

# Firstsource Solutions Limited



## Profit and Loss account summary (consolidated figures)

(As per Indian GAAP)

*In Rs million, except per share data*

Particulars	Quarter ended		Growth % in Q3 FY10 over Q3 FY09	Quarter ended Sep 30, 2009	Growth % in Q3 FY10 over Q2 FY10
	Dec 31, 2009	Dec 31, 2008			
<b>INCOME</b>					
Income from services	4,839.9	4,473.4		4,883.9	
Other Operating Income	68.7	(31.3)		3.3	
<b>REVENUES FROM OPERATIONS</b>	<b>4,908.5</b>	<b>4,442.1</b>	<b>10.5%</b>	<b>4,887.2</b>	<b>0.4%</b>
<b>EXPENDITURE</b>					
Operating expenses	1,223.5	1,303.6		1,170.6	
Personnel expenses	3,003.0	2,683.0		3,002.0	
<b>Total (B)</b>	<b>4,226.5</b>	<b>3,986.6</b>		<b>4,172.6</b>	
<b>OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)</b>	<b>682.0</b>	<b>455.5</b>	<b>49.7%</b>	<b>714.6</b>	<b>-4.6%</b>
<b>Operating EBITDA %</b>	<b>13.9%</b>	<b>10.3%</b>		<b>14.6%</b>	
Depreciation / amortization	214.8	255.0		226.3	
<b>OPERATING EARNINGS BEFORE INTEREST AND TAX (EBIT)</b>	<b>467.2</b>	<b>200.5</b>	<b>133.0%</b>	<b>488.4</b>	<b>-4.3%</b>
<b>Operating EBIT %</b>	<b>9.5%</b>	<b>4.5%</b>		<b>10.0%</b>	
Extraordinary (expense)	-	-		-	
Interest Income / (expense), net	(56.7)	(9.5)		(55.4)	
Exchange gain/ (loss) on Foreign currency loan	(7.3)	-		(42.7)	
Gain/(loss) due to Exchange var. and amortized (cost) on fair value of FCCB	(28.2)	(29.5)		(27.7)	
Other Income / (expense)	22.4	(10.9)		(12.2)	
<b>PROFIT/(LOSS) BEFORE TAX (PBT)</b>	<b>397.5</b>	<b>150.6</b>	<b>163.9%</b>	<b>350.4</b>	<b>13.4%</b>
<b>PBT (% of Total Income)</b>	<b>8.1%</b>	<b>3.4%</b>		<b>7.2%</b>	
Taxes	64.3	32.9		57.9	
<b>PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST</b>	<b>333.2</b>	<b>117.7</b>	<b>183.0%</b>	<b>292.4</b>	<b>13.9%</b>
Minority Interest	0.1	2.1		1.2	
<b>PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)</b>	<b>333.2</b>	<b>115.6</b>	<b>188.1%</b>	<b>291.2</b>	<b>14.4%</b>
<b>PAT (% of Total Income)</b>	<b>6.8%</b>	<b>2.6%</b>		<b>6.0%</b>	
<b>EARNINGS PER SHARE</b> (Equity shares of par value Rs 10/ each)					
Basic	0.78	0.27		0.68	
Diluted	0.70	0.27		0.61	

# Firstsource Solutions Limited



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**Profit and Loss account summary**  
(consolidated figures)

(As per Indian GAAP)

*In Rs million, except per share data*

Particulars	Nine months ended		Growth (%)
	Dec 31, 2009	Dec 31, 2008	
<b>INCOME</b>			
Income from services	14,531.2	12,779.0	
Other Operating Income	109.4	(8.3)	
<b>REVENUES FROM OPERATIONS</b>	<b>14,640.5</b>	<b>12,770.7</b>	<b>14.6%</b>
<b>EXPENDITURE</b>			
Operating expenses	3,625.7	3,585.4	
Personnel expenses	8,921.8	7,480.2	
<b>Total (B)</b>	<b>12,547.5</b>	<b>11,065.6</b>	
<b>OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)</b>	<b>2,093.0</b>	<b>1,705.1</b>	<b>22.7%</b>
<b>EBITDA %</b>	<b>14.3%</b>	<b>13.4%</b>	
Depreciation / amortization	668.1	689.8	
<b>OPERATING EARNINGS BEFORE INTEREST AND TAX (EBIT)</b>	<b>1,424.9</b>	<b>1,015.3</b>	<b>40.3%</b>
<b>EBIT %</b>	<b>9.7%</b>	<b>8.0%</b>	
Extraordinary (expense)	(84.0)	-	
Interest Income / (expense), net	(156.5)	(32.0)	
Exchange gain/ (loss) on Foreign currency loan	(105.7)	(5.5)	
Gain/(loss) due to Exchange var. and amortized (cost) on fair value of FCCB	(85.1)	(859.5)	
Gain on FCCB Buy back	73.9	-	
Other Income	128.0	(39.3)	
<b>PROFIT/(LOSS) BEFORE TAX (PBT)</b>	<b>1,195.6</b>	<b>79.0</b>	<b>1413.2%</b>
<b>PBT (% of Total Income)</b>	<b>8.1%</b>	<b>0.6%</b>	
Taxes	187.1	179.8	
<b>PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST</b>	<b>1,008.5</b>	<b>(100.7)</b>	
Minority Interest	4.0	1.3	
<b>PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)</b>	<b>1,004.6</b>	<b>(102.0)</b>	
<b>PAT (% of Total Income)</b>	<b>6.8%</b>	<b>-0.8%</b>	
<b>EARNINGS PER SHARE</b> (Equity shares of par value Rs 10/ each)			
Basic	2.34	(0.24)	
Diluted	2.09	(0.24)	

# Firstsource Solutions Limited

**Balance sheet summary**  
(consolidated figures)



**firstsource**  
(As per Indian GAAP)

*In Rs million*

Particulars	As on	
	Dec 31, 2009	Sep 30, 2009
<b>SOURCES OF FUNDS</b>		
<b>Shareholder's funds</b>		
Share capital	4,291.3	4,288.5
Reserve and surplus	9,657.7	9,566.1
	13,948.9	13,854.6
<b>Minority interest</b>	51.9	54.3
<b>Loan funds</b>		
Secured loans	2,926.7	2,989.0
Unsecured loans	10,964.8	11,108.2
	13,891.5	14,097.2
	<b>27,892.2</b>	<b>28,006.1</b>
<b>APPLICATION OF FUNDS</b>		
<b>Goodwill on consolidation</b>	21,328.0	21,909.7
<b>Fixed assets</b>		
Gross block	6,405.0	6,488.6
Less: Accumulated depreciation and amortization	4,537.1	4,551.2
Net block	1,867.9	1,937.4
Add: Capital work in progress (including capital advances)	51.6	75.3
	1,919.4	2,012.6
<b>Investments</b>	941.8	623.9
<b>Deferred tax asset, (net)</b>	98.7	132.9
<b>Current assets, loans and advances</b>		
Sundry debtors	2,917.9	2,482.9
Unbilled revenues	477.0	622.5
Cash and bank balances	905.4	1,185.6
Loans and advances	1,847.0	1,440.6
	6,147.4	5,731.6
<b>Less: Current liabilities and provisions</b>		
Current liabilities	1,992.6	1,855.9
Provisions	550.5	548.8
	2,543.1	2,404.7
<b>Net current assets</b>	3,604.3	3,327.0
	<b>27,892.2</b>	<b>28,006.1</b>

# Firstsource Solutions Limited



## OPERATING METRICS

Revenue by Industry					
	Quarter Ended			Year Ended	
	Dec 31, 2009	Dec 31, 2008	Sep 30, 2009	Mar 31, 2009	Mar 31, 2008
BFSI	22.0%	23.2%	22.4%	25.2%	30.8%
Telecom & Media	39.6%	32.3%	38.1%	32.4%	36.0%
Healthcare	36.5%	41.5%	37.6%	39.9%	29.8%
Others	1.9%	3.0%	1.9%	2.5%	3.4%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Revenue by Geography					
	Quarter Ended			Year Ended	
	Dec 31, 2009	Dec 31, 2008	Sep 30, 2009	Mar 31, 2009	Mar 31, 2008
US (including Canada)	58.1%	63.9%	59.7%	63.0%	54.0%
UK	28.5%	25.4%	27.1%	26.0%	35.0%
India	12.7%	10.1%	12.5%	10.8%	10.8%
Rest of world	0.7%	0.5%	0.7%	0.3%	0.1%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Revenue by Delivery location					
	Quarter Ended			Year Ended	
	Dec 31, 2009	Dec 31, 2008	Sep 30, 2009	Mar 31, 2009	Mar 31, 2008
Offshore	28.6%	30.6%	29.1%	30.5%	39.6%
Domestic	12.7%	10.1%	12.5%	10.8%	10.8%
Onshore	58.6%	59.3%	58.4%	58.8%	49.6%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Client Concentration					
	Quarter Ended			Year Ended	
	Dec 31, 2009	Dec 31, 2008	Sep 30, 2009	Mar 31, 2009	Mar 31, 2008
Client contribution to revenues					
Top customer	13.3%	10.5%	12.3%	10.3%	14.4%
Top 5 customers	34.8%	31.4%	33.2%	31.2%	37.4%

Employee and Seats Metrics					
	Quarter Ended			Year Ended	
	Dec 31, 2009	Dec 31, 2008	Sep 30, 2009	Mar 31, 2009	Mar 31, 2008
Total employees (end of period)	27,308	22,520	26,432	21,570	17,369
Net Addition	876	2,944	3,077	4,201	2,973
Employees in India	21,377	17,991	20,890	16,859	13,159
Employees outside India	5,931	4,529	5,542	4,711	4,210
Number of seats	19,407	17,715	19,870	18,932	14,989
Seat fill factor	80%	74%	76%	70%	73%

Attrition Snapshot	
	Post 180 days attrition - Quarter annualized
Domestic	68.3%
Offshore (India, Argentina and Philippines)	43.7%
Onshore (US and UK)	34.1%

Other Metrics		
	Period ended	
	Nine months ended Dec 31, 2009	Year ended Mar 31, 2009
Capital Expenditure (INR million)	372.8	981.0