration account	2,534,919

4. All funds were held in interest bearing accounts during the Period.

OfficeTeam Limited (in Administration)

Summary of expenses incurred

Type of Expense	Paid in Period to 13 November 2022	Period to 13 Period to November 13 May		Total	Per Estimate Dated 21 May 2020	
Payments made from the estate which are not disbursements ¹	£	£	£	£	£	
Fixed charge						
Erroneous Debtor Receipts Returned	67,453	-	-	67,453	-	
Transfer to Debtor Collection Account	39,678	-	-	39,678	_	
Erroneous Debtor Receipts Returned from Debtor Collection Account Erroneous Debtor Receipts Returned	2,354,364	-	-	2,354,364	-	
from Unallocated IDF Funds	277,935	-	-	277,935	-	
Debtor Collection Agent Commission	540,556	-	-	540,556	820,000	
Floating charge						
Pre-Administration Costs						
Pre-Administration: EY Fees	48,928	-	-	48,928	- 4	
Pre-Administration expenses: Legal Fees	38,866	-	-	38,866	_ 4	
Pre-Administration expenses: Agents' Fees	20,000	-	-	20,000	_ 4	
Costs of realisations						
Contribution to Purchaser Staff Costs	10,250	-	-	10,250	-	
Contractor fees (Rebates and Customer Contracts)	6,232	-	-	6,232	-	
Return of Deposits	11,775	-	-	11,775	-	
Other Costs - Smart Room fee	649	_	-	649	1,000	
Expenses					·	
Insurance costs	5,443	857	-	6,300	40,000	
Storage costs	1,885	212	-	2,096	-	
Bank charges	2,528	3	-	2,531	1,000	
Statutory costs	95	-	_	95	1,000	
Property				33	.,000	
Property Payments (LTO Properties)	309,558	-	-	309,558	580,000	
Property Payments (Non-LTO Properties)	11,151	-	-	11,151	20,000	
Professional Fees	·				·	
Legal costs - Pinsent Mason LLP	81,374	11,864	-	93,238	65,000	
Legal costs - Clarion Solicitors	20,763	-	-	20,763	-	

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Totals	3,874,144	12,936	-	3,887,080	1,557,780
Conference call facilities	-	-	-		5,000
Postage and printing	821	-	-	821	3,500
Specific penalty bond	1,280	-	-	1,280	1,280
Administrators' Disbursements					
Agents costs - Gordon Brothers	22,561	-	-	22,561	20,000

Notes

- Statement of Insolvency Practice 9 (SIP 9) defines expenses as amounts properly payable from the insolvency estate which are not otherwise categorised as office holders' remuneration or distributions to creditors. The payments shown are set out by type of expense.
- 2. SIP 9 defines disbursements as a type of expense which is met by, and reimbursed to, an office holder in connection with an insolvency appointment. Disbursements fall into two categories: Category 1 and Category 2.
 - Category 1 disbursements are payments to independent third parties where there is specific expenditure directly referable to the appointment
 - Category 2 disbursements are expenses which are directly referable to the appointment but not a payment to an independent third party. They may include shared and allocated costs.
- 3. Outstanding expenses relate to expenses invoiced within the reporting period, but which were yet to be settled by the Joint Administrators.
- 4. The pre-Administration fees and expenses were not included in the estimate of expenses dated 21 May 2020. They were requested as part of the decision procedure by correspondence issued to creditors with the proposals on 21 May 2020 and were subsequently approved by a creditors' resolution dated 8 June 2020.

Appendix 4

OfficeTeam Limited (in Administration)

Joint Administrators' time costs for the period from 14 May 2020 to 13 May 2023 and a comparison with the fee estimate dated 25 April 2023

	Total to 13 November 2022			Actua	Actual in this period			actual to 13 Mag	Per Fe	Per Fee Estimate dated 25 April 2023			
	Total hours	Total costs (£)	Average rate (£)	Total hours	Total costs (£)	Average rate (£)	Total hours	Total costs Av (£)	verage rate (£)	Total hours	I otal costs	Average rate (£)	
Accounting & Administration	630.8	234,380.0	372	21.0	4,589.3	219	651.8	238,969.3	367	195.4	99,839.0	511	
Bank & Statutory Reporting	296.2	189,227.0	639	3.0	2,108.3	703	299.2	191,335.3	639	237.3	124,498.0	525	
Creditors	607.1	284,204.7	468	24.5	16,337.5	667	631.6	300,542.20	476	792.1	384,214.7	485	
Debtors	1,572.9	919,876.0	585	-	· -	-	1,572.9	919,876.00	585	993.5	581,051.8	585	
Employee Matters	168.1	90,733.0	540	-	-	-	168.1	90,733.00	540	159.0	86,049.0	541	
Immediate Tasks	27.6	19,831.0	719	4.5	3,217.5	715	32.1	23,048.50	718	27.6	19,831.0	719	
Investigation & CDDA	59.7	26,181.0	439	-	-	-	59.7	26,181.00	439	59.7	26,181.0	439	
Job Acceptance & Strategy	56.6	27,044.0	478	-	-	-	56.6	27,044.00	478	56.6	27,044.0	478	
Other Assets	43.1	32,145.0	746	-	-	-	43.1	32,145.00	746	38.2	23,463.0	614	
Other Matters	227.3	110,751.0	487	29.5	21,092.5	715	256.8	131,843.50	513	138.1	73,519.0	532	
Property	348.8	186,471.5	535	-	-	-	348.8	186,471.50	535	149.4	75,574.0	506	
Public Relations	1.0	900.0	900	-	-	-	1.0	900.00	900	1.0	900.0	900	
Retention of Title	378.8	191,453.5	505	-	-	-	378.8	191,453.50	505	306.1	178,760.0	584	
Statutory Duties	172.0	91,926.5	534	12.8	8,738.3	683	184.8	100,664.8	545	202.0	117,666.5	583	
VAT & Taxation	119.5	69,556.0	582	13.5	8,706.0	645	133.0	78,262.00	588	115.9	74,333.0	641	
Total	4,709.5	2,474,680.20	525	108.8	64,789.38	595	4,818.3	2,539,469.58	527	3,471.9	1,892,924.00	545	

Summary of work

The Joint Administrators have incurred time costs in dealing with, inter alia, the following matters:

- ► Accounting and Administration includes general administrative duties and overall management of the case, including maintaining the Joint Administrators' treasury and accounting functions, statutory compliance diaries and time costs reporting.
- ▶ Bank and Statutory Reporting includes statutory and other reporting to all classes of creditors. Reports include the Joint Administrators Proposals to creditors, six monthly progress reports and filings of documents at Companies House, and regular reporting to the secured creditors.
- ▶ Creditors Dealing with creditor claims, correspondence with creditors, answering specific creditor queries, processing of distributions to the secured, preferential and unsecured creditors under the Prescribed Part (as applicable).
- ▶ Debtors time spent in monitoring and collecting the £10.7m debtor ledger and liaising with OTG in their role as debtor collection agents, to ensure maximum value is realised. A significant amount of time has been spent realising trade debtors as a result of the large number of complex or disputed debtor positions in the ledger. This has included a substantial amount of time invested in discussions with individual debtors in order to progress the recovery of large debtor balances, involving working through alleged counter-claims and rebates. Some counter-claims are without foundation and others have involved some detailed work being undertaken to quantify rebate entitlements etc.

The collections process has been impacted by Covid-19 resulting in delays in debtors being able to provide supporting information, making payments or reaching settlement agreements, with temporary restrictions on the Administrators' ability to commence enforcement proceedings to recover unpaid debts.

There have also been significant receipts into the Company's LBG bank account that belong to OTG and significant time has been incurred in verifying ownership of these funds.

- ▶ Employee matters relates to correspondence and calls with c.800 employees regarding the TUPE process. Dealing with any other employee queries. Liaising with HMRC in relation to pre-administration furlough claims. It also includes the processing of the monthly payroll for OTG employees, the costs of which have been recharged to OTG since August 2020.
- ▶ Immediate tasks relates to carrying out immediate tasks on appointment and duties such as speaking with the Company directors, gathering information to enable the Administrators to carry out their statutory duties, requesting key items of information, extension of the administration and carrying out day 1 activities.
- ▶ Investigations & CDDA carrying out investigations required by Statement of Insolvency Practice No. 2, preparation and submission of return to the Directors' Conduct Reporting Service and considering any issues which the Joint Administrators are made aware of by creditors or other parties.

- ▶ Job Acceptance and Strategy Matters relating to the appointment and initial planning of the Administration strategy, including meetings with the Company's directors and management and formulating and executing the strategy adopted, and time spent in complying with the firm's internal compliance and job acceptance procedures on appointment.
- ▶ Other Assets principally relates to residual stock not included within the Sale & Purchase Agreement and transfer of ownership of Stat Company Limited (parent company to Zen) to OTG. Assessing and seeking to realise value from other identified assets not recorded in the management accounts of the Company at the date of appointment.
- ▶ Other Matters relates to time spent in relation to managing the Sale & Purchase Agreement in place with OTG. Corresponding with the appointed insurance broker, dealing with any assets owned by third parties, dealing with the Company's physical books and records, and electronic records (including a backup of Company servers and systems), and other general enquiries.
- ▶ Property time spent dealing with Licenses to Occupy granted as part of the Sale & Purchase Agreement and corresponding with Landlords and other property related issues including arranging vacation of the properties and corresponding with utility and business rate providers in respect of the Company's 14 leasehold premises.
- ▶ Public Relations time spent issuing statements to the press as required.
- ▶ Retention of Title time spent assessing and settling claims for retention of title from 158 of the Company's suppliers.
- ▶ Statutory duties time spent in complying with statutory matters including statutory filing with Companies House and the Court, notification of the Joint Administrators' appointment to creditors and members, advertising of the appointment, and writing to creditors pursuant to Statement of Insolvency Practice 16 regarding the sale of the Company's business and assets.
- ▶ VAT and taxation investigating the Company's VAT and corporation tax position up to the date of appointment, removing the Company from the VAT group and applying for a new VAT registration to enable recovery of post Administration VAT. Assessment of the VAT and tax treatment of transactions and agreements entered into during the Administration, preparation of VAT and corporation tax returns for the post appointment period and preparing claims for VAT bad debt relief, where applicable.