Hazlewoods

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PROVISION OF SERVICES REGULATIONS SUMMARY SHEET FOR HAZLEWOODS LLP

The following information is designed to draw the attention of interested parties to the information required to be disclosed by the Provision of Services Regulations 2009.

Licensing Body

Nicholas Stafford is licensed to act as an Insolvency Practitioner in the United Kingdom by the IPA and is registered with the Insolvency Service under IP number 027270.

Hazlewoods LLP is also a member of the by the Institute of Chartered Accountants in England and Wales ("ICAEW").

Rules Governing Actions

All IPs are bound by the rules of their professional body, including any that relate specifically to insolvency. The rules of the professional body that licence Hazlewoods LLP's Insolvency Practitioner can be found at the following:

IPA - https://insolvency-practitioners.org.uk/about/ipa-articles-of-association-and-regulation-rules.

In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at: www.r3.org.uk/technical-library/england-wales/sips.

Ethics

All IPs are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found at:

IPA – https://insolvency-practitioners.org.uk/regulation/resources.

ICAEW - www.icaew.com/regulation/insolvency/sips-regulations-and-guidance.

Complaints

At Hazlewoods LLP we always strive to provide a professional and efficient service. However, we recognise that it is in the nature of insolvency proceedings for disputes to arise from time to time. As such, should you have any comments or complaints regarding the administration of a particular case then in the first instance you should contact the IP acting as office holder.

WE ARE AN INDEPENDENT MEMBER OF THE GLOBAL ADVISORY AND ACCOUNTING NETWORK

Nicholas Stafford (No.027270) is licensed to act as an Insolvency Practitioner in the UK by the Insolvency Practitioners Association. Where acting as Administrator or Administrative Receiver, the Insolvency Practitioner manages the business, property and affairs of companies as agent without personal liability. Hazlewoods is a trading name of Hazlewoods LLP. Hazlewoods LLP is a limited liability partnership registered in England and Wales. Registered No. OC311817. A list of members' names is open to inspection at our registered office. Registered Office: Staverton Court, Staverton, Cheltenham, Gloucestershire, GL51 0UX. Registered to carry on audit work in the UK and regulated for a range of investment business activities by the Institute of Chartered Accountants in England and Wales.

If you consider that the IP has not dealt with your comments or complaint appropriately you should then put details of your concerns in writing to our complaints officer: James Morter, Hazlewoods LLP, Windsor House, Bayshill Road, Cheltenham, GL50 3AT. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner unconnected with the appointment.

Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may complain to the regulatory body that licences the insolvency practitioner concerned. Any such complaints should be addressed to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA, and you can make a submission using an on-line form available at www.gov.uk/complain-about-insolvency-practitioner; or you can email insolvency.enquiryline@insolvency.gov.uk; or you may phone 0300 678 0015. Information on the call charges that apply is available at www.gov.uk/call-charges.

Professional Indemnity Insurance

Hazlewoods LLP's Professional Indemnity Insurance is provided by Lloyds and Company Insurers c/o Willis Limited, 51 Lime Street, London, EC3M 7DQ. This professional indemnity insurance provides worldwide coverage.

VAT

Hazlewoods LLP is registered for VAT under registration no. 275 7708 20.

Bribery Act 2010

Hazlewoods LLP is committed to applying the highest standards of ethical conduct and integrity in its business activities. Every employee and individual acting on behalf of Hazlewoods LLP is responsible for maintaining our reputation and for conducting company business honestly and professionally.

Hazlewoods LLP takes a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate.

Hazlewoods LLP requires all those who are associated with it to observe the highest standards of impartiality, integrity and objectivity.

Hazlewoods LLP prohibits anyone acting on its behalf from:

- bribing another person. A bribe includes the offering, promising or giving of any financial or other type of advantage;
- accepting a bribe. This includes requesting, agreeing to receive or accepting any financial, or another kind of advantage;
- bribing a foreign public official; and
- condoning the offering or acceptance of bribes.

Hazlewoods LLP will:

- avoid doing business with others who do not accept our values and who may harm our reputation;
- maintain processes, procedures and records that limit the risk of direct or indirect bribery;
- promote awareness of this policy amongst its staff, those acting on its behalf and entities with which it has any commercial dealings;
- investigate all instances of alleged bribery, and will assist the police, and other authorities when appropriate, in any resultant prosecutions. In addition, disciplinary action will be considered against individual members of staff;
- review this policy regularly and update it when necessary.