

# 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 FY17 over Q4 FY16	Quarter ended	Growth % in Q4 FY17 over Q3 FY17
	March 31, 2017	March 31, 2016		December 31, 2016	
<b>INCOME</b>					
Income from services	8,643.69	8,525.24	1.4%	8,600.78	0.5%
Other Operating Income	279.33	169.09	-	253.31	10.3%
<b>REVENUES FROM OPERATIONS</b>	<b>8,923.02</b>	<b>8,694.33</b>	<b>2.6%</b>	<b>8,854.09</b>	<b>0.8%</b>
<b>EXPENDITURE</b>					
Operating expenses	1,766.34	1,776.23	-0.6%	1,881.66	-6.1%
Personnel expenses	6,166.64	5,806.87	6.2%	5,900.73	4.5%
	7,932.98	7,583.10	4.6%	7,782.39	1.9%
<b>OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)</b>	<b>990.04</b>	<b>1,111.23</b>	<b>-10.9%</b>	<b>1,071.70</b>	<b>-7.6%</b>
<b>Operating EBITDA %</b>	<b>11.1%</b>	<b>12.8%</b>		<b>12.1%</b>	
Depreciation / amortization	110.44	133.68	-17.4%	155.71	-29.1%
<b>OPERATING EARNINGS BEFORE INTEREST AND TAX (EBIT)</b>	<b>879.60</b>	<b>977.55</b>	<b>-10.0%</b>	<b>915.99</b>	<b>-4.0%</b>
<b>Operating EBIT %</b>	<b>9.9%</b>	<b>11.2%</b>		<b>10.3%</b>	
Interest Income / (expense), net	(115.62)	(123.46)	-6.4%	(92.61)	24.8%
Other Income / (expense)	(3.05)	16.15	-118.9%	7.84	-
<b>PROFIT/(LOSS) BEFORE TAX (PBT)</b>	<b>760.93</b>	<b>870.24</b>	<b>-12.6%</b>	<b>831.22</b>	<b>-8.5%</b>
<b>PBT (% of Total Income)</b>	<b>8.5%</b>	<b>10.0%</b>		<b>9.4%</b>	
Taxes	111.95	95.39	17.4%	133.55	-16.2%
<b>PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST</b>	<b>648.98</b>	<b>774.85</b>	<b>-16.2%</b>	<b>697.67</b>	<b>-7.0%</b>
Minority Interest	(4.70)	(0.37)	1170.3%	(2.39)	96.7%
<b>PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)</b>	<b>653.68</b>	<b>775.22</b>	<b>-15.7%</b>	<b>700.06</b>	<b>-6.6%</b>
<b>PAT (% of Total Income)</b>	<b>7.3%</b>	<b>8.9%</b>		<b>7.9%</b>	
<b>EARNINGS PER SHARE</b> (Equity shares of par value ₹ 10/ each)					
Basic	0.96	1.15		1.03	
Diluted	0.95	1.11		1.02	

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(As per Indian Accounting Standards)

In INR million, except per share data

Particulars	Full Year ended		Growth
	March 31, 2017	March 31, 2016	%
<b>INCOME</b>			
Income from services	34,569.11	31,616.56	9.3%
Other Operating Income	986.99	555.97	77.5%
<b>REVENUES FROM OPERATIONS</b>	<b>35,556.10</b>	<b>32,172.53</b>	<b>10.5%</b>
<b>EXPENDITURE</b>			
Operating expenses	7,341.83	6,544.93	12.2%
Personnel expenses	23,834.37	21,726.73	9.7%
	31,176.20	28,271.66	10.3%
<b>OPERATING EARNINGS BEFORE INTEREST, TAX AND DEPRECIATION (EBITDA)</b>	<b>4,379.90</b>	<b>3,900.87</b>	<b>12.3%</b>
<b>Operating EBITDA %</b>	<b>12.3%</b>	<b>12.1%</b>	
Depreciation / amortization	589.61	608.82	-3.2%
<b>OPERATING EARNINGS BEFORE INTEREST AND TAX (EBIT)</b>	<b>3,790.29</b>	<b>3,292.05</b>	<b>15.1%</b>
<b>Operating EBIT %</b>	<b>10.7%</b>	<b>10.2%</b>	
Interest Income / (expense), net	(436.92)	(507.01)	-13.8%
Other Income / (expense)	15.80	77.07	-79.5%
<b>PROFIT/(LOSS) BEFORE TAX (PBT)</b>	<b>3,369.17</b>	<b>2,862.11</b>	<b>17.7%</b>
<b>PBT (% of Total Income)</b>	<b>9.5%</b>	<b>8.9%</b>	
Taxes	576.79	252.86	128.1%
<b>PROFIT/ (LOSS) AFTER TAX BEFORE MINORITY INTEREST</b>	<b>2,792.38</b>	<b>2,609.25</b>	<b>7.0%</b>
Minority Interest	(7.58)	4.38	-273.1%
<b>PROFIT/(LOSS) AFTER TAX AND MINORITY INTEREST (PAT)</b>	<b>2,799.96</b>	<b>2,604.87</b>	<b>7.5%</b>
<b>PAT (% of Total Income)</b>	<b>7.9%</b>	<b>8.1%</b>	
<b>EARNINGS PER SHARE</b> (Equity shares of par value ₹ 10/ each)			
Basic	4.14	3.89	
Diluted	4.08	3.72	

# Firstsource Solutions Limited



## Balance sheet summary (consolidated figures)

(As per Indian Accounting Standards)

In INR million

Particulars	As on	
	March 31, 2017	March 31, 2016
<b>EQUITY AND LIABILITIES</b>		
<b>Shareholder's funds</b>		
Share capital	6,813.08	6,733.15
Reserve and surplus	13,466.95	11,037.01
	20,280.03	17,770.16
<b>Minority interest</b>	11.75	19.71
<b>Non-current liabilities</b>		
Long-term borrowings	3,579.94	4,097.75
Deferred Tax Liability	2,874.02	2,224.06
Long-term provisions	287.49	265.88
	6,741.45	6,587.69
<b>Current liabilities</b>		
Short-term borrowings	5,644.71	4,809.17
Trade payables	993.77	868.68
Other Financial Liabilities	211.57	314.62
Other Current Liability	1,226.84	1,311.59
Short-term provisions	82.85	81.81
	8,159.74	7,385.87
	<b>35,192.97</b>	<b>31,763.43</b>
<b>ASSETS</b>		
<b>Non-current assets</b>		
Goodwill on consolidation	19,223.62	18,994.98
Fixed assets	1,497.38	1,243.25
Non-current investments	820.14	626.82
Income Tax Assets	452.97	514.80
Deferred Tax Assets	4,064.60	3,702.12
Other non-current assets	1,309.07	206.59
	27,367.78	25,288.56
<b>Current Assets</b>		
Current investments	1,522.67	767.74
Trade receivables	3,041.27	3,040.75
Cash and cash equivalents	387.31	685.76
Other Financial Assets	2,284.21	1,492.98
Other current assets	589.73	487.64
	7,825.19	6,474.87
	<b>35,192.97</b>	<b>31,763.43</b>

# Firstsource Solutions Limited



## Cash Flow Statement (consolidated figures)

(As per Indian Accounting Standards)

In INR million

Particulars	Quarter ended March 31, 2017	Year ended March 31, 2017
<b>Sources</b>		
Net Cash accruals / (losses)	1,037	4,144
Increase in Shareholders' Funds	67	158
Interest and dividend Received	1	6
Fixed Assets	9	109
Increase in Borrowings	973	2,967
<b>Total Sources</b>	<b>2,087</b>	<b>7,384</b>
<b>Uses</b>		
Increase in Net current Assets	340	1,072
Taxes paid	86	567
Capital Expenditure	202	854
Amount paid for Acquisition	-	833
Interest Expense	57	451
Decrease in Borrowings (incl CC & FCNR)	762	3,136
<b>Total Uses</b>	<b>1,448</b>	<b>6,914</b>
Surplus / (Deficit)	639	470
Effect of exchange rate on translation of subsidiaries	(22)	(46)
Opening Cash and Cash Equivalents	1,293	1,486
Closing Cash and Cash Equivalents	1,910	1,910

**OPERATING METRICS**

<b>Revenue by Industry</b>					
	<b>Quarter Ended</b>			<b>Year Ended</b>	
	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>	<b>Dec 31, 2016</b>	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>
BFSI	28.0%	25.3%	31.2%	31.8%	23.4%
Telecom & Media	33.4%	36.0%	32.9%	32.2%	37.4%
Healthcare	38.1%	38.4%	35.6%	35.8%	38.9%
Others	0.5%	0.3%	0.2%	0.3%	0.3%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Revenue by Geography</b>					
	<b>Quarter Ended</b>			<b>Year Ended</b>	
	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>	<b>Dec 31, 2016</b>	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>
US (including Canada)	55.4%	54.3%	56.2%	55.3%	54.3%
UK	38.0%	38.2%	37.6%	38.0%	37.6%
India	6.1%	5.9%	5.6%	5.8%	6.3%
Rest of world*	0.4%	1.6%	0.6%	0.9%	1.8%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
* Rest of world (RoW) primarily includes Europe (excluding UK), Australia and Sri Lanka					
<b>Revenue by Delivery location</b>					
	<b>Quarter Ended</b>			<b>Year Ended</b>	
	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>	<b>Dec 31, 2016</b>	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>
Offshore	21.8%	19.6%	22.9%	21.3%	21.1%
Domestic	6.1%	5.9%	5.6%	5.8%	6.3%
Onshore	72.1%	74.6%	71.5%	72.9%	72.6%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Revenue by Business Segment</b>					
	<b>Quarter Ended</b>			<b>Year Ended</b>	
	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>	<b>Dec 31, 2016</b>	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>
Customer management	46.5%	47.5%	50.5%	50.0%	47.1%
Healthcare	35.2%	35.5%	33.0%	33.0%	36.2%
Collections	12.2%	11.2%	10.8%	11.2%	10.5%
Domestic (India)	6.1%	5.9%	5.6%	5.8%	6.3%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Client Concentration</b>					
	<b>Quarter Ended</b>			<b>Year Ended</b>	
	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>	<b>Dec 31, 2016</b>	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>
Client contribution to revenues					
Top customer	24.0%	20.8%	23.5%	22.0%	21.9%
Top 5 customers	42.6%	45.7%	45.3%	43.0%	44.3%
<b>Employee and Seats Metrics</b>					
	<b>Quarter Ended</b>			<b>Year Ended</b>	
	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>	<b>Dec 31, 2016</b>	<b>Mar 31, 2017</b>	<b>Mar 31, 2016</b>
Total employees (end of period)	25,871	23,886	25,992	25,871	23,886
Net Addition	(121)	(32)	1,082	1,985	(1,399)
Employees in India	15,446	14,051	15,573	15,446	14,051
Employees outside India	10,425	9,835	10,419	10,425	9,835
Number of seats	22,880	23,096	22,370	22,880	23,096
Seat fill factor	79%	68%	75%	79%	68%
<b>Attrition Snapshot</b>					
				<b>Post 180 days attrition - Quarter annualized</b>	
				<b>Q4 FY17</b>	<b>Q3 FY17</b>
Domestic (India and Sri Lanka)				81.1%	76.4%
Offshore (India and Philippines)				42.2%	37.5%
Onshore (US and Europe)				40.7%	38.2%
<b>Other Metrics</b>					
				<b>Period ended</b>	
				<b>Mar 31, 2017</b>	<b>Dec 31, 2016</b>
Capital Expenditure (In INR million)				202.2	176.6