

## Supplier FAQs –

### **What has happened? Why have Matthew Callaghan, Ian Green and Zelf Hussain been appointed as administrators?**

- The group has been hit by challenging trading conditions in recent months and efforts to restructure the business have been unsuccessful. This has resulted in cash flow pressures and unfortunately it has not been possible to secure additional funding to support the business.
- Unfortunately the directors were left with no choice but to appoint administrators to take control over various entities in the P&H group. The role of the administrators is to take over the running of the business when a business is faced with insolvency. They act in the interests of creditors and their first priority is to determine whether all or part of a business can be saved.
- Immediately following the appointment, all operations ceased. The administrators are continuing to explore options for a sale of P&H Direct Van Sales Limited, P&H Sweetdirect Limited and P&H Snacksdirect Limited.
- WS Retail Limited has not been placed into administration and continues to trade as normal.

### **Will I get paid for services or goods I have already provided?**

- The following companies are in administration and will not pay for any goods that were provided before the administration, any monies owed by the group will be treated as an unsecured claim.

Palmer & Harvey (Holdings) PLC;

Palmer & Harvey McLane Limited;

Palmer & Harvey McLane (Holdings) Limited;

P&H (1925) Limited;

P&H Direct Van Sales Limited;

P&H Sweetdirect Limited;

P&H Direct Limited; and

P&H Snacksdirect Limited

### **I have goods on site which I have not been paid for. I am coming to take them away as I retain title to all goods until I am paid?**

- If you believe you a retention of title claim over goods that you have supplied to the group please see guidance how to file a claim under the supplier section of the website.
- No goods will be released without the permission of the administrators or their representatives.

### **Will I be asked to continue to supply the group?**

- The administrators may request that you continue to supply goods and services to the group to assist with the administration. No goods should be supplied without approved signatories from a member of the Administration team.

**I have received purchase orders from the group to supply goods. Should I supply these?  
Who do I deliver these to?**

- Only services and supplies ordered by the administrators or their authorised representatives will be paid for. All purchases will be ordered using a new sequence of purchase order form. This will be signed by one of the authorised signatories whose names and signatures are shown on the suppliers letter, a copy of which will be made available to you.

**Will the administrators provide me with a guarantee?**

- No, it is not the policy of the administrators to provide any form of guarantee.

**What is the likely return to unsecured creditors?**

- Please note that it is too early to give any indication of the prospects of return for unsecured creditors although any return is unlikely. Administrators will provide the information required by Rule 3.35 of the Insolvency (England and Wales) Rules 2016 as soon as reasonably practicable and, in any event within 8 weeks of the date of appointment.

**Where should I file my claim?**

- You should send all completed claim forms to the administrators at the following address- PricewaterhouseCoopers LLP, Central Square, 29 Wellington St, Leeds LS1 4DL

**I am an agency worker, do I still need to provide services?**

- Unless you are told otherwise your services are not required and you should inform your agency as soon as possible.

**I am a supplier to WS Retail, are they affected by the administration?**

- No, WS Retail is continuing to trade as normal, please continue to engage with WS Retail in the usual way.

**I've supplied goods to WS Retail and not been paid, can I come collect my goods?**

- These goods will be paid for in the normal course of business. Kindly contact the appropriate Accounts Payable contact at the company to discuss any payment dates as required.