

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 have 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 with immediate effect and, as such, no further work will be undertaken on existing UK contracts.

Contractors are not required or authorised to attend sites which have been closed down.

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

We understand that some contractors will have plant, materials and tools on sites where ISG was the main contractor. To discuss collection, please contact site owners directly from Monday 23 September 2024.

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. At present, it is not anticipated that there will be any funds available for a distribution to unsecured creditors.

Any sums due to any of the Companies arising after our appointment must be paid in full and without set-off against any debts incurred by the Companies prior to our appointment.

Whilst we do not expect there to be sufficient funds to make distributions to creditors, should you wish to submit a claim in the Administration of one of the Companies, you will receive written correspondence in due course with information on how to do this.

I am owed money by one (or more) of the Companies for goods and services provided – what notification will I receive?

The Joint Administrators will write to all known creditors of the Companies (as recorded by each entity) as soon as is reasonably practical to inform them of the appointment. This letter will include details on how to make a claim in the Administrations of the Companies.

For further information please refer back to our website at https://www.ey.com/en_uk/administrations/isg-administrations, which will be updated throughout the Administrations of the Companies.

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