

Firstsource Solutions Limited
Profit and Loss account summary
(consolidated figures)

Particulars	Quarter ended		Growth % in Q2 FY23 over Q2 FY22	Quarter ended Jun 30, 2022	Growth % in Q2 FY23 over Q1 FY22
	Sept 30, 2022	Sep 30, 2021			
INCOME					
Income from services	14,735	14,182	3.9%	14,524	1.5%
Other Operating Income	147	104	41.3%	199	-26.2%
REVENUES FROM OPERATIONS	14,882	14,286	4.2%	14,724	1.1%
EXPENDITURE					
Operating expenses	3,438	2,171	58.4%	3,316	3.7%
Personnel expenses	9,527	9,728	-2.1%	9,597	-0.7%
	12,965	11,898	9.0%	12,914	0.4%
OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)	1,917	2,388	-19.7%	1,810	5.9%
Operating EBITDA %	12.9%	16.7%	-383 Bps	12.3%	59 Bps
Depreciation / amortization	663	597	11.1%	639	3.7%
OPERATING Margin	1,254	1,791	-30.0%	1,171	7.2%
Operating Margin %	8.4%	12.5%	-411 Bps	8.0%	48 Bps
Interest Income / (expense), net	(187)	(148)	-	(177)	-
Other Income / (expense)	482	0	-	54	-
PROFIT/(LOSS) BEFORE TAX and exceptional item	1,549	1,644	-5.7%	1,048	47.9%
PBT and exceptional item (% of Total Income)	10.4%	11.5%	-109 Bps	7.1%	330 Bps
Exceptional Item	-	-	-	-	-
PROFIT/(LOSS) BEFORE TAX (PBT)	1,549	1,644	-5.7%	1,048	47.9%
PBT (% of Total Income)	10.4%	11.5%	-109 Bps	7.1%	330 Bps
Taxes	255	293	-13.0%	197	29.8%
PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST	1,294	1,350	-4.2%	851	52.1%
Non - controlling interest	(0)	(0)		(0)	-
PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)	1,294	1,350	-4.2%	851	52.1%
PAT Margin %	8.7%	9.5%	-76 Bps	5.8%	292 Bps
EARNINGS PER SHARE (Equity shares of par value INR 10/- each)					
Basic	1.90	2.03	-6.4%	1.25	52.0%
Diluted	1.84	1.96	-6.1%	1.21	52.1%

For Q2FY23, PAT includes Other Income of ₹ 579 Mn relating to the fair value of the liability for contingent considerations. These liabilities are expected to be settled in Q3 / Q4 of FY23.

Note: numbers have rounding off impact



(As per Indian Accounting Standards)
In ₹ million, except per share data

Six Months Ended		Growth % in H1 FY23 over H1 FY22
Sept 30, 2022	Sept 30, 2021	
29,260	28,962	1.0%
346	172	101.3%
29,606	29,134	1.6%
6,755	4,417	52.9%
19,124	19,946	-4.1%
25,879	24,363	6.2%
3,727	4,771	-21.9%
12.6%	16.4%	-379 Bps
1,302	1,180	10.3%
2,425	3,591	-32.5%
8.2%	12.3%	-413 Bps
(363)	(284)	
535	(9)	
2,597	3,297	-21.2%
8.8%	11.3%	-255 Bps
2,597	3,297	-21.2%
8.8%	11.3%	-255 Bps
452	611	-26.0%
2,145	2,687	-20.2%
(0)	(8)	
2,145	2,695	-20.4%
7.2%	9.3%	-201 Bps
3.15	3.97	
3.05	3.82	

Particulars	As at	
	Sept 30, 2022	Mar 31, 2022
ASSETS		
Non-Current Assets		
Fixed assets	3,135	3,500
Right-of-use assets	5,925	6,758
Goodwill on consolidation	29,159	27,208
Investment in associate accounted for using the equity method	0	0
Financial assets		
Investments	113	115
Other financial assets	500	529
Deferred tax assets	2,929	2,818
Income tax assets (net)	841	794
Other non-current assets	905	1,154
Total Non-Current Assets	43,507	42,875
Current Assets		
Financial assets		
Current investments	1,032	1,185
Trade receivables	8,931	9,605
Cash and cash equivalents	1,414	828
Other balances with bank	26	70
Other financial assets	320	536
Other current assets	1,639	1,986
Total Current Assets	13,362	14,212
TOTAL ASSETS	56,868	57,087
EQUITY AND LIABILITIES		
Shareholder's funds		
Equity share capital	6,970	6,970
Reserve and surplus	25,910	23,360
Total equity attributable to equity holders of the Company	32,879	30,329
Non - controlling interest	3	4
Non-current liabilities		
Financial liabilities		
Long-term borrowings	2,144	2,733
Lease liabilities	5,434	6,254
Other Financial Liabilities	508	1,322
Provisions	312	137
Deferred tax liabilities	978	959
Total Non-current liabilities	9,375	11,405
Current liabilities		
Financial liabilities		
Short-term and other borrowings	6,383	7,364
Trade payables	1,692	1,781
Lease liabilities	1,484	1,487
Other financial liabilities	3,188	3,346
Other current liabilities	842	838
Provisions	1,021	527
Provision for tax (net)	-	6
Total Current liabilities	14,610	15,349
TOTAL LIABILITIES	56,868	57,087

Note: numbers have rounding off impact

Cash Flow Statement
(consolidated figures)

In ₹ million

Particulars	Quarter ended Sept 30, 2022	Six months ended Sep 30, 2022
Cash Flow from Operating Activities		
Operating Margin	1,254	2,425
Adjustment: Non Cash and Other Income / (Expense)	227	221
Operating Cash before Working Capital	1,482	2,646
Add: Working Capital Changes	911	1,246
Less: Income Taxes Paid	(265)	(355)
Net cash generated from operating activities (A)	2,128	3,537
Cash Flow from Investing Activities		
Capital Expenditure (net)	(100)	(270)
Proceeds from Current Investments	(492)	176
Net cash used from Investing activities (B)	(592)	(94)
Cash Flow from Financing Activities		
Net decrease in Borrowings	(740)	(1,570)
Net Interest Paid	(197)	(389)
Payment of lease liabilities	(379)	(771)
Purchase of treasury shares (Net)	(189)	(173)
Net cash used in Financing activities (C)	(1,505)	(2,904)
Net increase in cash and cash equivalents	32	539
Cash and cash equivalents at the beginning of the period	1,407	898
Foreign exchange gain on translating Cash and cash equivalents	2	3
Closing Cash and Cash Equivalents (incl other balances with bank)	1,440	1,440
Cash and Cash Equivalents including Current Investments	2,472	2,472

Note: numbers have rounding off impact

Revenue by Industry					
	Quarter Ended			Year Ended	
	Sept 30, 2022	Jun 30, 2022	Sept 30, 2021	Mar 31, 2022	Mar 31, 2021
Banking & Financial Services	43.4%	46.3%	48.9%	49.5%	51.9%
Communications, Media & Tech	20.2%	20.2%	19.5%	19.4%	19.3%
Healthcare	34.5%	32.1%	29.6%	29.2%	26.5%
Diverse Industries	1.9%	1.4%	2.0%	1.9%	2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Revenue by Service Line					
	Quarter Ended			Year Ended	
	Sept 30, 2022	Jun 30, 2022	Sept 30, 2021	Mar 31, 2022	Mar 31, 2021
Digitally Empowered Contact Center	47.7%	46.6%	46.8%	45.8%	48.3%
Intelligent Back Office	30.9%	32.7%	45.6%	43.4%	45.1%
Platforms, Automation & Analytics	21.4%	20.7%	7.6%	10.8%	6.6%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Revenue by Geography					
	Quarter Ended			Year Ended	
	Sept 30, 2022	Jun 30, 2022	Sept 30, 2021	Mar 31, 2022	Mar 31, 2021
USA	67.2%	68.4%	68.4%	69.2%	67.8%
UK	31.3%	30.1%	30.1%	29.3%	30.9%
Rest of world	1.5%	1.5%	1.5%	1.5%	1.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Revenue by Delivery location					
	Quarter Ended			Year Ended	
	Sept 30, 2022	Jun 30, 2022	Sept 30, 2021	Mar 31, 2022	Mar 31, 2021
Offshore	25.9%	27.4%	31.0%	29.5%	28.3%
Onshore	74.1%	72.6%	69.0%	70.5%	71.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%
Client Concentration					
	Quarter Ended			Year Ended	
	Sept 30, 2022	Jun 30, 2022	Sept 30, 2021	Mar 31, 2022	Mar 31, 2021
Client contribution to revenues					
Top customer	14.9%	15.2%	15.8%	15.5%	16.4%
Top 5 customers	36.6%	36.4%	41.2%	39.1%	41.1%
Employee and Seats Metrics					
	Quarter Ended				
	Sept 30, 2022	Jun 30, 2022	Sept 30, 2021		
Total employees (end of period)	23,932	25,234	27,835		
Net Addition	(1,302)	(1,323)	(81)		
Employees in India	13,431	14,769	16,976		
Employees outside India	10,501	10,465	10,859		
Post 180 days TTM attrition					
Offshore (India and Philippines)	45.7%	43.8%	36.2%		
Onshore (US and Europe)	52.0%	56.9%	68.8%		

Attrition data for Onshore and Offshore till FY2022 was depicted on a quarterly annualized basis. Effective Q1FY23 it will be depicted on a Trailing Twelve Months (TTM) basis