

# The Joint Administrators' final progress report from 28 May 2024 to 26 November 2024

*Palmer & Harvey McLane Limited*  
CR-2017-008976

*Palmer & Harvey (Holdings) Plc*  
CR-2017-008977

27 November 2024

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# Abbreviations and definitions

The following table shows the abbreviations and insolvency terms that may be used in this report:

Abbreviation or definition	Meaning
ABLs	Asset Based Lenders, namely Barclays Bank Plc, HSBC Invoice Finance (UK) Limited, PNC Business Credit (a trading name of PNC Financial Services UK Limited), RBS Invoice Finance Limited and Santander UK Plc
Administrators / Joint Administrators / we / us / our	Zelf Hussain and Mark James Tobias Banfield from 19 December 2019 Ian David Green and Zelf Hussain from 10 May 2019 to 19 December 2019 Matthew Boyd Callaghan, Ian David Green and Zelf Hussain to 10 May 2019
Companies	Palmer & Harvey (Holdings) Plc (“ <b>Plc</b> ”) Palmer & Harvey McLane Limited (“ <b>PHML</b> ”)
P&H / Palmer & Harvey Group	P&H Direct Limited, Palmer & Harvey McLane (Holdings) Limited, P&H (1925) Limited (“ <b>1925</b> ”), P&H Snacksdirect Limited, P&H Sweetdirect Limited, P & H Direct Van Sales Limited (all formerly in administration) and the Companies
Group	The Companies, P&H (1925) Limited, P&H Direct Limited, Palmer & Harvey McLane (Holdings) Limited, P&H Snacksdirect Limited, P&H Sweetdirect Limited, P & H Direct Van Sales Limited, WS Retail Limited and all other companies in the wider group
2008	P&H (2008) Limited
CAT	Competition Appeal Tribunal
Excluded work	Work done in connection with investigatory work detailed in section 2.5 of the Administrators’ remuneration report dated 15 June 2018
Hilco	Hilco Valuation Services / Hilco Appraisal Limited
HMRC	HM Revenue & Customs
IA86	Insolvency Act 1986
IR16	Insolvency (England and Wales) Rules 2016
Preferential Creditors	Primarily employee claims for unpaid wages earned in the four months before the insolvency up to £800, holiday pay and unpaid pension contributions in certain circumstances
Prescribed Part	The amount set aside for Unsecured Creditors from floating charge funds in accordance with Section 176A IA86 and the Insolvency Act 1986 (Prescribed Part) Order 2003
PwC / firm	PricewaterhouseCoopers LLP
RHA	Road Haulage Association Limited
RPS	Redundancy Payments Service, part of the Insolvency Service, which is an executive agency sponsored by Department for Business and Trade, and which authorises and pays the statutory claims of employees of insolvent companies under the Employment Rights Act 1996
Sch B1 IA86	Schedule B1 to the Insolvency Act 1986
Secured Creditor	A creditor with security in respect of their debt, in accordance with Section 248 IA86
Security Agent	Barclays Bank plc, a Secured Creditor
SIP	Statement of Insolvency Practice. SIPs are issued to insolvency practitioners under procedures agreed between the insolvency regulatory authorities. SIPs set out principles and key compliance standards with which insolvency practitioners are required to comply

SIP 2	Statement of Insolvency Practice 2: Investigations by office holders in administrations and insolvent liquidations and the submission of conduct reports by office holders
SIP 9	Statement of Insolvency Practice 9: Payments to insolvency office holders and their associates
SIP 13	Statement of Insolvency Practice 13: Disposal of assets to connected parties in an insolvency process
Tobacco Companies / TCs	Imperial Brands Finance Plc and Gallaher Limited
UKTC	UK Trucks Claim Limited
Unsecured Creditors	Creditors who are neither Secured nor Preferential

This report has been prepared by Zelf Hussain and Mark James Tobias Banfield as Administrators of the Companies, solely to comply with the Administrators' statutory duty to report to Creditors under IR16 on the progress of the administrations, and for no other purpose. It is not suitable to be relied upon by any other person, or for any other purpose, or in any other context.

This report has not been prepared in contemplation of it being used, and it is not suitable to be used, to inform any investment decision in relation to the debt of or any financial investment in the Companies.

Any person choosing to rely on this report for any purpose or in any context other than under IR16 do so at their own risk. To the fullest extent permitted by law, the Administrators do not assume any liability in respect of this report to any such person.

Please note you should read this report in conjunction with the Administrators' previous reports issued to the Companies' Creditors, which can be found at [www.pwc.co.uk/palmerandharvey](http://www.pwc.co.uk/palmerandharvey). Unless stated otherwise, all amounts in this report and appendices are stated net of VAT.

Zelf Hussain and Mark James Tobias Banfield have been appointed as Administrators of the Companies to manage their affairs, business and property as its agents and act without personal liability. Both are licensed in the United Kingdom to act as insolvency practitioners by the Institute of Chartered Accountants in England and Wales. The Administrators are bound by the Insolvency Code of Ethics which can be found at:

<https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics>

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# Key messages

## Why we've sent you this report

We're pleased to let you know that our work in the administrations of the Companies is now complete and so we set out below our final report.

You can still view our earlier reports on our website at [www.pwc.co.uk/palmerandharvey](http://www.pwc.co.uk/palmerandharvey). Please email Adam Thompson at [uk\\_palmerharvey\\_Creditors@pwc.com](mailto:uk_palmerharvey_Creditors@pwc.com) if you wish to request a hard copy of any report.

## How much Creditors have received

The following table summarises the final outcome for Creditors.

Company	Secured Creditors (p in the £)	Preferential Creditors (p in the £)	Unsecured Creditors (p in the £)
<b>PHML</b>			
This report:	ABLs 100p (paid) TCs 80-100p	100p (paid)	0.0978p (paid)
Last report:	ABLs 100p (paid) TCs 80-100p	100p (paid)	0.0978p (paid)
<b>Plc</b>			
This report:	ABLs 100p (paid) TCs 80-100p	N/A	1p (paid)
Last report:	ABLs 100p (paid) TCs 80-100p	N/A	Less than 1p

## Secured Creditors

As reported previously, it is uncertain whether all the Secured Creditors will be fully repaid their lending and accrued interest out of their security over the Group's assets. On appointment, the total value of the secured lending across the Group was £253.5m (prior to post appointment interest accruals).

On appointment the debt due to the ABLs was c.£178.4m plus £9m funding provided to the administration on appointment (which has since been repaid), secured by way of fixed and floating charges over the Group's assets. The ABLs held first ranking security (except in 1925) and their debt has been repaid in full.

The amount owing across the Group to the Tobacco Companies continues to increase as a result of the ongoing interest accrual. The Tobacco Companies held second ranking security over the Group's assets and were owed (prior to post appointment interest accruals) c.£66.1m.

As the ABLs' debt has been discharged in full, funds were made available for distribution to the Tobacco Companies. To date, distributions totalling c.£70.1m have been made by PHML (both through realisations in the administration account and outside of it) and other companies within the Group to the Tobacco Companies under the terms of their security.

In line with previous reports, we anticipate a total return of 80-100% will be achieved to the Tobacco Companies across the whole P&H Group, however, the timing of future distributions to the Tobacco Companies is currently dependent on the outcome of the remaining matters discussed in a later section of this report.

## Preferential Creditors

The dividends paid to Preferential Creditors in each company are as follows:

- PHML - Dividend of 100p in the £ was paid on 21 July 2020, totalling £1.45m.
- Plc - Nil as there were no known Preferential Creditors.

## Unsecured Creditors

A Prescribed Part distribution of £600,000 was paid to the Unsecured Creditors of PHML on 10 February 2022, providing a return to Creditors of 0.0978p in the £. Distributions totalling c.£26.8k were unbanked and those funds have been paid to the Insolvency Service's account. There will be no further dividend to the Unsecured Creditors of PHML.

As previously reported, following the settlement of the litigation detailed in a later section of this report, a Prescribed Part dividend of 1p in the £ was payable to the Unsecured Creditors of Plc.

Following on from approval from the Secured and Preferential (PHML) Creditors of the shared costs in respect of the litigation, we issued our notice of intention to declare a distribution to Unsecured Creditors on 4 July 2024, and the last date for Creditors to prove their claim in the administration was 30 July 2024.

Following the expiration of the notice of intention to declare, a first and final Prescribed Part distribution of 1p in the £ was paid to Unsecured Creditors on 27 September 2024. Total funds of £72,631.86 were distributed. There will be no further dividend to the Unsecured Creditors of Plc.

## What you need to do

This report is for your information and you don't need to do anything. As reported previously, any unclaimed distributions were paid over to the Insolvency Service Unclaimed Dividends Account.

## What happens next

The administrations will end on 27 November 2024. In line with our proposals approved by the Secured Creditors of Plc and Secured and Preferential Creditors of PHML, on 27 November 2024 we will file notices of the move from administration to dissolution. The Companies will be dissolved three months after the notices have been registered by the Registrar of Companies.

We will cease to act on or around 27 November 2024.

As resolved by the Secured Creditors of the Companies and the Preferential Creditors of PHML, we will be discharged from liability in respect of any of our actions as Joint Administrators on 11 December 2024.

# Overview of our work

## Why we were appointed

You may remember that when we were appointed, the Palmer & Harvey Group was the UK's largest wholesaler and distributor of grocery products, offering a range of chilled, frozen, ambient, alcohol, non-food, confectionery and tobacco products to retail multiples, convenience stores and petrol station forecourts. The trading activity in the Palmer & Harvey Group was split into three divisions, wholesale, vans and retail.

### **PHML (Wholesale)**

At the time of our appointment, PHML was the UK's largest delivered wholesaler to the UK convenience market. It had around 90,000 customers ranging from small local corner stores to the UK's largest supermarkets. It operated from a head office in Hove and a delivery network of 16 regional distribution centres which supplied up to 12,000 product lines.

The wholesale business accounted for around 96% of Palmer & Harvey Group's revenue, with tobacco sales accounting for 74% of Wholesale sales in the year ended March 2017. However, non-tobacco sales generated 85% of wholesale gross profit.

### **Plc**

Plc, along with Holdings, were the ultimate and intermediate holding companies in the Group respectively. Their only known assets were investments in subsidiary companies and intercompany receivable balances. Both of these companies were included within the ABLs' security net. In addition, Plc had provided guarantees on certain operating contracts.

The Group appointed PwC on 2 May 2017 to undertake a valuation of the Group and assist with an merger and acquisition process ("Project Cyrus"). As part of this PwC also assisted the Group in an operational restructuring role to help management develop their business plan.

As the Group's financial position continued to deteriorate, we were engaged on 29 June 2017 to undertake contingency planning should a sale not be possible. Contingency planning work had been undertaken previously by KPMG, the Group's auditors. The work also included the provision of associated advice to the Board as required.

The Group had struggled to deliver a budget for a number of years. These poor financial results, along with cash management challenges, resulted in the Group facing increasing cash flow pressures in March 2017.

In April 2017, the Group agreed terms with its existing lenders as well as its two significant suppliers in Imperial Brands Finance Plc and Gallaher Limited. Under this agreement the Group's lenders and two largest tobacco suppliers supported the business and agreed to a revised financing arrangement which allowed the Group to meet a debt repayment in April 2017 as well as making amendments to future scheduled debt repayments, covenants and other obligations.

In conjunction with this agreement the Palmer & Harvey Group undertook several other actions, including starting a sales process in July 2017. A number of interested parties were approached and following indicative offers and initial due diligence, the Group's stakeholders entered negotiations with two parties.

On 27 October 2017, a non-binding memorandum of understanding was agreed between the Tobacco Companies and the prospective purchaser which would introduce significant funding into the Group. A period of exclusivity was granted by the Group during which, it was hoped, the transaction could be completed.

Unfortunately, the Group continued to face challenging trading conditions and uncertainty around the transaction, as well as associated adverse publicity during the autumn, which resulted in a number of the Group's suppliers applying standard payment terms to reduce their credit exposure. This created additional cash needs which were both sizeable and unsustainable. Despite lengthy and constructive discussions with stakeholders, efforts to restructure the Group and mitigate the significant cash flow pressures ultimately proved unsuccessful.

The Group faced an immediate liquidity need, which the Group's stakeholders were not prepared to fund. As such, the Companies were no longer able to meet their liabilities as and when they fell due. In the absence of securing additional committed ongoing funding or a sale to a third party, and in light of the ongoing poor financial performance, the directors of the Companies had no reasonable prospects of delivering a solvent solution for the Group. With no reasonable prospects of a solvent solution and the immediate cash need, the directors had no alternative but to

appoint Administrators to protect the interests of Creditors. As a result, we were appointed as Joint Administrators of the Companies on 28 November 2017.

## Asset realisation

Our initial strategy on appointment was principally to mitigate the losses to the various classes of creditors, by:

- Collecting debts owed by customers;
- Securing and safeguarding large volumes of stock and facilitating its return to suppliers based on a commercial assessment of retention of title claims;
- Locating, securing and arranging for the return of leased vehicles and other third party assets to their owners;
- Supporting redundant employees with processing claims against the RPS and engaging with JobCentre Plus and alternative employers looking to hire former employees;
- Selling any assets that were identified to be owned by the Companies, the proceeds of which would firstly be used to discharge the expenses of the administrations, with any amounts remaining being available to the Creditors of the Companies in accordance with the statutory order of priority;
- Quickly assessing the likelihood of any premium value in the leasehold estate and returning leasehold properties to their landlords as soon as possible where no premium value is expected; and
- Securing the various sites and instructing agents to begin valuing and marketing the freehold properties.

Immediately on our appointment, we deployed a team across the c.60 locations to ensure that assets were secured and within our control, assets (predominantly in PHML) included:

- Outstanding debtor balances;
- Freehold property;
- Stock held on site;
- Companies' vehicles;
- Intellectual property and licences;
- Plant, machinery and equipment;
- Fixtures and fittings; and
- Cash held at bank / on site.

The cost of retaining sufficient employees, operational assets and infrastructure across the network (and for the time necessary) to implement the above strategy, together with our remuneration and other professional costs, was estimated to be significant and funding was known to be required. Therefore, immediately on appointment we entered into an agreement with the ABLs that would provide a loan of up to £13.65m, repayable from any floating charge assets (as an expense of the administrations) or from the realisation of any asset subject to the ABLs' fixed charges.

### Debtors (PHML)

In accordance with the terms of the ABLs' security, following our appointment the Group's book debts were assigned to the Security Agent. On appointment, the total PHML debtor balance was c.£264.4m, relating to goods sold and delivered prior to our appointment.

The PHML debtors ledger comprised a "nationals" ledger totalling £243.7m across 70 accounts and an "independents" ledger totalling £20.7m across c.4,200 accounts.

Immediately on our appointment we took steps to protect and secure the sales ledger. This included:

- Obtaining copies of the detailed and summary ledgers;
- Locating and securing all invoices together with supporting documentation including customer contracts, signed delivery notes and purchase orders;
- Protecting and maintaining IT systems that contain the ledgers and supporting electronic information; and
- Sending letters to all customers confirming that the bank account details remained the same as prior to our appointment and attaching the assignment notice from the Security Agent.

Total debtor collections in the administration were £213.5m, resulting in the ABLs recovering their lending in full from the charged assets, along with the repayment of the c.£9.4m funding provided under the funding agreement detailed above.

### Property

In total, the wholesale division operated a mixture of warehouse and coldstore accommodation from 17 locations, plus the head office in Hove. The majority of the freehold property across the Group was held in 1925. The property at Geldard Road, Leeds however was owned by PHML and a sale was completed realising funds of £3.4m into the administration.



### **Cash at bank**

Following the Administrators' appointment, cash balances held in the pre-appointment bank accounts totalling £870.4k were received into the administration of PHML.

### **Retention of title (PHML)**

On appointment, PHML held c.£44m of stock across 900 supplier lines. In broad terms, this was equivalent to 65,000 pallets of stock, albeit a large number of pallets had been broken down ready to be distributed to customers.

Over 360 retention of title ("RoT") claims were received, with a value of c.£41m. In order to process this large number of claims quickly and efficiently, we set up a team dedicated to reviewing the claims, based on a set of agreed commercial criteria. The team had a core of seven of the Administrators' team to process the claims promptly, supported for operational purposes by P&H staff at head office and depots. By 24 January 2018, all PHML warehouses had been vacated with over c.£41m of RoT stock returned to suppliers. Responsibility for repatriating unreturned RoT stocks after this date was passed to the respective landlords.

Overall, we made extensive efforts to identify and contact suppliers, assist in dealing with their RoT claims and facilitated the return of a significant quantity and value of stock. This work both mitigated the level of PHML's Unsecured claims in the administration whilst also improving the position for RoT Creditors.

### **Stock (PHML)**

Stock which was not subject to RoT claims was sold following appointment and proceeds of £858k were received into the administration.

### **Third party and leased assets (PHML)**

As at the date of our appointment, PHML held a wide range of leased assets in its possession. These ranged from company cars, trucks and vans through to fork lift trucks and IT equipment.

Immediately on appointment, we began the process of identifying which assets were leased and which parties held a legal or valid economic interest in these assets. As the assets were spread across the distribution centres and depots around the country, it was necessary to 'lock down' all the depots for a short period whilst assets were identified and secured.

Repatriation of the leased assets began on 4 December 2017, initially focusing on the leased vehicles held at the various wholesale depots. The vehicles were supplied on a mixture of rental and lease agreements from asset based lenders and rental companies.

Total leased vehicles within the Group on appointment consisted of 165 cars and 630 commercial and heavy goods vehicles. All 165 cars and all 630 commercial and heavy goods vehicles were returned to the lessors during the administration.

In addition to road vehicles, the Group operated a fleet of leased materials handling equipment such as fork lift trucks and associated items. In total there were 457 pieces of such equipment, of which approximately 50% were immediately made available for collection by lessors, whilst the other 50% were retained for use as part of the RoT collection process. All retained units were returned to lessors prior to our vacation of the wholesale sites on 24 January 2018.

### **Owned vehicles, fixed assets, equipment & chattels (PHML)**

PHML's assets (other than non-RoT stock, debtors and property) can be categorised into vehicle fleet, fixed assets, materials handling equipment and chattels. Most of the assets were leased but a proportion of the older assets were owned.

### **Vehicles (PHML)**

We appointed Hilco as agents to provide a valuation and assist with the sales strategy for c.220 owned vehicles. The majority of the fleet of owned vehicles were Heavy Goods Vehicles.

Hilco worked with auctioneers The Fleet Auction Group Limited ("FLAG") to manage the collection of the vehicles and their subsequent sale through an auction process in January 2018. FLAG was identified as a suitable auctioneer due to its national coverage, having resources available to meet our collection requirements and the ability to store the vehicles at two secure sites in Doncaster and Leicester in advance of the auction process.

The total realisations from the sale of vehicles at auction was £1.3m. This was split between PHML and P&H Snacksdirect Limited, with c.£1.2m received into the administration of PHML.

### **Assets other than vehicles (PHML)**

This includes the racking, picking machinery and refrigeration units at the various sites, along with IT equipment, software licences and refunds due.

As outlined previously, the majority of materials handling equipment was leased from third parties, however there were c.60 pieces of equipment that were owned; including forklifts and reach trucks, amongst other assets. Hilco assisted with the sale of these assets and total realisations of £8k were recovered in the administration.

There were various other chattel assets, including the IT, office and warehouse equipment. The latter included c.9,000 owned roll cages (in addition to a further 9,000 which were leased). We accepted an offer of £200k from the owner of the leased roll cages for all of the P&H owned cages, which was in line with our agent's recommendations.

We also realised £50k from the sale of various thermotainers and other general items of plant and machinery were also sold by Hilco, generating realisations of £257k.

IT assets were collected from all sites across the UK and were held centrally in two locations. Hilco sold the majority of these assets, realising c.£131k into the administration. This is included in the fixtures & fittings, office equipment & computers section of the receipts and payments account at Appendix B.

Metis Partners Limited was instructed to assist us in the identification and marketing of Intellectual Property, including trademarks and licences. A sale was completed for specific trademarks and sale of a software licence, realising value of £115k into the administration of PHML. An additional sale of a software licence in the administration totalled c.£16k, bringing total realisations to £131k.

### Rates and other refunds

We have recovered refunds totalling c.£860k into PHML and £87k into Plc, the breakdown of these is set out below.

We instructed CAPA to investigate any pre-appointment rates refunds that were due in the administrations of the Companies. We received supplier and other refunds of c.£747k into the administration of PHML and rates refunds totalling c.£112k .

We received a pre appointment refund into the Plc administration account from Jardine Lloyd Thompson for c.£33k and a refund relating to accrued interest for c.£51k, sundry refunds of £2.5k were also recovered into the administration.

### Bank interest

Total interest of c.£333k was received in the administration of PHML and total interest of c.£1.5k was received into Plc.

### Litigation settlement agreement (PHML and Plc)

As stated in our last report, the litigation in respect of potential claims was settled. A 5% allocation of the proceeds of settlement was paid from PHML to Plc and a 5% allocation of proceeds of the settlement was paid by PHML to 2008, in line with the approval given by the Secured and Preferential Creditors.

The Secured and Preferential Creditors approved the allocation of shared legal costs in relation to the settlement, these are as set out below. PHML has made payment in respect of the remainder of the allocation due to Plc in the period covered by this report.

Legal costs	PHML (90%)	Plc (5%)	2008 (5%)	Total
£	352,168.06	19,564.89	19,564.89	<b>391,297.84</b>

Note that Plc was provided with funding by the Tobacco Companies of £278,681 and following the settlement of the above shared costs, these funds were repayable to the TCs under the funding agreement prior to any return to Creditors or the office holders' fees. These funds have been repaid to the TCs in the period covered by this report.

### Employees

Wholesale (PHML) employed 2,953 staff on the date of our appointment and it was necessary to make 2,533 of the staff redundant immediately following the appointment. The remaining employees were retained initially in the administration to assist with debtor collections and other matters. All employees were ultimately made redundant, with the last employee leaving PHML by August 2022.

## Connected party transactions

We have a duty (under SIP 13) to disclose any disposal of assets in the administrations to a director or other connected party, regardless of the nature or value of the assets concerned. We can confirm that no such transactions have occurred during the administration.

## Other issues

We've stayed in office mainly because we still needed to deal with the following outstanding tasks:

- Pursue the remaining debtor balances owed in PHML;
- Realise potential value from the remaining contingent asset (possible cartel claims) within the PHML administration; and
- Make further distributions to the Secured Creditors of the Companies and the Unsecured Creditors of Plc via the Prescribed Part.

We've now completed our work to resolve these matters and provide details of our work in the period in the next section of this report.

## Approval of our proposals

We issued to Creditors our proposals for achieving the purpose of administration dated 18 January 2018.

We said in our proposals that we thought the Companies do not have enough assets to pay a dividend to Unsecured Creditors other than in certain circumstances from the Prescribed Part.

This meant that we did not have to seek a decision from Creditors regarding the approval of our proposals and our proposals would be treated as approved if Creditors did not request a decision in the required manner. As Creditors did not request a decision to be sought, our proposals were treated as approved on 1 February 2018. We attach a summary of our proposals at Appendix A.

## Investigations and actions

Nothing came to our attention during the administration to suggest that we needed to do any more work in line with our duties under the Company Directors' Disqualification Act 1986 and SIP 2.

## Pre-administration costs

As detailed previously in our Administrators' progress report, we decided not to seek approval of the unpaid pre-appointment costs detailed in our Administrators' proposals.

## Tax compliance

We fulfilled our duties as proper officers for tax during the administration and filed VAT and corporation tax returns for all relevant accounting periods and accounted for PAYE/NI.

## Our final receipts and payments account

We set out in Appendix B accounts of our final receipts and payments in the administrations from 28 May 2024 to 22 November 2024.

## Our expenses

We set out in Appendix C a statement of the final expenses that we incurred to the date covered by this report.

## Our fees

We set out in Appendix D an update on our remuneration which covers our fees, disbursements and other related matters.

## Creditors' rights

Creditors have the right to ask for more information within 21 days of receiving this report as set out in Rule 18.9 IR16. Any request must be in writing. Creditors can also challenge fees and expenses within eight weeks of receiving this report as set out in Rule 18.34 IR16. This information can also be found in the guide to fees at:

<https://www.icaew.com/-/media/corporate/files/regulations/insolvency/Creditors-guides/2021/administration-creditor-fee-guide-1-april-2021.ashx>

You can also get a copy free of charge by emailing Adam Thompson at [uk\\_palmerharvey\\_Creditors@pwc.com](mailto:uk_palmerharvey_Creditors@pwc.com).

# Matters resolved in the period

## Realisation of remaining assets

### Debtors (PHML)

Debtor realisations achieved during the period total £16,759.82. As we approached the conclusion of the administration, the remaining debtor balances were being collected by our legal advisors, we wrote to the outstanding debtors to discuss settling their debts ahead of closure and can confirm that total book debts of £5,560 were collected (included in the above balance for collections in the period), bringing total collections received into the administration to £213.5m. Any remaining balances have now been written off.

### Truck Cartel Claim (PHML)

As previously reported, prior to our appointment PHML was involved in a group action in relation to a truck cartel claim. Our previous reports outline the circumstances leading to the Competition Appeal Tribunal's ("CAT") decision that the RHA's application for an opt-in collective proceedings order was preferable to that of UK Trucks Claim Limited's ("UKTC"), so consequently UKTC's application was unsuccessful.

The CAT reconsidered the RHA's application in June of this year and that CAT has been able to resolve the RHA's issues; the Administrators therefore explored whether our claim may fall within the RHA's class action in the period and followed the guidance provided on how to join the RHA's claim.

We have liaised with Backhouse Jones, the solicitors acting on behalf of the RHA, to ascertain the potential quantum and timing of any return to claimants. Based on the advice provided by Backhouse Jones and our own solicitors, Hogan Lovells LLP, we sought to complete an assignment of this claim to another member of the P&H Group, 2008. This was done to enable the completion of our work in the administration of PHML so we can exit office.

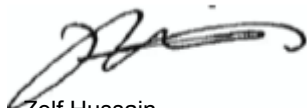
As the TCs have common security in both PHML and 2008, any returns from this claim will ultimately be distributed to the TCs under their security over the companies. On this basis, we sought the consent of the TCs to assign the claim to 2008 and an assignment has been completed. As such, the claim proceeds (if any) will now be due to 2008 and any recoveries distributed to the TCs under their security in that entity.

### Bank interest received

During the period, final bank interest of £57,638.97 has been received into the administration of PHML.

If you've got any questions, please get in touch with Adam Thompson at [uk\\_palmerharvey\\_creditors@pwc.com](mailto:uk_palmerharvey_creditors@pwc.com).

Yours faithfully  
For and on behalf of the Companies



Zelf Hussain  
Joint Administrator

# Appendices

# Appendix A: Summary of our proposals

A copy of the Administrators' proposals document is available to view and download at our website [www.pwc.co.uk/palmerandharvey](http://www.pwc.co.uk/palmerandharvey) and a summary of our work in the administration and asset realisations to date is available in the 'Overview of our work' section of this report.

Our initial strategy on appointment was principally to mitigate the losses to the various classes of creditors, by:

- Collecting debts owed by customers;
- Securing and safeguarding large volumes of stock and facilitating its return to suppliers based on a commercial assessment of RoT claims;
- Locating, securing and arranging for the return of leased vehicles and other third party assets to their owners;
- Supporting redundant employees with processing claims against the RPS and engaging with JobCentre Plus and alternative employers looking to hire former employees;
- Selling any assets that were identified to be owned by the Companies, the proceeds of which would firstly be used to discharge the expenses of the administrations, with any amounts remaining being available to the Creditors of the Companies in accordance with the statutory order of priority;
- Quickly assessing the likelihood of any premium value in the leasehold estate and returning leasehold properties to their landlords as soon as possible where no premium value is expected; and
- Securing the various sites and instructing agents to begin valuing and marketing the freehold properties.

The cost of retaining sufficient employees, operational assets and infrastructure across the network (and for the time necessary) to implement the above strategy, together with our remuneration and other professional costs, was estimated to be significant and funding was known to be required. Therefore, immediately on appointment we entered into an agreement with the ABLs that would provide a loan of up to £13.65m, repayable from any floating charge assets (as an expense of the administrations) or from the realisation of any asset subject to the ABLs' fixed charges.

## Employees

Wholesale (PHML) employed 2,953 staff on the date of our appointment and it was necessary to make 2,533 of the staff redundant immediately following the appointment. The remaining employees were retained initially in the administration to assist with debtor collections and other matters. All employees were ultimately made redundant, with the last employee leaving PHML by August 2022.

## Objective

We said in our proposals document that we were pursuing objective (b) for each of the Companies as it was not reasonably practical to rescue any of them as a going concern. We will move to objective (c) for any of the Companies in which objective (b) is considered not to be achievable

The Administrators made the following proposals for achieving the purpose of administration:

1. The Administrators will continue to manage and finance the Company's business, affairs and assets from the ABL funding. We may also investigate and, if appropriate, pursue any claims the Companies might have. We'll also do anything else we think appropriate to achieve the purpose of the administration or to protect and preserve the Companies' assets or to maximise realisations or for any other purpose incidental to these proposals.
2. In any case where a dividend may be likely, if we think the costs of agreeing claims and paying a Prescribed Part dividend will be disproportionate to the benefits, we can apply for a court order not to pay the Prescribed Part to Unsecured Creditors.
3. If necessary to achieve the objective of the administrations and complete our work, we may seek an extension to the period of some or all of the administrations (beyond the statutory period one year), by consent of the appropriate class(es) of creditor - most likely to be the Secured (and Preferential Creditors where appropriate) - or by an order of the court.
4. The administrations may end at different times and in different ways, depending on when the objectives are achieved, when our work is complete and what the outcomes for creditors are:
  - a. As we don't think there will be any dividend to Unsecured Creditors we are expecting to file notices with the Registrar of Companies to end the administrations at the appropriate time, with the respective Companies being

dissolved three months later. If there were any Prescribed Part dividends, these would be distributed before ending that administration.

b. In the very unlikely event that a dividend does become available in any of the Companies other than from the Prescribed Parts, we may put the relevant company into Creditors' voluntary liquidation so that the liquidator can pay the dividend. If this happens, we propose that Matthew Boyd Callaghan, Ian David Green and Zelf Hussain are appointed as joint liquidators and that any act required or authorised to be done by the joint liquidators can be done by any or all of them. Creditors may, before these proposals are approved, nominate a different person or persons as liquidator(s), in accordance with Paragraph 83(7)(a) Sch B1 IA86 and Rule 3.60(6) IR16.

c. In any case, if we think that there are matters that should be conducted or investigated in a liquidation rather than in the administration, we may instead apply for a court order ending the administration and for the company to be wound up.

5. The Administrators shall be discharged from liability in respect of any action of theirs as Administrators at a time resolved by the Secured Creditors, or if a distribution has been or may be made to the Preferential Creditors, at a time set by the Secured and Preferential Creditors, or at a time set by the court.

6. In accordance with legislation and obtaining formal approval in due course, it will be up to the Creditors' committee to formally fix the basis of our fees and certain categories of disbursements. But if there's no committee, as the Administrators have stated that they think that the Company has insufficient property to enable a distribution to be made to non-Preferential Unsecured Creditors other than by virtue of Section 176A IA86, it will be for the Secured Creditors and Preferential Creditors to determine these instead. If these classes of creditors or any committee do not fix the basis of our fees and disbursements, we may apply to the court to fix them not later than 18 months after the date of our appointment.

# Appendix B: Receipts and payments

## PHML

<u>Statement of affairs</u>	28 November 2017 to 27 May 2024	28 May 2024 to 26 November 2024	28 November 2017 to 26 November 2024
<b>Fixed charge realisations</b>			
1,945,000 Freehold property	3,400,000.00	-	3,400,000.00
Bank interest	618.30	-	618.30
	<b>3,400,618.30</b>	-	<b>3,400,618.30</b>
<b>Fixed charge cost of realisations</b>			
	-	-	-
	-	-	-
<b>Fixed charge balance</b>			
	<b>3,400,618.30</b>	-	<b>3,400,618.30</b>
<b>Floating charge realisations</b>			
1,989,000 Fixtures & Fittings, Office Equipment & Computers	245,831.99	-	245,831.99
237,099,000 Debtors	213,486,636.20	16,759.82	213,503,396.02
Plant & Machinery	257,884.00	-	257,884.00
190,000 Motor Vehicles	1,157,275.68	-	1,157,275.68
Pre-appointment cash balance	870,442.74	-	870,442.74
Stock	857,921.72	-	857,921.72
Settlement	4,950,000.00	-	4,950,000.00
Intellectual property	131,013.80	-	131,013.80
593,000 Refunds	859,790.47	-	859,790.47
359,000 Prepayments	-	-	-
Bank Interest	275,347.04	57,638.97	332,986.01
Contribution to costs	-	5,366.09	5,366.09
	<b>223,092,143.64</b>	<b>79,764.88</b>	<b>223,171,908.52</b>
<b>Floating charge cost of realisations</b>			
Sub Contractors	(137,014.40)	-	(137,014.40)
Motor & travel expenses	(1,856.26)	-	(1,856.26)
Professional Fees	(60,544.12)	-	(60,544.12)
Leased equipment / hire purchase	(192,712.74)	-	(192,712.74)
Site clearance	(191,106.10)	-	(191,106.10)
Repairs & Maintenance	(108,010.21)	-	(108,010.21)
Agents' fees & disbursements	(512,795.50)	-	(512,795.50)
Duress Payments	(291,271.93)	-	(291,271.93)
Security	(260,265.32)	-	(260,265.32)
Software licences, trademarks & IT	(598,884.82)	-	(598,884.82)
Office costs, Stationery & Postage	(14,847.82)	-	(14,847.82)
Legal Fees & disbursements	(2,668,984.36)	(389,449.96)	(3,058,434.32)



Employee deductions from earnings	(1,701.97)	-	(1,701.97)
Irrecoverable VAT	(13.00)	-	(13.00)
Storage Costs	(35,204.14)	(28,950.28)	(64,154.42)
Statutory advertising	(531.00)	-	(531.00)
Corporation tax	(14,061.37)	-	(14,061.37)
Office holders' fees	(5,900,000.00)	(264,406.00)	(6,164,406.00)
Office holders' expenses	-	(154,294.57)	(154,294.57)
Rent	(615,481.60)	-	(615,481.60)
Utilities & Rates	(497,721.01)	-	(497,721.01)
Insurance	(295,697.02)	(17,433.92)	(313,130.94)
Wages & Salaries	(2,241,473.29)	-	(2,241,473.29)
PAYE/NIC and Pension Deductions	(1,156,122.56)	-	(1,156,122.56)
Employee expenses & related costs	(167,282.24)	-	(167,282.24)
Bank charges	(750.00)	-	(750.00)
ISA unclaimed dividend fee	(25.75)	-	(25.75)
Head office expenses	(3,822.50)	-	(3,822.50)
	<b>(15,968,181.03)</b>	<b>(854,534.73)</b>	<b>(16,822,715.76)</b>
<b>Distributions</b>			
Secured Creditors - TCs	(27,403,680.62)	(1,989,858.84)	(29,393,539.46)
Secured Creditors - ABLs	(178,300,793.68)	-	(178,300,793.68)
Preferential creditors (100p in the £ - paid 21 July 20)	(1,447,517.55)	-	(1,447,517.55)
Prescribed part - unsecured creditors (0.0987p in £ - paid 10 February 2022)	(573,216.89)	-	(573,216.89)
Payment to Insolvency Service - unclaimed dividends	(26,783.11)	-	(26,783.11)
	<b>(207,751,991.85)</b>	<b>(1,989,858.84)</b>	<b>(209,741,850.69)</b>
<b>Floating charge balance</b>	<b>(628,029.24)</b>	<b>(2,764,628.69)</b>	<b>(3,392,657.93)</b>
<b>VAT control account</b>	<b>48,975.70</b>	<b>(56,936.07)</b>	<b>(7,960.37)</b>
<b>Funds held in non-interest bearing Barclays account</b>	<b>2,821,564.76</b>	<b>(2,821,564.76)</b>	<b>-</b>

**Fixed Charge realisations**

- - -

**Fixed Charge cost of realisations**

- - -

**Fixed balance**

- - -

**Floating Charge realisations**

Refunds	86,535.03	-	86,535.03
Sundry realisations	5,633.03	-	5,633.03
Funding from Chargeholders	278,680.62	(278,680.62)	-
Settlement	275,000.00	-	275,000.00
Bank Interest	1,469.07	-	1,469.07
	<b>647,317.75</b>	<b>(278,680.62)</b>	<b>368,637.13</b>

**Floating Charge cost of realisations**

Office Holders' fees	-	(38,429.00)	(38,429.00)
Office Holders' expenses	-	(832.49)	(832.49)
Statutory advertising	-	(99.00)	(99.00)
Insurance	(14,000.00)	-	(14,000.00)
Legal fees	(391,297.84)	337,347.14	(53,950.70)
	<b>(405,297.84)</b>	<b>297,986.65</b>	<b>(107,311.19)</b>

**Floating charge balance excluding ABL funding**

**242,019.91**      **19,306.03**      **261,325.94**

First and final distribution to Unsecured Creditors 1p in the £      -      (72,631.86)      (72,631.86)

VAT control account      (33,518.70)      33,518.90      0.20

Funding from ABLs      89,797.55      -      89,797.55

Distribution to TCs      -      (278,491.83)      (278,491.83)

**Funds held in non interest bearing Barclays account**

**298,298.76**      **(298,298.76)**      -

## Notes to the R&Ps

1. Amounts shown exclude VAT. The final VAT due to PHML has been assigned as part of the closure process.
2. As explained further in Appendix D, our fees are based on a fixed fee basis. The receipts and payment accounts for PHML and Plc show the amount paid to date. Fees have been drawn in full.
3. There have been no payments made to us, our firm or our associates other than from the insolvent estate as shown in the receipts and payments accounts provided above.
4. On 21 July 2020, we paid a dividend to the Preferential Creditors at the rate of 100 pence in the £ from PHML.
5. On 10 February 2022, we paid a maximum prescribed dividend to the Unsecured Creditors at the rate of 0.0987 pence in the £ from PHML.
6. The contribution to costs shown in the period is an adjustment from the VAT account of a contribution received by the pension trustee for recovering VAT due in a prior period.
7. A Prescribed Part distribution was paid to the Unsecured Creditors of Plc on 26 September 2024 at a rate of 1p in the £, total funds of £72,631.86 were distributed.
8. The receipt of legal fees into Plc was a contribution to costs by PHML in line with the settlement allocation as detailed in our previous reports and referred to earlier in this report.
9. As noted previously, the statement of affairs for Plc did not list any realisable assets in the administration and therefore no values are included in the Administrators' receipts and payments account.

# Appendix C: Expenses

Expenses are amounts properly payable by us as Administrators but exclude our fees and distributions to creditors. These include disbursements which are expenses met by and reimbursed to an office holder in connection with an insolvency appointment. Expenses fall into two categories:

Expense	SIP 9 definition
<b>Category 1</b>	Payments to persons providing the service to which the expense relates who are not an associate of the office holder.
<b>Category 2</b>	Payments to our firm or our associates or which have an element of shared costs (for example, photocopying and mileage disbursements, or costs shared between different insolvent estates).

We don't need approval from Creditors to draw Category 1 expenses as these have all been provided by third parties but we do need approval to draw Category 2 expenses. The body of creditors who approve our fees (in this case the Secured and Preferential Creditors of PHML and Secured Creditors of Plc) also has the responsibility for agreeing the basis for payment of Category 2 expenses.

The rate for services provided by the Administrators' own firm (Category 2 expenses) may periodically rise (for example to cover annual inflationary cost increases) over the period of the administration. All other disbursements to be charged at cost.

The following table provides a breakdown of the Category 2 expenses incurred in the period, together with details of the Category 1 expenses that have been incurred as disbursements by PwC and will be recharged to the cases:

## PHML

Category	Provided by	Basis of cost	Costs incurred (£)
2	PwC	Photocopying - up to 10 pence per side copied, only charged for circulars to creditors and other bulk copying.	-
2	PwC	For petrol/diesel/hybrid: At a maximum of 64 pence per mile (up to 2,000cc) or 80 pence per mile (over 2,000cc) <b>For fully electric</b> at a maximum of 72 pence per mile <b>For a bicycle</b> at a maximum of 12 pence per mile	-
1	PwC	Storage	7,196.33
1	PwC	Postage	7.95
Brought forward	at 27 May 2024		150,917.76
<b>Total</b>			<b>158,122.04</b>

## Plc

Category	Provided by	Basis of cost	Costs incurred (£)
2	PwC	Photocopying - up to 10 pence per side copied, only charged for circulars to Creditors and other bulk copying.	0.43
2	PwC	For petrol/diesel/hybrid: At a maximum of 64 pence per mile (up to 2,000cc) or 80 pence per mile (over 2,000cc) <b>For fully electric</b> at a maximum of 72 pence per mile <b>For a bicycle</b> at a maximum of 12 pence per mile	-

1	PwC	Postage	4.64
Brought forward at 27 May 2024			832.49
<b>Total</b>			<b>837.56</b>

The expense policy set out above has been approved by the Secured and Preferential Creditors of PHML and Secured Creditors of Plc. Any Administrators' disbursements outstanding at the end of the administrations have been written off. The table below provides details of all the expenses incurred in the administrations:

PHML	Brought forward from 27 May 2024 (£)	Incurred in the period under review (£)	Cumulative (£)	Estimated future (£)	Anticipated total (£)	Initial estimate (£)	Variance (£)
Bank charges	775.75	-	775.75	-	775.75	600.00	175.75
Office holders fees	5,900,000.00	264,406.00	6,164,406.00	-	6,164,406.00	5,989,406.00	175,000.00
Office holders expenses	150,917.76	7,204.28	158,122.04	-	158,122.04	49,515.48	108,606.56
Legals	3,038,969.82	18,000.00	3,056,969.82	-	3,056,969.82	2,230,370.00	826,599.82
Agents - asset realisations	512,795.50	-	512,795.50	-	512,795.50	421,930.38	90,865.12
Rent	615,481.60	-	615,481.60	-	615,481.60	582,637.69	32,843.91
Gross salaries	3,397,595.85	-	3,397,595.85	-	3,397,595.85	3,452,987.03	(55,391.18)
Employee expenses	167,282.24	-	167,282.24	-	167,282.24	53,154.33	114,127.91
Subcontractors	137,014.40	-	137,014.40	-	137,014.40	148,253.80	(11,239.40)
Petty cash	3,822.50	-	3,822.50	-	3,822.50	1,250.00	2,572.50
Motor and travel expenses	1,856.26	-	1,856.26	-	1,856.26	3,028.58	(1,172.32)
Lease/Hire payments	192,712.74	-	192,712.74	-	192,712.74	160,619.58	32,093.16
IT costs	598,737.82	-	598,737.82	-	598,737.82	221,829.76	376,908.06
Irrecoverable VAT	13.00	-	13.00	-	13.00	-	13.00
Utilities and rates	497,721.01	-	497,721.01	-	497,721.01	735,447.58	(237,726.57)
Insurance	302,758.62	10,372.32	313,130.94	-	313,130.94	305,551.19	7,579.75
Repairs and maintenance	108,010.21	-	108,010.21	-	108,010.21	129,046.82	(21,036.61)
Site clearance	191,106.10	-	191,106.10	-	191,106.10	212,759.69	(21,653.59)
Duress payments	291,271.93	-	291,271.93	-	291,271.93	222,048.00	69,223.93
Postage and stationary	14,847.82	-	14,847.82	-	14,847.82	14,076.28	771.54
Advertising	531.00	-	531.00	-	531.00	444.00	87.00
Storage costs	35,204.14	28,950.28	64,154.42	-	64,154.42	27,353.14	36,801.28
Security	260,265.32	-	260,265.32	-	260,265.32	319,415.58	(59,150.26)
Professional fees	60,544.12	-	60,544.12	-	60,544.12	49,431.18	11,112.94
TV licence	147.00	-	147.00	-	147.00	147.00	-
Pre administration costs	93,018.75	-	93,018.75	-	93,018.75	93,018.75	-
Corporation tax	14,061.37	-	14,061.37	-	14,061.37	-	14,061.37
<b>Total (excl VAT)</b>	<b>16,587,462.63</b>	<b>328,932.88</b>	<b>16,916,395.51</b>	<b>-</b>	<b>16,916,395.51</b>	<b>15,424,321.84</b>	<b>1,492,073.67</b>

\*The brought forward balance for office holders' expenses has been adjusted following a review as part of final billing in the administration.

The brought forward balances for legal fees, gross wages, utilities and rates and corporation tax have been adjusted to reflect the final amounts paid per the Administrators' receipts and payments account.

Plc	Brought forward from 27 May 2024	Incurred in the period under review	Cumulative	Estimated future	Anticipated total	Initial estimate	Variance
	(£)	(£)	(£)	(£)	(£)	(£)	(£)
Bank charges	-	-	-	-	-	203.00	(203.00)
Office holders fees	-	38,429.00	38,429.00	-	38,429.00	28,679.00	9,750.00
*Office holders expenses	832.49	5.07	837.56	-	837.56	744.38	93.18
Legals	391,297.84	(337,347.14)	53,950.70	-	53,950.70	23,000.00	30,950.70
Insurance	14,000.00	-	14,000.00	-	14,000.00	14,000.00	-
Statutory advertising	-	99.00	99.00	-	99.00	-	99.00
Pre administration costs	4,464.90	-	4,464.90	-	4,464.90	4,464.90	-
<b>Total (excl VAT)</b>	<b>410,583.39</b>	<b>(298,814.07)</b>	<b>111,781.16</b>	<b>-</b>	<b>111,781.16</b>	<b>71,091.28</b>	<b>40,689.88</b>

\*The brought forward balance for office holders' expenses has been adjusted following a review as part of final billing in the administration.

The tables should be read in conjunction with the receipts and payments account at Appendix B, which shows expenses actually paid during the period and the total paid to date.

# Appendix D: Remuneration update

Our fees in respect of the Companies were previously approved on a fixed fee basis, as set out in our remuneration reports dated 15 June 2018, for each company (which can be located on the website: [www.pwc.co.uk/palmerandharvey](http://www.pwc.co.uk/palmerandharvey)) by the Secured Creditors of both PHML and Plc and the Preferential Creditors of PHML.

The approved fixed fees and amount drawn in line with the approval given in June 2018 is as follows:

<b>Company</b>	<b>Fees approved (£)</b>	<b>Fees drawn (£)</b>
PHML	5,989,406.00	5,989,406.00
Plc	28,679.00	28,679.00

## Excluded work

As stated above we previously issued a remuneration report in respect of each company on 15 June 2018. In those reports, we set out the notes and assumptions around the proposed fees and at section 2.5 we set out the work which was not included in the original fees estimate the 'Excluded work'.

The Excluded work centred around any potential future investigatory work and any related work in connection with these investigations. As confirmed in our progress report issued in June 2024, the Secured Creditors of Plc and the Secured and Preferential Creditors of PHML approved our fees in connection with this work as follows:

<b>Company</b>	<b>Fixed fee (£)</b>	<b>Fees drawn (£)</b>
PHML	175,000.00	175,000.00
Plc	9,750.00	9,750.00

We set out later in this Appendix details of our work in the period, subcontracted work and payments to associates.

## Our work in the period

Whilst this is not an exhaustive list, in the following table we provide more detail on the key areas of work undertaken for both Companies, unless otherwise stated, in the period covered by this report.

Area of work Both Companies unless stated	Work undertaken	Whether or not the work provided a financial benefit to creditors
Strategy and planning	<ul style="list-style-type: none"> <li>Six monthly manager and appointee case progression reviews</li> </ul>	Incidental to proper management of the administrations
Creditors	<ul style="list-style-type: none"> <li>Liaising with creditors</li> <li>Responding to queries from creditors</li> <li>Issuing our notice of intention to distribute funds to Unsecured Creditors of Plc</li> <li>Reviewing claims received into the administration of Plc</li> <li>Distributing Prescribed Part funds to Unsecured Creditors of Plc</li> </ul>	Ensuring orderly return of funds to creditors
Assets	<ul style="list-style-type: none"> <li>Collecting remaining book debts (PHML)</li> <li>Recovering any potential funds due into the administrations</li> <li>Assignment of the cartel claim (PHML)</li> </ul>	Realises funds for the benefit of creditors
Accounting and treasury	<ul style="list-style-type: none"> <li>Bank reconciliations</li> <li>Accounting for payments and receipts into the bank accounts</li> <li>Payment of final distributions to the TCs</li> <li>Closure of bank accounts</li> </ul>	Ensures proper management of the funds held
Statutory and compliance	<ul style="list-style-type: none"> <li>Preparing and submitting six monthly progress reports to creditors</li> <li>Complying with statutory filing requirements</li> <li>Preparing and circulating final reports</li> </ul>	Required by statute
Employees and pensions	<ul style="list-style-type: none"> <li>Responding to queries from former employees (PHML)</li> </ul>	Required by statute
Tax and VAT	<ul style="list-style-type: none"> <li>Submitting VAT reclaims</li> <li>Completing VAT deregistration</li> <li>Completing final tax returns in respect of PHML and Plc</li> </ul>	Required by statute and ensures the maximum recovery of input VAT, for the benefit of creditors
Closure	<ul style="list-style-type: none"> <li>Obtaining clearances for closure</li> <li>Closure procedures</li> </ul>	Required by statute, ensures all administration matters have been dealt with



## Payments to associates

No payments have been made to associates or any party who could reasonably be perceived as an associate during the period of this report. Relevant parties have been chosen due to their specific area of expertise or technical knowledge and payments to those parties based on standard commercial terms.

## Our relationships

We have no business or personal relationships with the parties who approve our fees or who provide services to the administrations where the relationship could give rise to a conflict of interest.

## Details of subcontracted work

We have not subcontracted any work in the period covered by this report.

## Legal and other professional firms

We've instructed the following professionals on these cases:

Service provided for PHML unless stated	Name of firm / organisation	Reason selected	Basis of fees
<b>Legal services including:</b> <ul style="list-style-type: none"> <li>Contract renewal and debtor dispute assistance</li> <li>Advice on retention of title claims</li> <li>Investigation matters (also instructed by Plc)</li> </ul>	<ul style="list-style-type: none"> <li>Dentons UK and Middle East LLP</li> <li>DLA Piper UK LLP</li> <li>Ashurst LLP</li> <li>Hogan Lovells LLP (also instructed by Plc)</li> <li>Quinn Emmanuel Urqhart &amp; Sullivan UK LLP (also instructed by Plc)</li> </ul>	Industry knowledge and expertise; and previous company knowledge	Time costs and disbursements
<b>Chattel agents and valuers</b>	<ul style="list-style-type: none"> <li>Hilco Valuation Services</li> <li>The Fleet Auction Group Limited</li> <li>Metis Partners LLP</li> </ul>	Industry knowledge	% of realisations
<b>Property agents, services including:</b> <ul style="list-style-type: none"> <li>Security</li> <li>Waste collection / skip hire</li> </ul>	<ul style="list-style-type: none"> <li>Moorcroft Vacant Property Management</li> <li>ACM Environmental Ltd</li> <li>Triton Securities &amp; Facilities Management Limited</li> </ul>	Appropriateness of services and cost	Time costs and disbursements; and % of realisations
<b>Agents, services including:</b> <ul style="list-style-type: none"> <li>Debt collection</li> <li>Rates refunds</li> </ul>	<ul style="list-style-type: none"> <li>Hilton-Baird Collection Services Limited</li> <li>CAPA UK</li> </ul>	Expertise and cost	% of realisations
<b>Subcontractors and others</b> <ul style="list-style-type: none"> <li>Assisting with the collection of debtors</li> </ul>	<ul style="list-style-type: none"> <li>PG &amp; JE Limited</li> <li>JRC Consultancy Services</li> </ul>	Expertise and cost	Time costs and disbursements

We require all third party professionals to submit time costs analyses and narrative or a schedule of realisations achieved, dependent on their fee basis, in support of invoices rendered. All invoices are reviewed before being approved for payment. We are satisfied that the level of legal and professional costs was appropriate.

# Appendix E: Other information

<b>Court details for the administrations:</b>	In the High Court of Justice, Business and Property Courts of England and Wales, Insolvency and Companies List (ChD)
<b>Trading name:</b>	Palmer & Harvey, P&H
<b>Registered address:</b>	Current: Central Square, 8 <sup>th</sup> Floor, 29 Wellington Street, Leeds, LS1 4DL Former: P&H House, Davigdor Road, Hove, East Sussex, BN3 1RE
<b>Date of the Administrators' appointment:</b>	28 November 2017
<b>Administrators' names, addresses and contact details:</b>	Zelf Hussain and Mark James Tobias Banfield, 7 More London Riverside, London , SE1 2RT Contact: Adam Thompson - Tel 0113 289 4983 email <a href="mailto:uk_palmerharvey_Creditors@pwc.com">uk_palmerharvey_Creditors@pwc.com</a>
<b>Extensions to the administrations:</b>	The administrations of Plc and PHML have been extended by 12 months to 27 November 2025 Previous extensions in respect of Plc and PHML: Extended by 12 months to 27 November 2024 Extended by 12 months to 27 November 2023 Extended by 24 months to 27 November 2022 Extended by 12 months to 27 November 2020 Extended by 12 months to 27 November 2019
<b>Appointor's/applicant's name and address:</b>	The directors of the Companies P&H House, Davigdor Road, Hove, East Sussex, BN3 1RE
<b>Objective being pursued by the Administrators:</b>	Objective (b) achieving a better result for the company's creditors as a whole than would be likely if the company were wound up (without first being in administration), or failing that, objective (c) realising the company's assets to pay a dividend to Secured or Preferential Creditors
<b>Division of the Joint Administrators' responsibilities:</b>	The Joint Administrators may exercise any of the powers conferred on them by IA 1986 jointly or individually
<b>Regulation (EU) 2015/848 of the European Parliament and of the Council of 20 May 2015 on Insolvency Proceedings (recast) :</b>	The Regulation applies to these administrations and the proceedings are main proceedings

## Company specific information

	<b>PHML</b>	<b>Plc</b>
<b>Court references:</b>	CR-2017-008976	CR-2017-008977
<b>Registered number:</b>	01874153	06470058