

Firstsource Solutions Limited



Profit and Loss account summary (consolidated figures)

(As per Indian Accounting Standards)

In INR million, except per share data

Particulars	Quarter ended		Growth % in Q4 FY19 over Q4 FY18	Quarter ended	Growth % in Q4 FY19 over Q3 FY19
	March 31, 2019	March 31, 2018		December 31, 2018	
INCOME					
Income from services	9,642.15	8,713.16	10.7%	9,723.13	-0.8%
Other Operating Income	29.67	259.78	-88.6%	129.29	-77.1%
REVENUES FROM OPERATIONS	9,671.82	8,972.94	7.8%	9,852.42	-1.8%
EXPENDITURE					
Operating expenses	1,943.38	1,620.97	19.9%	1,926.65	0.9%
Personnel expenses	6,344.27	6,027.09	5.3%	6,564.72	-3.4%
	8,287.65	7,648.06	8.4%	8,491.37	-2.4%
OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)	1,384.17	1,324.88	4.5%	1,361.05	1.7%
Operating EBITDA %	14.31%	14.77%		13.81%	
Depreciation / amortization	189.66	172.34	10.0%	190.79	-0.6%
OPERATING EARNINGS BEFORE INTEREST AND TAX (EBIT)	1,194.51	1,152.54	3.6%	1,170.26	2.1%
Operating EBIT %	12.35%	12.84%		11.88%	
Interest Income / (expense), net	(57.16)	(83.50)	-31.5%	(60.47)	-5.5%
Other Income / (expense)	(24.94)	(30.96)	-19.4%	(2.86)	772.0%
PROFIT/(LOSS) BEFORE TAX (PBT)	1,112.41	1,038.08	7.2%	1,106.93	0.5%
PBT (% of Total Income)	11.50%	11.57%		11.24%	
Taxes	129.96	109.40	18.8%	125.66	3.4%
PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST	982.45	928.68	5.8%	981.27	0.1%
Minority Interest	0.02	0.43	-95.5%	(0.01)	-294.3%
PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)	982.43	928.25	5.8%	981.28	0.1%
PAT (% of Total Income)	10.16%	10.34%		9.96%	
EARNINGS PER SHARE (Equity shares of par value ` 10/ each)					
Basic	1.42	1.36		1.42	
Diluted	1.42	1.35		1.41	

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Profit and Loss account
(consolidated figures)

(As per Indian Accounting Standards)

In INR million, except per share data

Particulars	Year Ended		Growth
	March 31, 2019	March 31, 2018	%
INCOME			
Income from services	37,867.07	34,314.97	10.4%
Other Operating Income	395.70	1,037.50	-61.9%
REVENUES FROM OPERATIONS	38,262.77	35,352.47	8.2%
EXPENDITURE			
Operating expenses	7,335.51	6,808.66	7.7%
Personnel expenses	25,572.59	23,954.75	6.8%
	32,908.10	30,763.41	7.0%
OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)	5,354.67	4,589.06	16.7%
Operating EBITDA %	13.99%	12.98%	
Depreciation / amortization	744.35	659.24	12.9%
OPERATING EARNINGS BEFORE INTEREST AND TAX (EBIT)	4,610.32	3,929.82	17.3%
Operating EBIT %	12.05%	11.12%	
Interest Income / (expense), net	(225.11)	(338.43)	-33.5%
Other Income / (expense)	(26.03)	(11.30)	130.4%
PROFIT/(LOSS) BEFORE TAX (PBT)	4,359.18	3,580.09	21.8%
PBT (% of Total Income)	11.39%	10.13%	
Taxes	581.41	314.31	85.0%
PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST	3,777.77	3,265.78	15.7%
Minority Interest	(0.09)	0.59	-115.8%
PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)	3,777.86	3,265.19	15.7%
PAT (% of Total Income)	9.87%	9.24%	
EARNINGS PER SHARE (Equity shares of par value ` 10/ each)			
Basic	5.48	4.78	
Diluted	5.45	4.73	

Balance sheet
(consolidated figures)

(As per Indian Accounting Standards)

In INR million

Particulars	As on	
	March 31, 2019	March 31, 2018
ASSETS		
Non-current assets		
Goodwill on consolidation	20,451.72	19,308.07
Fixed assets	1,795.43	1,510.35
Investment in associate accounted for using the equity method	0.06	0.07
Financial Assets		
Investments	121.59	122.55
Other financial assets	718.79	332.33
Deferred tax assets	2,314.68	2,175.49
Income tax assets	776.51	679.24
Other non-current assets	2,174.46	1,956.68
Total Non-current assets	28,353.24	26,084.78
Current Assets		
Financial Assets		
Current investments	1,217.50	220.00
Trade receivables	3,871.89	3,784.79
Cash and cash equivalents	473.84	1,230.00
Other Financial Assets	1,707.08	1,911.36
Other current assets	1,133.92	744.77
Total Current Assets	8,404.23	7,890.92
	36,757.47	33,975.70
EQUITY AND LIABILITIES		
Shareholder's funds		
Share capital	6,910.65	6,865.23
Reserve and surplus	20,296.61	16,652.37
	27,207.26	23,517.60
Minority interest	5.89	12.53
Non-current liabilities		
Long-term borrowings	69.48	142.20
Other Financial Liability	-	161.46
Provision for Employee Benefits	67.55	51.73
Deferred tax liabilities	460.70	264.29
	597.73	619.68
Current liabilities		
Financial liabilities		
Short-term borrowings	5,389.86	3,490.19
Trade payables	901.75	936.22
Other Financial Liabilities	1,585.13	4,559.49
Other Current Liability	463.15	415.83
Provision for Employee Benefits	384.07	274.18
Provision for Tax	222.63	149.98
	8,946.59	9,825.89
	36,757.47	33,975.70

Firstsource Solutions Limited



Cash Flow Statement (consolidated figures)

In INR million

Particulars	Quarter ended March 31, 2019	Year ended March 31, 2019
Sources		
Net Cash accruals / (losses)	1,375.19	5,340.82
Net Working Capital	888.56	-
Interest and Dividend Received	12.08	35.40
Increase in Shareholders' Funds	4.81	142.41
Proceeds from buy-back by FDS, Sri Lanka	-	17.40
Proceed from sale of Fixed Assets	1.36	6.78
Increase in short term borrowings	-	1,661.80
Total Sources	2,282.00	7,204.60
Uses		
Net Working Capital	-	533.93
Taxes paid	148.31	616.09
Amount paid for Sky Contract	-	360.08
Capital Expenditure	360.05	892.25
Dividend payout (including DDT)	-	1,247.73
Repayment of Borrowings	995.78	3,038.06
Interest Expense	82.40	280.00
Total Uses	1,586.54	6,968.13
Surplus / (Deficit)	695.46	236.48
Effect of exchange rate on translation of subsidiaries	(1.85)	4.86
Opening Cash and Cash Equivalents	997.73	1,450.00
Closing Cash and Cash Equivalents	1,691.34	1,691.34

OPERATING METRICS

Revenue by Industry					
	Quarter Ended			Year Ended	
	Mar 31, 2019	Mar 31, 2018	Dec 31, 2018	Mar 31, 2019	Mar 31, 2018
BFSI	36.8%	31.4%	35.3%	36.0%	29.2%
Telecom & Media	27.5%	31.0%	28.5%	28.0%	33.9%
Healthcare	33.3%	37.6%	34.1%	34.3%	36.8%
Others	2.4%	0.0%	2.1%	1.7%	0.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

Revenue by Geography					
	Quarter Ended			Year Ended	
	Mar 31, 2019	Mar 31, 2018	Dec 31, 2018	Mar 31, 2019	Mar 31, 2018
USA	55.3%	55.6%	55.2%	55.0%	53.6%
UK	43.6%	43.2%	43.8%	43.9%	43.6%
India	1.1%	1.2%	1.0%	1.1%	2.8%
Rest of world*	0.0%	0.0%	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

* Rest of world (RoW) primarily includes Europe (excluding UK), Australia and Sri Lanka

Revenue by Delivery location					
	Quarter Ended			Year Ended	
	Mar 31, 2019	Mar 31, 2018	Dec 31, 2018	Mar 31, 2019	Mar 31, 2018
Offshore	18.5%	22.9%	18.1%	19.6%	24.1%
Onshore	81.5%	77.1%	81.9%	80.4%	75.9%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

Revenue by Business Segment					
	Quarter Ended			Year Ended	
	Mar 31, 2019	Mar 31, 2018	Dec 31, 2018	Mar 31, 2019	Mar 31, 2018
Customer management	56.2%	53.5%	56.6%	56.1%	55.0%
Healthcare	33.4%	37.8%	34.3%	34.6%	37.0%
Collections	10.4%	8.7%	9.1%	9.3%	8.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

Client Concentration					
	Quarter Ended			Year Ended	
	Mar 31, 2019	Mar 31, 2018	Dec 31, 2018	Mar 31, 2019	Mar 31, 2018
Client contribution to revenues					
Top customer	24.6%	27.0%	24.9%	24.5%	28.3%
Top 5 customers	42.3%	45.1%	41.2%	41.4%	46.3%

Employee and Seats Metrics					
	Quarter Ended			Year Ended	
	Mar 31, 2019	Mar 31, 2018	Dec 31, 2018	Mar 31, 2019	Mar 31, 2018
Total employees (end of period)	18,712	18,703	18,595	18,712	18,703
Net Addition	117	(523)	226	9	(7,168)
Employees in India	8,968	8,809	8,621	8,968	8,809
Employees outside India	9,744	9,894	9,974	9,744	9,894
Number of seats	15,964	16,679	16,449	15,964	16,679
Seat fill factor	82%	79%	78%	82%	79%

Attrition Snapshot			
		Post 180 days attrition - Quarter annualized	
		Q4 FY19	Q3 FY19
Offshore (India and Philippines)		41.5%	39.3%
Onshore (US and Europe)		42.9%	45.8%

Other Metrics		
	Quarter ended	
	Mar 31, 2019	Dec 31, 2018
Capital Expenditure (In INR million)	360.05	212.27