



Mhairi McQuillan
Senior Manager, Operations
RHI
C/O OFGEM
9 Millbank
London
SW1P 3GE

6 October 2017

Dear Madam,

Re: The Independent Public Inquiry into the Non Domestic Renewable Heat Incentive (RHI) Scheme

Provision of a Section 21 Notice requiring the provision of evidence in the form of a written statement

I am writing to you in my capacity as Solicitor to the Independent Public Inquiry into the Non Domestic Renewable Heat Incentive (RHI) Scheme (known as 'the RHI Inquiry') which has been set up under the Inquiries Act 2005 ('the Act').

I know that you will be familiar, from my previous correspondence, with the RHI Inquiry's Terms of Reference, which remain available on the Inquiry's website. You will also be aware that the RHI Inquiry is conducting its investigations into the matters set out in its Terms of Reference. The Inquiry is continuing with the process of gathering all of the relevant documentation from relevant departments, organisations and individuals.

In addition, the Inquiry is also engaged in the process of requiring individuals who have been, or who may have been, involved in the range of matters which come within the Inquiry's Terms of Reference to provide written evidence to the Inquiry Panel.

In keeping with the approach we are taking with other individuals, the RHI Inquiry is now issuing to you a Statutory Notice (known as a 'Section 21 Notice') pursuant to its powers to compel the provision of evidence in the form of a written statement in relation to the matters falling within its Terms of Reference.

The Section 21 Notice enclosed with this letter requires you to provide evidence to the RHI Inquiry Panel in the form of a written statement addressing the matters identified in the Schedule to the Section 21 Notice. As the text of the Section 21 Notice explains, you are required by law to comply with it.

The aim of the enclosed Notice is to require you to provide all relevant evidence you have within your knowledge, information or belief which is pertinent to the Inquiry's Terms of Reference. The Schedule to the enclosed Section 21 Notice provides further detail as to the matters which should be covered in the written evidence which is required from you. In the event that there is a category of information in respect of which you have no evidence which you can provide, please state this in your response. Where you can provide evidence, the more comprehensive your statement is, the less likely it may be that the Inquiry will have to revert to you at a later stage for clarification, although in many cases this is likely to be necessary to some degree.

It is vital that the witness statement you provide to the Inquiry is your own evidence, absent the influence of others; that it is comprehensive; and that it fully explains your involvement in the matters about which you have been asked.

As you may be aware, the Inquiry has already required the provision of a statement setting out the corporate position of Ofgem in relation to the Northern Ireland RHI Scheme. However, the Inquiry Panel is also interested in the roles played by individual officials from Ofgem who were involved with the Scheme. Moreover, the Inquiry Panel recognise that individual officials may have a different perspective from, or may even disagree with certain aspects of, the position adopted by the organisation they work for. The statement, which is required from you pursuant to

the enclosed Notice, is your opportunity to explain what you did in relation to the Northern Ireland RHI Scheme and why you did it; and also to make the Inquiry aware of any concerns you may have about the actions of others.

I appreciate that you may require or desire access to some documentation in order to assist you in preparing your statement. In particular, you may wish to see documentation to which you previously had access but now no longer have access in your current post. If that applies in your case, I understand that Ofgem will assist you, at least in the first instance. You should contact Mark Mills, Principal Legal Advisor at Ofgem. He is contactable at Mark.Mills@ofgem.gov.uk. I have informed Mark Mills that you may be making contact with him to arrange access to documentation, or for general assistance and support; but there is, of course, no obligation upon you to do so. If you encounter any difficulties, of whatever kind, you should not hesitate to get in touch with me.

I also refer you to Restriction Order No 2 made by the Chairman of the RHI Inquiry on 22 June 2017, a copy of which is enclosed for your convenience. This restriction order prohibits you from publishing any documentation received from the RHI Inquiry (save that you may show it to your legal representative) unless you first obtain the consent in writing of the Inquiry Chairman.

In addition to the four restriction orders made by the Chairman of the RHI Inquiry (which you will find published on the Inquiry website) receipt of this correspondence and its enclosures also places you under a duty of confidentiality to the RHI Inquiry in respect of them. You may share the correspondence and the enclosed Notice and documents with your legal representative(s), but neither you nor they may show, communicate the contents of, nor provide this correspondence or the Notice or documents to any other person or organisation without the express permission of the RHI Inquiry. Any breach of this duty of confidentiality is actionable at the suit of the Inquiry Chairman.

You will also find attached to the Section 21 Notice a Guidance Note explaining the nature of a Section 21 Notice and the procedures that the RHI Inquiry has adopted in relation to such a notice. In particular, you are asked to provide your evidence in the form of the template witness statement which is also enclosed with this correspondence.

Given the tight time-frame within which the RHI Inquiry must operate, the Chairman of the Inquiry would be grateful if you would comply with the requirements of the Section 21 Notice as soon as possible and, in any event, by the date set out for compliance in the Notice itself.

Finally, I would be grateful if you could acknowledge receipt of this correspondence and the enclosed notice by email to Patrick.Butler@rhiinquiry.org.

Please do not hesitate to contact me to discuss any matter arising.

Yours faithfully



Patrick Butler

Solicitor to the RHI Inquiry

02890408928

SCHEDULE
[No 499 of 2017]

Background

1. Set out a description of your occupational history, qualifications and experience.
2. Set out a summary of your role or roles within Ofgem. Please provide details of dates between which you held the role/s, and what the role/s entailed. In each instance, describe how this role related, if at all, to the Non Domestic Renewable Heat Incentive (RHI) Scheme in Northern Ireland ('the NI RHI Scheme').
3. Explain, insofar as is relevant to any involvement you had with the RHI Scheme, to whom you were accountable and/or reported in Ofgem and who, if anyone, was accountable and/or reported to you.

Involvement with Northern Ireland RHI Scheme

4. Please summarise any involvement you had with the NI RHI Scheme, whether in respect of its creation, operation, administration, or otherwise, and during what period you were so involved.
5. In respect of your particular role or position:
 - a. Explain what proportion or percentage of your role was devoted to work on the NI RHI Scheme (giving details, if applicable, of how this altered over time or at different periods);
 - b. Explain how you carried out your roles or responsibilities in relation to the NI RHI Scheme on a day-to-day basis; and
 - c. Specify whether you consider you were adequately trained and/or resourced in respect of your roles or responsibilities in relation to the NI

RHI Scheme. (If not, please specify clearly in what respects you contend this was not so and, if applicable, what steps you took in relation to this).

6. Identify, in your view, any actual or potential problems, flaws, anomalies, or difficulties with the NI RHI Scheme and/or its operation or administration, explaining in each instance, so far as you can, how those problems, flaws, anomalies, or difficulties manifested themselves, how they came about, and with whom (if anyone) responsibility or accountability for them lay.
7. Please identify when, and how, you first became aware of each of the aforementioned problems, flaws, etc..
8. Please identify and explain any difficulties you encountered within Ofgem in respect of the operation of the administration of the RHI Scheme.
9. Please identify and explain any difficulties you encountered in the relationship between Ofgem and the Department of Enterprise, Trade and Investment (DETI) (later, the Department for the Economy) in Northern Ireland in respect of the operation of the administration of the NI RHI Scheme.

Involvement with Great Britain RHI Scheme

10. If you had any involvement in the Northern Ireland RHI Scheme (as addressed above), please also address the following issues:
 - a. State whether you were also involved in the analogous RHI Scheme which operated in Great Britain ('the GB RHI Scheme');
 - b. If you were involved in the GB RHI Scheme, summarise briefly the extent and nature of your involvement in it;
 - c. If you were involved in both RHI Schemes:

- i. state whether, based upon your experience of each, there were lessons to be learned for the NI RHI Scheme from the GB RHI Scheme and, if there were, clarify what those lessons were, whether they were learned, and, if they were not learned, what you understand to be the reasons for this;
- ii. state whether, based upon your experiences of each, there were differences in how Ofgem dealt with each Scheme and if there were such differences, clarify whether any of them impacted adversely upon the NI RHI Scheme (in particular, concerning the proper administration of that Scheme), clarify what those particular differences were, and set out the reasons for those differences as you understand them.

Promotion of the NI RHI Scheme

11. Specify whether you promoted the NI RHI Scheme and/or encouraged any third party to seek accreditation under the Scheme, assisted any third party in so doing, or provided any third party with information knowing that they might apply, or consider applying, or that they might advise, encourage, assist, or cause other persons to apply, or consider applying, for accreditation under the Scheme. In respect of any such instance, please provide full details including (but not limited to) the third party concerned and the date of any steps taken by you in that regard.

Lobbying and pressure

12. Identify any instances, to your knowledge or belief, of lobbying or encouragement of Ministers, Special Advisers, Civil Servants or other relevant persons in relation to the terms of the NI RHI Scheme and/or the introduction, non-introduction, variation or delay of the introduction of cost controls into the Scheme (including, but not limited to, the amendment of tariffs, tiering, degression and Scheme suspension or closure) at any stage but, in particular, at the creation of the Scheme and in the period from mid-2015 to early 2016.

13. Identify any instances, to your knowledge or belief, where influence or pressure was exerted on you in relation to any aspect of the NI RHI Scheme. In respect of any such instance specify:
- a. who provided that influence or pressure;
 - b. when it occurred;
 - c. what it consisted of and how it was conveyed;
 - d. what you believed the motivation to have been (and what you now believe the motivation to have been, if different), and why you believe that; and
 - e. how you dealt with it.
14. Identify any instances, to your knowledge or belief, where influence or pressure was exerted on someone else in relation to the NI RHI Scheme. In respect of any such instance identify:
- a. who provided that influence or pressure;
 - b. who it was exerted on;
 - c. when it occurred;
 - d. what it consisted of and how it was conveyed;
 - e. what you believe the motivation to have been, and why you believe that;
 - f. how it was dealt with; and
 - g. how and when you came to be aware of the influence or pressure.

Standards of conduct and conflict of interest

15. Identify any instances, to your knowledge or belief, where a Minister, Special Adviser, Civil Servant or any other person involved in the NI RHI Scheme (including, if applicable, yourself):
- a. breached relevant standards (including, but not limited to, the Nolan Principles, the Ministerial Code of Conduct, the Civil Service Code of Conduct, the Code of Conduct for Special Advisers and/or terms or

conditions of employment or service) or acted in a way incompatible with their duties (including, but not limited to, by means of making premature or unauthorised disclosures);

- b. acted in circumstances relating to or touching upon the Scheme in any way where they had a real or perceived conflict of interest;

in respect of any such instances, providing details and specifying the basis for any belief that there has been a breach of a relevant standard or duty or that a conflict of interest arose.

16. Specify whether, to your knowledge, you have any connection to a person or body receiving payment under the NI RHI Scheme or benefiting commercially from the Scheme in some other way (for instance, by supplying equipment, plant, fuel or other goods or services used by Scheme claimants). In this request, a 'connection' includes (but is not limited to) circumstances where the Scheme claimant or beneficiary is a relative, friend, close acquaintance, business associate or (in the case of politicians or special advisers) donor or supporter (either to or of you or your political party).

Whistle-blowing and raising of concerns

17. Identify any instances of which you are aware of whistle-blowing in relation to the Scheme, or disclosures made in the public interest raising concerns about the NI RHI Scheme, setting out details of when this occurred, to whom and by whom any relevant disclosure was made and how it was dealt with.
18. In particular, provide an account of how you dealt with any disclosures raising concerns about the NI RHI Scheme made or communicated to you at any time. In relation to each such instance, identify precisely how the concerns were communicated to you.
19. Specify when you first became aware that subsidies payable under the NI RHI Scheme exceeded the cost of biomass fuel used to produce heat (so that there

was an incentive in some cases to produce heat merely to make profit from the Scheme) and how you so became aware.

General

20. Considering the RHI Inquiry's Terms of Reference, please identify any representations made to you about the RHI Scheme (which you regard as significant and about which you consider the RHI Inquiry should be aware), whether those representations were made by colleagues, or otherwise. In respect of any such representations please indicate when they occurred, where they occurred, who was involved, and what was said or communicated to you.
21. Considering the RHI Inquiry's Terms of Reference, please identify any conversations or discussions you had about the RHI Scheme (which you regard as significant and about which you consider the RHI Inquiry should be aware), whether those conversations or discussions involved colleagues, or otherwise. In respect of any such conversations or discussions please indicate when they occurred, where they occurred, who was involved, and what was said to you.
22. Provide any further evidence within your knowledge or belief which is relevant to the matters which the RHI Inquiry is investigating as set out in the RHI Inquiry's Terms of Reference.

NOTE:

It is important for the efficiency of the RHI Inquiry that the issues identified above are addressed as fully as possible and by reference, where available, to the dates and locations of specific incidents to which reference is made. The statement should be broken down into paragraphs, which should be numbered sequentially from '1' to the end. The use of appropriate section headings or sub-headings is also encouraged. A template witness statement is provided with this Notice for your assistance and should be used as the format for your response.



INQUIRY INTO THE RENEWABLE HEAT INCENTIVE SCHEME

RHI REF: Notice 499 of 2017

DATE: 12/10/2017

Witness Statement of: Mhairi McQuillan

I, Mhairi McQuillan, will say as follows: -

Background

1. After graduating in 1999, (BSc (Hons) Environmental Science and Environmental Management) I worked with NHS Lanarkshire (formerly Lanarkshire Primary Care Trust) until July 2013. During this time I held a variety of roles including Waste Services Officer, Capital Planning Officer, Property Services Manager and Property and Support Services Manager.

2. Since joining Ofgem in 2013, I've had the following roles:

July 2013 – July 2014 Operations Manager, Non Domestic Renewable Heat Incentive

In this role, I was responsible for the day to day operational management for part of the applications team. The applications team is responsible for reviewing applications to check eligibility for both GB and NI Schemes, obtaining further information from the applicant if required and for making a recommendation to delegated authority on whether the application should be accepted or rejected from the applicable scheme. As well as line management of the team, training and development and monitoring / maintaining quality, I managed the resource profile and processes to ensure we reviewed applications in line with published and agreed service level agreements and key performance indicators (KPI). Members of my team reviewed applications for accreditation for both GB and NI schemes and I managed the KPIs and processes for both schemes.



August 2014 – October 2016, Senior Operations Manager – Applications, Non Domestic Renewable Heat Incentive

In this role I was responsible for the operational delivery of accreditations / applications process. This included resource planning, process review, delegated authority, systems / continuous improvement, attendance at meetings with DfE (formally DETI) and BEIS (formally DECC). This role related to both NI and GB schemes. Delegated authority includes approving and rejecting applications and periodic data for both Northern Ireland and GB schemes. I would also carry out formal and statutory reviews of decisions across both schemes.

October 2016 – present, Senior Operations Manager – Customer Service, Non Domestic Renewable Heat Incentive

I am now responsible for the operational delivery of the customer service team which includes operation of the enquiries line, delivery of the ID and bank verifications process, non-physical amendments and responsibility for the complaints and disputes process. These responsibilities stretch across both schemes.

3. Since joining Ofgem, I have been accountable to Teri Clifton, Head of Operational Delivery

I have line managed a number of people in relation to the RHI Scheme.

Reported directly to me during my time as an Operations Manager – Robin Dunne, Charlotte Morris, Michael McKillop, Anna Gooding, Neil Coffey, Lewis Todd, Chioma Ganzallo, John Currie, Owen Allan, Jennifer Sutherland, Mathew Wealleans, Heather Chambers, Kenneth Campbell,

Reported directly to me during my time as Senior Operations Manager – Martin Baird, Sharon Fyfe, Kevin Hughes, Stewart Hill, Emma Fairley, Charlotte Morris, Charlotte Baker and Iain Macdonald have all reported directly to me at some point over the past 3 years (up until today's date). Most of these managers would also have had a team which I would have had overall responsibility for.



Involvement with Northern Ireland RHI Scheme

4. I have been involved with the NI RHI Scheme throughout my employment with Ofgem. The scheme was already set up when I commenced employment so I had no role in its creation. I was responsible for operational delivery of the accreditations process in relation to the NI RHI scheme. This included managing the team and resources to ensure we met agreed SLA's and KPI's. I am also a delegated authority in relation to the scheme which means I can approve and reject applications and approve and reject periodic data submissions. I was given delegated authority on 7th November 2014 following my appointment as a Senior Manager. When I became Senior Operations Manager – Applications, I also attended monthly conference calls with DETI. Here we discussed performance to date which focused on the number of applications received and the number of applications approved or rejected, any operational issues and any proposed or upcoming Regulation changes. From November 2016, when I became Senior Manager - Customer Service, I had overall responsibility for administering the complaints and disputes process in line with the guidance and Regulations and also carried out a number of application rejections. Since November 2016 I also have responsibility for any non-physical amendments. Non-physical amendments are amendments to details on the application / account that are not relevant to physical installation e.g. account / authorised signatory address changes, email address changes, bank details changes. My remit also included Freedom of Information, Environmental Information and subject access requests for the NI RHI Scheme.

5.
 - a. During the period as Operations Manager, on average c.5 % of my working week would relate to NI RHI scheme work only. This work included daily and monthly reporting, overseeing / discussing the progress of cases with reviewers and answering any complaints. This would vary depending on the queue size. During this time, there was IT improvements and changes including improved data analytics / management information software and



upgrading the CRM (case management IT system) to include meter details to improve the periodic data submission process. These improvements applied to GB RHI and NI RHI Schemes and as an operations manager I was involved in working groups, user accepting testing etc. Depending on the project stage, this could account for 25% of my working week. It should be noted these are my best estimates based on my recollection. I didn't keep detailed timesheets.

As a Senior Operations Manager - Applications, my involvement in work that only applied to the NI RHI scheme would generally have been around 5 to 10% of my time. This would vary depending on the number of applications received but generally would not exceed 20%. There was an increase in applications in September and October 2015 and again in February 2016, at these times spent on NI RHI Scheme work would have increased to at least c.25% as I supported the team in triaging applications to make sure they were 'properly made' in line the NI RHI Scheme Regulations and provided daily updates on the number of applications being received.

Following the initial increase in time caused by the application spikes, I estimate about 7% of my time was then spent on NI RHI Scheme work. Although I was not approving applications during this time, due to the increase in applications, there was a longer review time and as a consequence I would spend time responding to complaints or speaking to dissatisfied applicants on the phone.

When I moved to the role of Senior Manager – Customer Service, I estimate up to 25% of my time has been spent on NI RHI scheme work. This includes answering or administering complaint and disputes, approving non-physical amendments for NI RHI Scheme participants, attending NI Project Board meetings and processing application rejections to assist the applications team. My team were also responsible for FOI / EIR requests and there has been a significant increase in requests relating to the NI RHI Scheme over the past year. (At the time of writing this statement, I am waiting on clarification as to whether I will continue to have responsibility for FOIs and



EIRs). I have not included this time in the figure above but it may be worth noting that over 50% of my time during August and the beginning of September 2017 was allocated to dealing with subject access requests received from NI RHI scheme participants

As with the Operations Manager, many other things I worked on would be of benefit to both GB and NI RHI Schemes and this is my best estimation based on my recollections.

- b. I carried out my roles and responsibilities, as set out above, in line with the training I had been given, which included the training given to new accreditation reviewers, the NI guidance and Regulations and my objectives. I would also seek advice from senior colleagues including my line manager, technical or subject matter experts and / or from legal colleagues as required.
 - c. I consider I was adequately trained and had access to sufficient additional information, expertise and guidance to carry out my role in respect of the NI RHI Scheme. In terms of resource, following the application spikes detailed above, my team were not able to meet our agreed KPI response time.
6. The scope of my day to day role in relation to the NI RHI Scheme was to ensure efficient operational delivery of the NI RHI Scheme to the agreed service level and in-line with the Regulations.

In or around 2014, on a least two separate occasions, a senior manager (I don't recall who) asked me to stop processing applications. I was told the reason for this was a problem with the NI RHI scheme administrative arrangements between Ofgem and the Department as the Department had amended the Regulations and not updated the arrangements accordingly.

In or around 2014 following the introduction of the Domestic Renewable Heat Incentive Regulations / Scheme in Northern Ireland I was told by Edmund Ward, Head of Technical and Compliance, that I should no longer approve NI RHI applications as this role would now be limited to more senior colleagues. To the



best of my recollection, I was told by Edmund Ward that the reason for this was there was no data sharing agreement in place for DETI to share domestic RHI applicants details with Ofgem. My understanding was this was due to the risk that Ofgem could therefore approve applications for installations that were also participating in the NI RHI Domestic scheme.

I became aware in June 2015 that there may be an issue with budgets for the NI RHI Scheme and that the scheme only had approval to March 2015 and there was no business case in place. I may have been at a meeting where this was discussed but I can't be sure although I definitely received an email from Edmund Ward, Head of Technical & Compliance, to that affect.

7. As mentioned above, I became aware of the issues with administration arrangements and the data sharing issue in or around 2014. In relation to the budget issue, I became aware of this issue following an email from Edmund Ward, Head of Technical & Compliance on 17th June 2015.
8. Other than the difficulties with the lack of staff resource following application spikes, I have not encountered any other difficulties in relation to the operation of the RHI Scheme.
9. I did not encounter any difficulties in the relationship between Ofgem and the Department.

Involvement with Great Britain RHI Scheme

10.
 - a. I was involved with the analogous RHI scheme which operated in Great Britain.
 - b. The extent and nature of my involvement in the GB Scheme is the same as the extent and nature of my involvement in the NI RHI Scheme as outlined above.



c.

- i. The GB RHI Scheme had a tiering mechanism in place to control payments values and returns on investment. This mechanism was not introduced to the NI RHI Scheme. I do not know why but it is my view it reduces the likelihood of participants generating heat to increase their periodic payments.
- ii. There were differences in how Ofgem dealt with each Scheme due to the difference in the Regulations. Other than regulatory differences, I believe Ofgem also published public reports for the GB scheme but not for the NI Scheme. I think this may be related to the administrative arrangements.

There is also a difference in how statutory reviews are handled for each scheme. If an applicant or participant request a statutory review on the GB Scheme, this is carried out by Ofgem but on the NI RHI Scheme, statutory reviews are carried out by DfE (formally DETI).

I don't believe these differences impacted adversely upon the NI RHI Scheme.

Promotion of the NI RHI Scheme

11. I never promoted the NI RHI scheme or encouraged any third party to seek accreditation under the Scheme, assisted any third party in so doing, or provided any third party with information knowing that they might apply, or consider applying, or that they might advise, encourage, assist, or cause other persons to apply, or consider applying for accreditation under the Scheme.

Lobbying and pressure

12. I have no knowledge of lobbying or encouragement of Ministers, Special Advisers, Civil Servants or other relevant persons in relation to the terms of the NI RHI Scheme and / or the introduction, non-introduction, variation or delay of the introduction of cost controls into the Scheme (including, but not limited to,



the amendment of tariffs, tiering, degression and Scheme suspensions or closure) at any stage.

13. No instances of influence or pressure
14. I am not aware of any instances where influence or pressure was exerted on someone else in relation to the NI RHI scheme.

Standards of conduct and conflict of interest

15.
 - a. I have no knowledge of a Minister, Special Adviser, Civil Servant or any other person involved in the NI RHI Scheme, including myself, breaching relevant standards or acting in a way incompatible with their duties (including, but not limited to, by means of making premature or unauthorised disclosures);
 - b. I have no knowledge of a Minister, Special Adviser, Civil Servant or any other person involved in the NI RHI Scheme, including myself acting in circumstances relating to or touching upon the Scheme in any way where they had a real or perceived conflict of interest.
16. On the 12th January I became aware there was an application for an installation on a site that my spouse's relatives are involved in. This was following a freedom of information request that I gathered data for. I was not aware of the application and had no involvement in processing it. As soon as I became aware of it, I declared this to my line manager.

Whistle-blowing and raising of concerns

17. I was not aware of any whistle-blowing in relation to the Scheme, or disclosure made in the public interest raising concerns about the NI RHI Scheme until they were reported in the media. I am aware of calls to Counter Fraud Whistle-blowing line or emails to the Counter Fraud team raising concerns relating to



specific RHI Installations or participants as limited details are discussed as part of routine operational management meetings and Project Board Meetings with DfE.

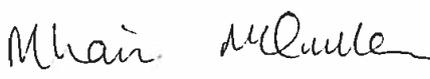
18. I have not received any specific concerns directly. Where I have been aware of concerns in relation to specific installations or participants, I have supported senior management and Counter Fraud in some instances with providing data, searching databases etc.
19. I only became aware that subsidies payable under the NI RHI Scheme exceeded the cost of biomass fuel use to produce heat (so that there was an incentive in some cases to produce heat merely to make profit from the Scheme) when this was highlighted in the media.

General

20. There have been no representations made to me about the RHI Scheme.
21. Considering the RHI Inquiry's Terms of Reference, I don't believe there are any conversations about the RHI Scheme that I consider significant or that the RHI Inquiry should be aware.
22. To the best of knowledge and belief I have no further evidence that is relevant.

Statement of Truth

I believe that the facts stated in this witness statement are true.

Signed: 

Dated: _____ 13/10/17 _____