

Frequently Asked Questions – Suppliers and Contractors

ISG Central Services Limited

ISG Interior Services Group UK Limited

ISG Fit Out Limited

ISG Engineering Services Limited

ISG UK Retail Limited

ISG Retail Limited

ISG Construction Limited

ISG Jackson Limited

(all in Administration) (together “the Companies”)

What has happened to ISG?

On 20 September 2024, certain UK trading entities of ISG (the Companies listed above) were placed in administration and Timothy Vance, Alan Michael Hudson and Dan Edkins were appointed as Joint Administrators.

The UK operations of the ISG Group ceased to trade with immediate effect.

I am contractor - should I continue to arrive at work to complete my job?

All UK operations of the ISG Group have ceased to trade and, as such, no further work will be undertaken on existing UK contracts by the Companies.

Contractors are not required or authorised to attend sites unless requested to do so or given permission by site owners.

I have equipment on a closed site - who should I contact?

We understand that some contractors will have equipment, materials and tools on sites where ISG was the main contractor. To discuss collection, please contact site owners directly.

For the avoidance of doubt, on appointment of the Joint Administrators, project sites were returned to the Companies' customers (site owners). As a result, the Joint Administrators do not have access to project sites to be able to co-ordinate or grant access to sites.

I am owed money by one (or more) of the Companies for goods and services provided - how and when will I get paid?

Any debts due by the Companies prior to the appointment of the Joint Administrators on 20 September 2024, will rank as an unsecured claim against the relevant Company.

Unsecured creditor claims may include: unpaid invoices, work in progress not yet invoiced and / or certified, retentions or any other contractual claims.

No payments are expected to be made to unsecured creditors of the Companies. Therefore, the Joint Administrators will not be adjudicating any unsecured creditor claims but claims can be submitted by following the instructions below.

How do I register as an unsecured creditor and register my claim?

Complete a Proof of Debt form (for the ISG legal entity which owes the debt) by following the below steps:

- Download a Proof of Debt form - These can be found under the 'Administration Documents' drop down on the Joint Administrators' website at https://www.ey.com/en_uk/administrations/isg-administrations.
- Complete the Proof of Debt form for the ISG company which owes the debt - Your contracts and agreements with the Companies will confirm which ISG company (i.e. legal entity) incurred and therefore owes the debt. This will be the Company in which you should submit your claim and which Proof of Debt form to complete.
- Send a completed Proof of Debt form and supporting documentation to ISGcreditors@uk.ey.com – Supporting documentation may include invoices, uncertified applications, evidence of retentions due and contracts.
- Unless requested by the Joint Administrators' team, no further action is required from you.

If you have received a letter from the Joint Administrators with a link and Unique Login to the IPS Creditors Website, you can submit your claim via this website or complete and send a Proof of Debt form. You do not need to do both.

There is not expected to be a distribution to unsecured creditors and the Joint Administrators will not be formally adjudicating claims for dividend purposes at this stage.

Will you certify an outstanding application for works completed for the Companies prior to 20 September 2024?

The Companies no longer have the resources to certify any further applications. If you wish to submit a claim for uncertified amounts, provide an estimate of the monies due, with appropriate documentation, when making a claim.

I am a creditor of one or more of the Companies but I am not listed in the relevant Statement of Affairs – what do I do?

A statement of affairs is a document prepared by a company's directors setting out the financial position of a company at a point in time. There may be invoices received / issued after 20 September 2024 or other amounts (e.g. work in progress, uncertified amounts, retentions and other contractual claims) which, despite the Directors best efforts, are not reflected in the Statement of Affairs.

If you were due monies from the Companies and you are not named on the relevant Statement of Affairs, you can register as a creditor by submitting a completed Proof of Debt form (for the ISG legal entity which owes the debt) by following the instructions above.

The Statement of Affairs will not be amended but, on receipt of your Proof of Debt form, you will be noted as a creditor and your claim will be placed on file.

Will you refund the costs incurred in preparing a claim?

No. We are unable to refund the costs associated with preparing a claim. Consequently, we cannot refund any expenses incurred in obtaining information necessary to make a claim.

Will there be a meeting of creditors?

If a meeting of creditors is called, details will be delivered to all known creditors.

The purpose of a meeting would be allow the creditors to consider a vote on the Administrators' proposals, which is a document outlining the steps taken by the Administrators to date and strategy going forwards. The Administrators' proposals will be available within eight weeks, from 20 September 2024, on the Joint Administrators website at https://www.ey.com/en_uk/administrations/isg-administrations.

If a meeting is not called, the reason will be given in the Administrators' proposals and details will be provided at this point in relation to what a creditor needs to do if they wish to call a meeting.

Should I continue providing services or supplies after the date of the Administrations and how do I know I will be paid?

Unless contacted directly by representatives of the Joint Administrators, suppliers, including contractors, are not required to continue to provide goods or services to the Companies.

If appropriately authorised by the Joint Administrators in writing and a letter of undertaking provided, the Companies will pay for goods and services rendered to the business after 20 September 2024 under normal credit terms.

My question is not answered above, who should I contact regarding my query?

Should you have further questions, please contact us at ISGcreditors@uk.ey.com.

Disclaimer

The affairs, business and property of the Companies are being managed by the Joint Administrators, Timothy Vance, Alan Michael Hudson and Dan Edkins, who act as agents of the Companies only and without personal liability.

Timothy Vance is licensed in the United Kingdom to act as an insolvency practitioner by The Institute of Chartered Accountants of Scotland. Alan Michael Hudson and Dan Edkins are licensed in the United Kingdom to act as insolvency practitioners by The Insolvency Practitioners Association. As insolvency practitioners, they are bound by the Insolvency Code of Ethics in carrying out all professional work relating to the appointment.

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 Companies 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 Administrators' appointment. The Office Holder Data Privacy Notice can be found at www.ey.com/uk/officeholderprivacy