

# Firstsource Solutions Limited

**AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 2019**

CIN: L64202MH2001PLC134147

Registered office: 5th Floor, Paradigm 'B' wing, Mindspace, Link Road, Malad (West), Mumbai 400 064

Tel: + 91 22 66660888 Fax: + 91 22 6666 0887 web: [www.firstsource.com](http://www.firstsource.com), email: [complianceofficer@firstsource.com](mailto:complianceofficer@firstsource.com)

(Rs. in millions, except per share data and per equity data)

Particulars	Quarter ended			Year ended	
	March 31	December 31	March 31	March 31	March 31
	2019	2018	2018	2019	2018
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
<b>Income</b>					
Revenue from operations	9,642.15	9,723.13	8,713.16	37,867.07	34,314.97
Other operating income, net	29.67	129.29	259.78	395.70	1,037.50
Other income	10.10	7.07	(25.50)	38.87	54.31
<b>Total income</b>	<b>9,681.92</b>	<b>9,859.49</b>	<b>8,947.44</b>	<b>38,301.64</b>	<b>35,406.78</b>
<b>Expenses</b>					
Employee benefits expenses	6,344.27	6,564.72	6,027.09	25,572.59	23,954.75
Depreciation and amortisation	189.66	190.79	172.34	744.35	659.24
Finance costs	92.20	70.40	88.96	290.00	404.03
Other expenses	1,943.38	1,926.65	1,620.97	7,335.51	6,808.66
<b>Total expenses</b>	<b>8,569.51</b>	<b>8,752.56</b>	<b>7,909.36</b>	<b>33,942.45</b>	<b>31,826.68</b>
<b>Profit before tax and share in net (loss) of associate</b>	<b>1,112.41</b>	<b>1,106.93</b>	<b>1,038.08</b>	<b>4,359.19</b>	<b>3,580.10</b>
Share in net profit / (loss) of associate	-	-	-	(0.01)	(0.01)
<b>Profit before tax</b>	<b>1,112.41</b>	<b>1,106.93</b>	<b>1,038.08</b>	<b>4,359.18</b>	<b>3,580.09</b>
<b>Tax expense</b>					
Current tax	3.83	75.71	96.22	343.63	456.79
Deferred tax	126.13	49.95	13.18	237.78	(142.48)
<b>Net profit after tax</b>	<b>982.45</b>	<b>981.27</b>	<b>928.68</b>	<b>3,777.77</b>	<b>3,265.78</b>
Other comprehensive income, net of taxes	21.70	160.13	24.86	967.01	(175.48)
<b>Total comprehensive income</b>	<b>1,004.15</b>	<b>1,141.40</b>	<b>953.54</b>	<b>4,744.78</b>	<b>3,090.30</b>
<b>Profit attributable to:</b>					
Owners of the equity	982.43	981.28	928.25	3,777.86	3,265.19
Non - controlling interest	0.02	(0.01)	0.43	(0.09)	0.59
<b>Total comprehensive income attributable to:</b>	<b>982.45</b>	<b>981.27</b>	<b>928.68</b>	<b>3,777.77</b>	<b>3,265.78</b>
Owners of the equity	1,003.90	1,142.13	952.59	4,745.45	3,089.52
Non - controlling interest	0.25	(0.73)	0.95	(0.67)	0.78
	<b>1,004.15</b>	<b>1,141.40</b>	<b>953.54</b>	<b>4,744.78</b>	<b>3,090.30</b>
Paid-up equity share capital (Face value per share of Rs 10)	6,910.65	6,908.52	6,865.23	6,910.65	6,865.23
Reserves excluding revaluation reserve	-	-	-	20,296.61	16,652.37
Earning per share (Rs) : (Face value per share of Rs 10)					
-Basic	1.42	1.42	1.36	5.48	4.78
-Diluted	1.42	1.41	1.35	5.45	4.73

## Notes to financials results :

- The audited consolidated financial statements for the quarter and year ended March 31, 2019 have been taken on record by the Board of Directors at its meeting held on May 6, 2019. The statutory auditors have expressed an unmodified audit opinion. The information presented above is extracted from the audited consolidated financial statements. These financial statements are prepared in accordance with the Indian Accounting Standard (Ind AS) as prescribed under Section 133 of the Companies Act, 2013 read with Rule 3 of the Companies (Indian Accounting Standards) Rules, 2015 and Companies (Indian Accounting Standards) Amendment Rules, 2016.
- During the year ended March 31, 2019, 4,542,211 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.
- During the quarter ended March 31, 2019, the Company has divested its investment in its wholly owned subsidiary Firstsource BPO Ireland Limited to its wholly owned subsidiary Firstsource Solutions UK Limited at fair value.
- The Board of directors at its meeting held on May 6, 2019 have recommended a dividend of Rs 2.00 per equity share for the financial year ended March 31, 2019.
- Pursuant to a composite scheme of arrangement ('Scheme'), approved by National Company Law Tribunal on 5 October 2018, amongst CESC Infrastructure Limited, Spen Liq Private Limited (erstwhile Holding Company) and other entities, Spen Liq Private Limited has been amalgamated with CESC Ventures Limited (formerly known as RP-SG Business Process Services Limited) with effect from 1 October 2017. Consequently, as a result of this approved composite scheme, the Shares of the Company held by Spen Liq Private Limited have devolved on CESC Ventures Limited on 12 October 2018 and thereby CESC Ventures Limited has become the immediate Parent of the Company.

## 6. Standalone Information (Audited) under Ind AS

Particulars	Quarter ended			Year ended	
	March 31	December 31	March 31	March 31	March 31
	2019	2018	2018	2019	2018
Total income	2,357.75	1,949.80	1,955.84	8,300.29	8,739.79
Net profit before taxation	709.02	490.70	488.11	2,228.73	2,192.56
Net profit after taxation and before other comprehensive income	659.86	456.04	464.18	1,990.21	1,919.16

# Firstsource Solutions Limited

AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 2019

CIN: L64202MH2001PLC134147

Registered office: 5th Floor, Paradigm 'B' wing, Mindspace, Link Road, Malad (West), Mumbai 400 064

Tel: + 91 22 66660888 Fax: + 91 22 6666 0887 web: www.firstsource.com, email:complianceofficer@firstsource.com

(Rs. In millions)

<b>7. Statement of assets and liabilities (Consolidated - Audited)</b>		
Particulars	As at March 31 2019	As at March 31 2018
<b>ASSETS</b>		
<b>Non-current assets</b>		
Property, plant and equipment	1,143.16	881.83
Capital work-in-progress	20.20	4.20
Goodwill on consolidation	20,451.72	19,308.07
Other Intangible assets	632.07	607.05
Intangible assets under development	-	17.27
Investment in associate accounted for using the equity method	0.06	0.07
<b>Financial assets</b>		
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
Others non-current assets	2,174.46	1,956.68
<b>Total non-current assets</b>	<b>28,353.24</b>	<b>26,084.78</b>
<b>Current assets</b>		
Financial assets		
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
<b>Total current assets</b>	<b>8,404.23</b>	<b>7,890.92</b>
<b>Total assets</b>	<b>36,757.47</b>	<b>33,975.70</b>
<b>EQUITY AND LIABILITIES</b>		
<b>Equity</b>		
Equity share capital	6,910.65	6,865.23
Other equity	20,296.61	16,652.37
<b>Total equity attributable to equity holders of the Company</b>	<b>27,207.26</b>	<b>23,517.60</b>
Non - controlling interest	5.89	12.53
<b>Total equity</b>	<b>27,213.15</b>	<b>23,530.13</b>
<b>LIABILITIES</b>		
<b>Non-current liabilities</b>		
<b>Financial liabilities</b>		
Long term borrowings	69.48	142.20
Other financial liabilities	-	161.46
Provisions for employee benefits	67.55	51.73
Deferred tax liabilities	460.70	264.29
<b>Total non-current liabilities</b>	<b>597.73</b>	<b>619.68</b>
<b>Current liabilities</b>		
Financial liabilities		
Short-term and other borrowings	5,389.86	3,490.19
Trade payables	901.75	936.22
Other financial liabilities	1,585.13	4,559.49
Other current liabilities	463.15	415.83
Provisions for employee benefits	384.07	274.18
Provision for tax	222.63	149.98
<b>Total current liabilities</b>	<b>8,946.59</b>	<b>9,825.89</b>
<b>Total equity and liabilities</b>	<b>36,757.47</b>	<b>33,975.70</b>

# Firstsource Solutions Limited

**AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 2019**

(Rs in millions)

## 8. Segment Reporting - Consolidated audited

Particulars	Quarter ended			Year ended	
	March 31	December 31	March 31	March 31	March 31
	2019	2018	2018	2019	2018
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
<b>Segment revenue</b>					
a) Customer management	5,414.59	5,501.38	4,665.72	21,235.98	18,868.24
b) Healthcare	3,227.56	3,338.17	3,292.21	13,094.80	12,703.80
c) Collections	1,000.00	883.58	755.23	3,536.29	2,742.93
<b>Total</b>	<b>9,642.15</b>	<b>9,723.13</b>	<b>8,713.16</b>	<b>37,867.07</b>	<b>34,314.97</b>
Less: Inter-segment revenue	-	-	-	-	-
<b>Net segment revenue</b>	<b>9,642.15</b>	<b>9,723.13</b>	<b>8,713.16</b>	<b>37,867.07</b>	<b>34,314.97</b>
<b>Segment results before tax and finance costs</b>					
a) Customer management	691.73	776.99	765.29	2,765.82	2,840.82
b) Healthcare	702.27	496.42	572.42	2,501.27	2,120.02
c) Collections	208.01	125.12	122.10	617.83	247.48
<b>Total</b>	<b>1,602.01</b>	<b>1,398.53</b>	<b>1,459.81</b>	<b>5,884.92</b>	<b>5,208.32</b>
i) Finance costs	(92.20)	(70.40)	(88.96)	(290.00)	(404.03)
ii) Other unallocable expenditure net of unallocable income	(397.40)	(221.20)	(332.77)	(1,235.73)	(1,224.19)
iii) Share in net profit / (loss) of associate	-	-	-	(0.01)	(0.01)
<b>Profit before tax and other comprehensive income</b>	<b>1,112.41</b>	<b>1,106.93</b>	<b>1,038.08</b>	<b>4,359.18</b>	<b>3,580.09</b>
<b>Segment assets</b>					
a) Customer management	8,200.06	8,292.62	8,291.18	8,200.06	8,291.18
b) Healthcare	19,063.83	19,073.47	18,037.42	19,063.83	18,037.42
c) Collections	3,069.14	3,012.73	2,966.52	3,069.14	2,966.52
e) Unallocable	6,424.44	5,590.38	4,680.58	6,424.44	4,680.58
	<b>36,757.47</b>	<b>35,969.20</b>	<b>33,975.70</b>	<b>36,757.47</b>	<b>33,975.70</b>
<b>Segment liabilities</b>					
a) Customer management	7,529.12	8,065.17	5,606.61	7,529.12	5,606.61
b) Healthcare	801.88	739.15	3,737.32	801.88	3,737.32
c) Collections	287.54	224.09	209.11	287.54	209.11
e) Unallocable	925.78	746.76	892.53	925.78	892.53
	<b>9,544.32</b>	<b>9,775.17</b>	<b>10,445.57</b>	<b>9,544.32</b>	<b>10,445.57</b>

### Note on segment information

#### Business segments

Based on the "management approach" as defined in Ind AS 108 - Operating Segments, the Chief Operating Decision Maker evaluates the Group's performance and allocates resources based on an analysis of various performance indicators by business segments. Accordingly, information has been presented into three key business segments comprising customer management, healthcare and collections. The accounting principles used in the preparation of the financial statements are consistently applied to record revenue and expenditure in individual segments.

**By order of the Board**  
For Firstsource Solutions Limited

Kolkata, India  
May 6, 2019

**Rajesh Subramaniam**  
Managing Director and CEO

## Firstsource Solutions Limited

### AUDITED STANDALONE FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 2019

CIN: L64202MH2001PLC134147

Registered office: 5th Floor, Paradigm 'B' wing, Mindspace, Link Road, Malad (West), Mumbai 400 064

Tel: + 91 22 66660888 Fax: + 91 22 6666 0887 web: www.firstsource.com, email:complianceofficer@firstsource.com

(Rs in millions, except per share data and per equity data)

Particulars	Quarter ended			Year ended	
	March 31	December 31	March 31	March 31	March 31
	2019	2018	2018	2019	2018
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
<b>Income</b>					
Revenue from operations	1,779.91	1,740.33	1,706.37	7,247.52	7,628.18
Other operating income, net	46.31	170.46	237.73	433.54	984.48
Other income	531.53	39.01	11.74	619.23	127.13
<b>Total income</b>	<b>2,357.75</b>	<b>1,949.80</b>	<b>1,955.84</b>	<b>8,300.29</b>	<b>8,739.79</b>
<b>Expenses</b>					
Employee benefits expenses	1,004.96	932.55	898.75	3,833.33	4,153.00
Depreciation and amortisation	65.37	61.69	55.08	243.19	215.30
Finance costs	3.84	4.21	26.94	15.45	62.32
Other expenses	574.56	460.65	486.96	1,979.59	2,116.61
<b>Total expenses</b>	<b>1,648.73</b>	<b>1,459.10</b>	<b>1,467.73</b>	<b>6,071.56</b>	<b>6,547.23</b>
<b>Profit before tax</b>	<b>709.02</b>	<b>490.70</b>	<b>488.11</b>	<b>2,228.73</b>	<b>2,192.56</b>
<b>Tax expense</b>					
Current tax	(20.80)	43.53	46.41	168.94	277.00
Deferred tax	69.96	(8.87)	(22.48)	69.58	(3.60)
<b>Net profit after tax</b>	<b>659.86</b>	<b>456.04</b>	<b>464.18</b>	<b>1,990.21</b>	<b>1,919.16</b>
Other comprehensive income, net of taxes	71.37	858.08	(396.46)	513.09	(715.70)
<b>Total comprehensive income</b>	<b>731.23</b>	<b>1,314.12</b>	<b>67.72</b>	<b>2,503.30</b>	<b>1,203.46</b>
Paid-up equity share capital (Face value per share of Rs 10)	6,910.65	6,908.52	6,865.23	6,910.65	6,865.23
Reserves excluding revaluation reserve	-	-	-	15,882.37	14,480.28
Earning per share (Rs): (Face value per share of Rs 10)					
-Basic	0.95	0.66	0.68	2.89	2.81
-Diluted	0.95	0.66	0.67	2.87	2.78

#### Notes to financials results :

1. The audited standalone financial statements for the quarter and year ended March 31, 2019 have been taken on record by the Board of Directors at its meeting held on May 6, 2019. The statutory auditors have expressed an unmodified audit opinion. The information presented above is extracted from the audited standalone financial statements. These financial statements are prepared in accordance with the Indian Accounting Standard (Ind AS) as prescribed under Section 133 of the Companies Act, 2013 read with Rule 3 of the Companies (Indian Accounting Standards) Rules, 2015 and Companies (Indian Accounting Standards) Amendment Rules, 2016.
2. During the year ended March 31, 2019, 4,542,211 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.
3. During the quarter ended March 31, 2019, the Company has divested its investment in its wholly owned subsidiary Firstsource BPO Ireland Limited to its wholly owned subsidiary Firstsource Solutions UK Limited at fair value. Gain on the transaction of Rs 286.03 million is included in Other Income in the Standalone Financial Statements.
4. The Board of directors at its meeting held on May 6, 2019 have recommended a dividend of Rs 2.00 per equity share for the financial year ended March 31, 2019.
5. As per Ind AS 108 - Operating Segment, if a financial report contains both consolidated financial statements of a parent that is within the scope of this Ind AS as well as the parent's separate financial statements, segment information is required only in the consolidated financial statements. Accordingly, information required to be presented under Ind AS 108 - Operating Segment has been given in the consolidated financial results.
6. Pursuant to a composite scheme of arrangement ('Scheme'), approved by National Company Law Tribunal on 5 October 2018, amongst CESC Infrastructure Limited, Spen Liq Private Limited (erstwhile Holding Company) and other entities, Spen Liq Private Limited has been amalgamated with CESC Ventures Limited (formerly known as RP-SG Business Process Services Limited) with effect from 1 October 2017. Consequently, as a result of this approved composite scheme, the Shares of the Company held by Spen Liq Private Limited have devolved on CESC Ventures Limited on 12 October 2018 and thereby CESC Ventures Limited has become the immediate Parent of the Company.

## Firstsource Solutions Limited

AUDITED STANDALONE FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 2019

CIN: L64202MH2001PLC134147

Registered office: 5th Floor, Paradigm 'B' wing, Mindspace, Link Road, Malad (West), Mumbai 400 064

Tel: + 91 22 66660888 Fax: + 91 22 6666 0887 web: www.firstsource.com, email: complianceofficer@firstsource.com

(Rs in millions)

### 7. Statement of Assets and liabilities (Audited)

Particulars	As at	
	March, 31	March, 31
	2019	2018
<b>ASSETS</b>		
<b>Non-current assets</b>		
Property, plant and equipment	454.60	274.83
Capital work-in-progress	0.69	2.42
Goodwill	40.14	40.14
Other Intangible assets	221.05	244.21
<b>Financial assets</b>		
Investments	11,970.89	11,995.11
Other financial assets	668.04	267.72
Other non-current assets	135.96	103.28
Deferred tax assets (net)	2,292.81	2,167.17
Income tax assets (net)	780.99	704.45
<b>Total non-current assets</b>	<b>16,565.17</b>	<b>15,799.33</b>
<b>Current assets</b>		
Financial assets		
Investments	1,187.50	190.00
Trade receivables	4,328.85	5,647.40
Cash and cash equivalents	131.26	143.62
Other financial assets	1,036.53	448.24
Other current assets	468.28	262.25
<b>Total current assets</b>	<b>7,152.42</b>	<b>6,691.51</b>
<b>Total assets</b>	<b>23,717.59</b>	<b>22,490.84</b>
<b>EQUITY AND LIABILITIES</b>		
<b>Equity</b>		
Equity share capital	6,910.65	6,865.23
Other equity	15,882.37	14,480.28
<b>Total equity</b>	<b>22,793.02</b>	<b>21,345.51</b>
<b>LIABILITIES</b>		
<b>Non-current liabilities</b>		
<b>Financial liabilities</b>		
Long term borrowings	34.88	78.61
Other financial liabilities	-	161.46
Provisions for employee benefits	67.55	51.73
<b>Total non-current liabilities</b>	<b>102.43</b>	<b>291.80</b>
<b>Current liabilities</b>		
Financial liabilities		
Trade payables	289.29	275.62
Other financial liabilities	386.93	507.65
Provisions for employee benefits	59.51	50.86
Other current liabilities	24.88	19.40
Provision for tax (net)	61.53	-
<b>Total current liabilities</b>	<b>822.14</b>	<b>853.53</b>
<b>Total equity and liabilities</b>	<b>23,717.59</b>	<b>22,490.84</b>

**By order of the Board**  
For Firstsource Solutions Limited

Kolkata, India  
May 6, 2019

**Rajesh Subramaniam**  
Managing Director and CEO