

Firstsource Solutions UK Limited

Annual report and financial statements

Registered number 3999896

31 March 2020



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STRATEGIC REPORT

Principal activities

The Group's principal activity continues to be that of providing Business Process Outsourcing (BPO) services to UK companies.

Business review

Consolidated revenue decreased from £168.3m to £156m, a decrease of 7% over the previous financial year. Current year has a loss of £2.3m, whereas profit in the previous year was £7m. Employee headcount has decreased from 5,938 to 5,435 during the year.

The Group has incurred loss in current year on account of reduction in gross margin which is mainly on account of higher attrition rate of employees.

The subsidiary company, Firstsource Solutions S.A, terminated the contract with its sole customer in July 2009. As a result, operations performed by the Argentinean company were transferred to a fellow Group company. The directors are actively seeking a buyer for this company.

The company, in the previous year March 2019, acquired interest in Firstsource BPO Ireland Limited by purchasing 100% investment in the company from its parent company, Firstsource Solutions Limited. The transaction was effected on 26 March 2019. On 31 December 2014, Firstsource BPO Ireland Limited lost one of its key customers. The directors are actively seeking new contracts.

Principal risks and uncertainties

Revenue concentration risk

The Group relies on a small number of clients for a large proportion of its income, and a loss of any of these clients could adversely affect profitability. Furthermore, major events affecting the Group's clients, such as bankruptcy, change of management, mergers and acquisitions, change in business models or environmental factors could adversely impact business.

The Group has recognised this risk and has undertaken multiple initiatives over the last few years to rebalance its business portfolio in terms of clients and industry exposure.

Highly competitive environment

The market for BPO services is rapidly evolving and is highly competitive. The Group expects that the competition it faces will continue to intensify. The Group faces competition from offshore third party BPO providers, BPO divisions of global IT companies and global "pure play" BPO providers. There are also a number of companies who choose to perform their own business processes internally through offshore captive business processing units established specifically for this purpose.

The Group understands that it needs to retain and grow its leadership position in the industry and to maintain this competitive edge, management realise that they need to be best in class in operations, delivery and quality, as well as ensuring that they have a focused marketing and sales team.

Long selling cycle

The Group has a long selling cycle for its BPO services, which requires significant investment of capital, resources and time by both clients and the Group. Before committing to use the Group's services, potential clients require management to expend substantial time and resources presenting to them the value of their services and assessing the feasibility of integrating the Group's systems and processes with their own. Therefore, the Group's selling cycle, which can range in duration from weeks to months, is subject to many risks and delays over which the Group has little or no control, including the clients' decision to choose alternatives to its services (such as other providers or in-house offshore resources), timing of its clients' budget cycles and approval processes.

STRATEGIC REPORT (CONTINUED)

Principal risks and uncertainties (continued)

The Group has clearly focused marketing and sales teams with clear goals who at all times work on a variety of opportunities along with an aggressive transition methodology that helps transition new wins fairly quickly into delivery mode. Most of the contracts with existing clients are on a long-term basis which ensures sustainable and scalable business from existing clients.

Pandemic Risk due to COVID-19

The COVID-19 has brought unprecedented uncertainty across the globe (including all places of business our Company and clients operates in). While the company has quickly adopted to alternate business continuity scenario, the uncertainty still prevails regarding the timelines of resuming to normal work conditions. Additionally, few clients may not approve and switch to full work from home (WFH) solution in near to medium term. This is likely to result in immediate adverse impact on volumes and revenue.

The Business Process Management (BPM) industry is highly people and technology centric, and any delay in providing agreed operational services due to COVID-19 can immediately affect the Company's operations.

The Company implements robust disaster and business continuity strategies during such unforeseen events. Such strategies can help to bring down the effect of these events to some extent on the Company's operations. The management is also in continuous engagement with all the clients to ascertain the likely impact of COVID-19 in FY21 and accordingly devised the strategy to mitigate the impact. The shift in focus towards "Digital way of doing business" will create newer opportunities as well.

Industry and macro-economic risks

There seems to be a trend of Protectionism/ localisation being followed by most matured economies. Post Brexit, the UK is also expected to witness increased resistance from labour unions against the use of foreign labour. Since beginning, the Company has recognised this and developed operational capabilities across the globe. In the process, the Company has successfully transformed itself from an offshore BPM Player to a multi shore BPM player, with significant local operational presence in the UK which has helped in winning more business. The Company derives majority of its revenues from onshore services. Today, the Company has 6 operations centres with 5,005 employees in the UK. The Company is one of the largest employers in the UK BPM sector.

Competitive strengths

Experienced management team

The experience of the Group's management team is a key competitive advantage. The management team has a track record of managing high growth businesses, possesses domain knowledge in the industries the Group serves and has relevant experience in the geographies in which it operates.

Strategic positioning in the target industry sectors

The Group is strategically positioned to benefit from the growth opportunities in its key target industries – telecommunications and media. The Group's key strengths within these sectors are its size, deep domain expertise, proven track record, ability to provide end-to-end services, multi-shore capabilities and its marquee client base.

Offshore BPO market leadership

As an early mover in the BPO industry, the Group has been able to achieve critical mass, attract senior and middle-management talent, establish key client relationships and a track record of operational excellence as well as developing robust and scalable global delivery systems.

Continued investment in proprietary technology platforms

The Group continues to believe that outsourcing companies with significant process and domain knowledge will be in the best position to provide efficient and effective outsourcing solutions to their customers. The Group intends to continue to invest in developing its own proprietary technology platforms and capabilities around technology platforms through strategic partnerships.

Key performance indicators

- Additional call centres opened in year
- Robust onsite presence with two of the leading telecommunication and media clients

Financial risk management

Given the size of the Group, the directors have not delegated the responsibility of monitoring financial risk management to a sub-committee of the Board. The policies set by the Board of Directors are implemented by the Group's finance department.

Liquidity risk

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the directors have access to Group funding.

Credit risk

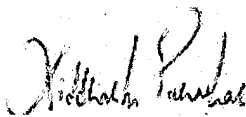
The Group's credit risk is primarily attributable to its trade debtors. The amounts presented in the balance sheet are net of allowances for doubtful debts.

Future outlook

The Group has a strong future outlook in the BPO sector. Management had secured ten years contract with two of the customers contributing to largest portion of the revenue and providing good growth margin. There is a strong business pipeline and the directors expect further contracts to be secured in the year ahead.

By order of the Board

S Parashar
Director



18 December 2020

DIRECTORS' REPORT

The directors present their report and financial statements of Firstsource Solutions UK Limited (“the Group” or “the Company”) for the year ended 31 March 2020.

Results and dividends

The loss for the year after providing for depreciation and taxation amounted to £2,347,427 (2019: Profit of £6,969,626).

No dividends were paid in the year (2019: £nil).

Directors

The directors who held office during the year were as follows:

Mr. Ponappa, Sanjay (appointed w.e.f. 4 January 2020)
Mr. Khanna, Vipul (appointed w.e.f. 2 August 2019)
Mr. Vernon Stagg, Charles Richard (appointed w.e.f. 6 May 2019)
Mr. Parashar, Siddharth
Mr. Chaudhuri, Pratip (appointed w.e.f. 1 April 2019 and resigned w.e.f. 6 May 2019)
Mr. Canning, Sean (resigned w.e.f. 4 January 2020)
Mr. Rome, Robert Simon (resigned w.e.f. 17 June 2019)
Mr. Subramaniam, Rajesh (resigned w.e.f. 31 July 2019)

In accordance with the Articles of Association, the directors retire by rotation and, being eligible, offer themselves for re-election.

Charitable and political contributions

The Group and Company made no disclosable political or charitable donations or incurred any disclosable political expenditure during the year (2019: £nil).

Post balance sheet events

There have been no significant events affecting the Group or Company since the year end. Evaluation of uncertainties relating to the global health pandemic from COVID-19 is mentioned in note no.1.17.

Employees

Applications for employment by disabled persons are always fully considered, bearing in mind the respective aptitudes and abilities of the applicant concerned. In the event of members of staff becoming disabled every effort is made to ensure that their employment with the Group continues and the appropriate training is arranged. It is the policy of the Group that the training, career development and promotion of a disabled person should, as far as possible, be identical to that of a person who does not suffer from a disability.

Consultation with employees or their representatives has continued at all levels, with the aim of ensuring that their views are taken into account when decisions are made that are likely to affect their interests and that all employees are aware of the financial and economic performance of their business units and of the Group as a whole. Communication with all employees continues through the in-house newspaper.

DIRECTORS' REPORT (CONTINUED)

Disclosure of information to auditor

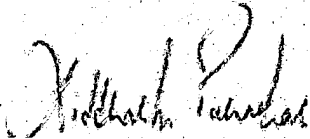
The directors who held office at the date of approval of this Directors' Report confirm that, so far as they are each aware, there is no relevant audit information of which the Company's auditor is unaware; and each director has taken all the steps that he ought to have taken as a director to make himself aware of any relevant audit information and to establish that the Company's auditor is aware of that information.

Auditor

Pursuant to Section 485 of the Companies Act 2006, the Company has appointed Deloitte Ireland LLP as its auditor.

By order of the Board

S Parashar
Director



18 December 2020

STATEMENT OF DIRECTORS' RESPONSIBILITIES IN RESPECT OF THE STRATEGIC REPORT, THE DIRECTORS' REPORT AND THE FINANCIAL STATEMENTS

The directors are responsible for preparing the Strategic Report, the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the Directors have elected to prepare the Group and Company financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland*.

Under company law the directors must not approve the Group and Company financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the Group and Company and of the Group's profit or loss for that year.

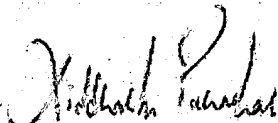
In preparing each of the Group and Company financial statements the directors are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group and Company will continue in business.

The directors are responsible for keeping adequate accounting records which disclose with reasonable accuracy at any time the assets, liabilities, financial position and profit or loss of the Company and which enable them to ensure that the financial statements of the Group comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the Group and to prevent and detect fraud and other irregularities.

On behalf of the Board

S Parashar
Director



18 December 2020

Independent auditor's report to the members of Firstsource Solutions UK Limited

Report on the audit of the financial statements

Opinion

In our opinion the financial statements of Firstsource Solutions UK Limited (the 'parent company') and its subsidiaries (the 'group'):

- give a true and fair view of the state of the group's and of the parent company's affairs as at 31 March 2020 and of the group's loss for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

We have audited the financial statements which comprise:

- the consolidated profit and loss account and other comprehensive income;
- the consolidated balance sheet;
- the company balance sheet;
- the consolidated statement of changes in equity;
- the company statement of changes in equity
- the consolidated cash flow statement;
- the related notes 1 to 21, including a summary of significant accounting policies as set out in note 1.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report.

We are independent of the group and the parent company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the Financial Reporting Council's (the 'FRC's') Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Continued on next page/

Independent auditor's report to the members of Firstsource Solutions UK Limited

Report on the audit of the financial statements (Continued)

Conclusions relating to going concern

We are required by ISAs (UK) to report in respect of the following matters where:

- the directors' use of the going concern basis of accounting in preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or the parent company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

We have nothing to report in respect of these matters.

Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in respect of these matters.

Responsibilities of directors

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the group's and the parent company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the group or the parent company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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Independent auditor's report to the members of Firstsource Solutions UK Limited

Report on the audit of the financial statements (Continued)

Auditor's responsibilities for the audit of the financial statements (Continued)

As part of an audit in accordance with ISAs (UK), the auditor exercises professional judgment and maintains professional scepticism throughout the audit. The auditor also:

- Identifies and assesses the risks of material misstatement of the entity's (or where relevant, the consolidated) financial statements, whether due to fraud or error, designs and performs audit procedures responsive to those risks, and obtains audit evidence that is sufficient and appropriate to provide a basis for the auditor's opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtains an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's (or where relevant, the group's) internal control.
- Evaluates the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Concludes on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's (or where relevant, the group's) ability to continue as a going concern. If the auditor concludes that a material uncertainty exists, the auditor is required to draw attention in the auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify the auditor's opinion. The auditor's conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the entity (or where relevant, the group) to cease to continue as a going concern.
- Evaluates the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (i.e gives a true and fair view).
- Where the auditor is required to report on consolidated financial statements, obtains sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the consolidated financial statements. The group auditor is responsible for the direction, supervision and performance of the group audit. The group auditor remains solely responsible for the audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that the auditor identifies during the audit.

Report on other legal and regulatory requirements

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the strategic report and the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

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Independent auditor's report to the members of Firstsource Solutions UK Limited

Report on other legal and regulatory requirements (Continued)

Opinions on other matters prescribed by the Companies Act 2006 (Continued)

In the light of the knowledge and understanding of the group and of the parent company and their environment obtained in the course of the audit, we have not identified any material misstatements in the strategic report or the directors' report.

Matters on which we are required to report by exception

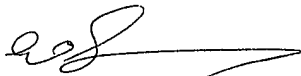
Under the Companies Act 2006 we are required to report in respect of the following matters if, in our opinion:

- adequate accounting records have not been kept by the parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

We have nothing to report in respect of these matters.

Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Emer O'Shaughnessy (Senior statutory auditor)
For and on behalf of Deloitte Ireland LLP
Chartered Accountants and Statutory Audit Firm
Deloitte & Touche House, Earlsfort Terrace, Dublin 2

21 December 2020

Firstsource Solutions UK Limited
Consolidated Profit and Loss Account and Other Comprehensive Income
for the year ended 31 March 2020

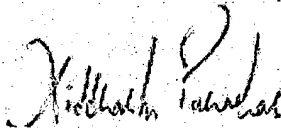
	<i>Notes</i>	2020 £	2019 £
Turnover	2	156,044,601	168,266,683
Cost of sales		(138,238,164)	(139,831,061)
Gross profit		17,806,437	28,435,622
Administrative expenses		(21,050,440)	(21,854,054)
Group operating (loss)/profit		(3,244,003)	6,581,568
Loss on sale of fixed assets		(45,185)	(36,611)
Interest receivable and similar income	6	1,942,927	3,453,526
Interest payable and similar charges	7	(1,579,461)	(1,418,688)
(Loss)/profit before taxation		(2,925,722)	8,579,795
Tax	8	578,295	(1,610,169)
(Loss)/profit for the financial year		(2,347,427)	6,969,626
Other comprehensive income/(expense)			
Foreign exchange differences on translation of foreign operations		17,389	(1,351)
Total comprehensive (loss)/income for the year, net of tax		(2,330,038)	6,968,275

The notes on pages 18 to 35 form part of these financial statements.

Firstsource Solutions UK Limited
Consolidated Balance Sheet at 31 March 2020

	Notes	2020 £	2019 £
Fixed assets			
Tangible assets	9	6,004,482	4,715,284
Intangible assets	10	600,932	1,244,323
Goodwill	11	-	-
Investments	12	53,397,500	-
		60,002,914	5,959,607
Current assets			
Debtors			
- amounts falling due within one year	13	42,149,773	94,307,076
- amounts falling due after one year	14	16,370,448	20,126,081
Cash at bank and in hand		7,732,957	316,158
		66,253,178	114,749,315
Creditors: amounts falling due within one year	16	(78,945,694)	(70,888,732)
Net current (liabilities) assets		(12,692,516)	43,860,583
Total assets less current liabilities		47,310,398	49,820,190
Creditors: amounts falling due after more than one year	17	(77,361)	(257,115)
Net assets		47,233,037	49,563,075
Capital and reserves			
Called up share capital	18	2,834,672	2,834,672
Profit and loss account		43,507,892	45,855,319
Translation reserve	18	13,071	(4,318)
Capital contribution reserve	18	877,402	877,402
Shareholders' funds		47,233,037	49,563,075

These financial statements were approved by the board of directors on 18 Dec and signed on its behalf by:



S Parashar
 Director
 Company registered number : 3999896

Firstsource Solutions UK Limited
Company Balance Sheet at 31 March 2020

	<i>Notes</i>	2020	2019
		£	£
Fixed assets			
Tangible assets	9	6,004,482	4,715,284
Intangible assets	10	600,932	1,244,323
Investments	12	<u>53,594,294</u>	3,677,393
		60,199,708	9,637,000
Current assets			
Debtors			
- amounts falling due within one year	13	42,151,361	94,294,095
- amounts falling due after one year	14	16,370,448	20,126,081
Cash at bank and in hand		<u>7,520,874</u>	129,201
		66,042,683	114,549,377
Creditors: amounts falling due within one year	16	<u>(78,931,992)</u>	(74,029,624)
Net current (liabilities) assets		(12,889,309)	40,519,753
Total assets less current liabilities		47,310,399	50,156,753
Creditors: amounts falling due after more than one year	17	(77,361)	(257,115)
Net assets		<u>47,233,038</u>	<u>49,899,638</u>
Capital and reserves			
Called up share capital	18	2,834,672	2,834,672
Profit and loss account		43,536,370	46,202,970
Capital contribution reserve	18	861,996	861,996
Shareholders' funds		<u>47,233,038</u>	<u>49,899,638</u>

These financial statements were approved by the board of directors on 18 Dec and signed on its behalf by :

S Parashar
 Director

Company registered number : 3999896

Firstsource Solutions UK Limited
Consolidated Statement of Changes in
Equity for the year ended 31 March 2020

	Called up share capital	Capital Contribution Reserve	Translation reserve	Profit & loss account	Total equity
Balance at 1 April 2018	2,834,672	877,402	(2,967)	38,885,693	42,594,800
Net profit for the year	-	-	-	6,969,626	6,969,626
Other comprehensive expense	-	-	(1,351)	-	(1,351)
Total comprehensive income for the year	-	-	(1,351)	6,969,626	6,968,275
Balance at 31 March 2019	2,834,672	877,402	(4,318)	45,855,319	49,563,075
Balance at 1 April 2019	2,834,672	877,402	(4,318)	45,855,319	49,563,075
Net loss for the year	-	-	-	(2,347,427)	(2,347,427)
Other comprehensive income	-	-	17,389	-	17,389
Total comprehensive loss for the year	-	-	17,389	(2,347,427)	(2,330,038)
Balance at 31 March 2020	2,834,672	877,402	13,071	43,507,892	47,233,037

Firstsource Solutions UK Limited
Company Statement of Changes in Equity
for the year ended 31 March 2020

	Called up share capital	Capital Contribution Reserve	Profit & loss account	Total equity
Balance at 1 April 2018	2,834,672	861,996	39,216,430	42,913,098
Net profit for the year	-	-	6,986,540	6,986,540
Other comprehensive expense	-	-	-	-
Total comprehensive income for the year	-	-	6,986,540	6,986,540
Balance at 31 March 2019	2,834,672	861,996	46,202,970	49,899,638
Balance at 1 April 2019	2,834,672	861,996	46,202,970	49,899,638
Net profit for the year	-	-	(2,666,600)	(2,666,600)
Other comprehensive expense	-	-	-	-
Total comprehensive loss for the year	-	-	(2,666,600)	(2,666,600)
Balance at 31 March 2020	2,834,672	861,996	43,536,370	47,233,038

Firstsource Solutions UK Limited
Consolidated Cash Flow Statement
for the year ended 31 March 2020

	2020	2019
	£	£
Cash flows from operating activities		
(Loss) profit for the financial year	(2,347,427)	6,969,626
<i>Adjustments for:</i>		
Depreciation and amortisation	2,774,582	2,579,093
Interest receivable and similar income	(1,942,927)	(3,453,526)
Interest payable and similar charges	1,579,461	1,418,688
Loss on sale of tangible fixed assets	45,185	36,611
Foreign currency exchange movements	(220,851)	652,719
Income taxes	(578,295)	1,610,169
Impairment of Goodwill	-	17,118
	(690,272)	9,830,498
Increase in debtors	(918,714)	(4,900,757)
Increase in trade and other payables	(9,690,019)	4,039,166
Net cash from operating activities before tax	(11,299,005)	8,968,907
Tax paid	(1,727,165)	(1,577,488)
Net cash from operating activities	(13,026,170)	7,391,419
Cash flows from investing activities		
Interest received	1,942,544	3,458,456
Foreign exchange movement	220,851	(652,719)
Payments for fixed assets acquired	(3,544,641)	(2,454,935)
Proceeds from sale of fixed assets	79,068	-
Loans repaid by/(given to) related entities	57,376,900	(29,967,026)
Investment in subsidiary, Firstsource BPO Ireland Limited	-	(3,356,478)
Investment in Firstsource Group USA, Inc.	(53,397,500)	-
Net cash used in investing activities	2,677,222	(32,972,702)
Cash flows from financing activities		
Repayment of from finance leases	(163,976)	(386,434)
Proceeds from bank loans	19,485,612	19,946,027
Interest paid	(1,573,278)	(1,417,297)
Transfer to translation reserve	17,389	(1,351)
Net cash from financing activities	17,765,747	18,140,945
Net increase /(decrease) in cash and cash equivalents	7,416,799	(7,440,338)
Cash and cash equivalents at the beginning of the year	316,158	7,756,496
Cash and cash equivalents at the end of the year	7,732,957	316,158

Notes
(forming part of the financial statements)

1. Accounting policies

Firstsource Solutions UK Limited (“the Company”) is a company limited by shares, incorporated, domiciled and registered in the UK. The registered number is 3999896 and the registered address is Space One, 1 Beadon Road, London W6 OEA.

1.1 Basis of preparation

These Group and parent company financial statements were prepared in accordance with Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (“FRS 102”) as issued in September 2015.

The Company’s parent undertaking, Firstsource Solutions Limited, includes the Company in its consolidated financial statements. The consolidated financial statements of Firstsource Solutions Limited are available to the public and may be obtained from 5th Floor, Mindspace, New Link Road, Malad (W), Mumbai 400 064, India.

As the company is a wholly owned subsidiary of Firstsource Solutions Limited, the Company has taken advantage of the exemption contained in FRS 102 and has therefore not disclosed transactions with wholly owned subsidiaries which form part of the Group.

The parent company is included in the consolidated financial statements, and is considered to be a qualifying entity under FRS 102 paragraphs 1.8 to 1.12. The following exemptions available under FRS 102 in respect of certain disclosures for the parent company financial statements have been applied:

- No separate parent company cash flow statement with related notes is included; and
- Key management personnel compensation has not been included.

Firstsource Solutions UK Limited has taken advantage of Section 408 of the Companies Act, 2006 and has not included its own Profit and Loss Account in these financial statements. Firstsource Solution UK Limited’s loss for the year was GBP 2.67 Million (2019: Profit of GBP 6.99 Million).

The accounting policies set out below have, unless otherwise stated, been applied consistently to all periods presented in these financial statements.

Measurement convention

The financial statements have been prepared on the historical cost basis.

1.2 Basis of consolidation

The consolidated financial statements include the financial statements of the Company and its subsidiary undertaking made up to 31 March 2020. The acquisition method of accounting has been adopted. Under this method, the results of subsidiary undertakings acquired or disposed of in the year are included in the consolidated profit and loss account from the date of acquisition or up to the date of disposal. In the parent company financial statements investments in subsidiaries are carried at cost less impairment.

Notes (continued)
(forming part of the financial statements)

Accounting policies (continued)

1.3 Going concern

The Group's business activities, together with the factors likely to affect its future development, performance and position are set out in the Strategic Report on page 2.

Management have prepared cash flow forecasts till financial year 2024-25 which support the ability of the Group and Company to continue as a going concern, taking account of reasonable variations in trading performance. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

The Group has never incurred loss in previous year. The Group had a positive net worth of £ 47.23 million as at 31 March 2020. The Group had incurred losses for the first time due to high employee attrition rate. However, in terms of revenue, the client base is strong and consists of prestigious names in the industry. In terms of payroll cost, offshoring of work is done to Indian holding company where margins are profitable. Holding company's position is also strong, as shown by consistent profits. The Holding Company has no intention to close the business of Firstsource Solutions UK Limited subsidiary due to losses incurred in current year as with offshoring of contracts these projects profitable at project level.

As at 31 March 2020, the Group had unutilised lines of credit of £14.90 million which along with future operating cash inflows would be sufficient to meet its obligations on account of its net current liabilities of £12.69 million.

1.4 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses.

Where parts of an item of tangible fixed assets have different useful lives, they are accounted for as separate items of tangible fixed assets.

Leases in which the company assumes substantially all the risks and rewards of ownership of the leased asset are classified as finance leases. All other leases are classified as operating leases. Leased assets acquired by way of finance lease are stated on initial recognition at an amount equal to the lower of their fair value and the present value of the minimum lease payments at inception of the lease, including any incremental costs directly attributable to negotiating and arranging the lease. At initial recognition a finance lease liability is recognised equal to the fair value of the leased asset or, if lower, the present value of the minimum lease payments. The present value of the minimum lease payments is calculated using the interest rate implicit in the lease.

The Group assesses at each reporting date whether tangible fixed assets (including those leased under a finance lease) are impaired.

Depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets by equal instalments over their estimated useful economic lives as follows:

- Leasehold improvements: lease term or the estimated useful life of the asset, whichever is shorter;
- Office equipment: 3 – 5 years;
- Computers: 4 years;
- Furniture and fixtures: 5 years; and

Notes (continued)

Accounting policies (continued)

Depreciation methods, useful lives and residual values are reviewed if there is an indication of a significant change since the last annual reporting date in the pattern by which the company expects to consume an asset's future economic benefits.

1.5 Intangible assets

Intangible assets acquired by the Group are stated at cost less accumulated amortisation and accumulated impairment losses.

Amortisation

Amortisation is charged to the profit and loss on a straight-line basis over the estimated useful lives of intangible assets. Intangible assets are amortised from the date they are available for use. The estimated useful lives are as follows:

- Computer software: 2 – 4 years

The Group reviews the amortisation period and method when events and circumstances indicate that the useful life may have changed since the last reporting date.

1.6 Investments

Investments in subsidiary undertakings and other Investments are stated at cost less amounts written off. The carrying value of investments is reviewed for impairment on an annual basis or when events or changes in circumstances indicate that the carrying value of the investments may not be recoverable. An estimate is made by management of the carrying value of the investments and an impairment loss recognised when the carrying value of the investment exceeds the recoverable amount.

1.7 Basic financial instruments

Trade and other debtors / creditors

Trade and other debtors are recognised initially at transaction price plus attributable transaction costs. Trade and other creditors are recognised initially at transaction price less attributable transaction costs. Subsequent to initial recognition they are measured at amortised cost using the effective interest method, less any impairment losses in the case of trade debtors. If the arrangement constitutes a financing transaction, for example if payment is deferred beyond normal business terms, then it is measured at the present value of future payments discounted at a market rate of interest for a similar debt instrument.

Interest-bearing borrowings classified as basic financial instruments

Interest-bearing borrowings are recognised initially at fair value less attributable transaction costs. Subsequent to initial recognition, interest-bearing borrowings are stated at amortised cost using the effective interest method, less any impairment losses.

Cash and cash equivalents

Cash and cash equivalents comprise cash balances and call deposits. Bank overdrafts that are repayable on demand and form an integral part of the Group's cash management are included as a component of cash and cash equivalents for the purpose only of the cash flow statement.

Notes (continued)

Accounting policies (continued)

1.8 Impairment

Financial assets (including trade and other debtors)

A financial asset not carried at fair value through profit or loss is assessed at each reporting date to determine whether there is objective evidence that it is impaired. A financial asset is impaired if objective evidence indicates that a loss event has occurred after the initial recognition of the asset, and the loss event that had a negative effect on the estimated future cash flows of that asset that can be estimated reliably.

An impairment loss in respect of a financial asset measured at amortised cost is calculated as the difference between its carrying amount and the present value of the estimated future cash flows discounted at the asset's original effective interest rate.

For financial instruments measured at cost less impairment an impairment is calculated as the difference between its carrying amount and the best estimate of the amount that the Group would receive for the asset if it were to be sold at the reporting date. Interest on the impaired asset continues to be recognised through the unwinding of the discount. Impairment losses are recognised in profit or loss. When a subsequent event causes the amount of impairment loss to decrease, the decrease in impairment loss is reversed through profit or loss.

1.9 Classification of financial instruments issued by the Group

In accordance with FRS 102.22, financial instruments issued by the Group are treated as equity only to the extent that they meet the following two conditions:

- (a) they include no contractual obligations upon the Group to deliver cash or other financial assets or to exchange financial assets or financial liabilities with another party under conditions that are potentially unfavourable to the Group; and
- (b) where the instrument will or may be settled in the entity's own equity instruments, it is either a non-derivative that includes no obligation to deliver a variable number of the entity's own equity instruments or is a derivative that will be settled by the entity exchanging a fixed amount of cash or other financial assets for a fixed number of its own equity instruments.

To the extent that this definition is not met, the proceeds of issue are classified as a financial liability. Where the instrument so classified takes the legal form of the entity's own shares, the amounts presented in these financial statements for called up share capital and share premium account exclude amounts in relation to those shares.

Notes (continued)

Accounting policies (continued)

1.10 Foreign currencies

Transactions in foreign currencies are recorded using the rate of exchange ruling at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated using the contracted rate or the rate of exchange ruling at the balance sheet date and the gains or losses on translation are included in the profit and loss account.

The assets and liabilities of overseas subsidiary undertakings are translated at the closing exchange rate. Profit and loss accounts of such undertakings are consolidated at the average rate of exchange during the year. Gains and losses arising on these translations are taken to reserves, net of exchange differences arising on related foreign currency borrowings.

1.11 Leases

Operating lease

Payments (excluding costs for services and insurance) made under operating leases are recognised in the profit and loss account on a straight-line basis over the term of the lease unless the payments to the lessor are structured to increase in line with expected general inflation; in which case the payments related to the structured increases are recognised as incurred. Lease incentives received are recognised in profit and loss over the term of the lease as an integral part of the total lease expense.

Finance lease

Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding liability using the rate implicit in the lease. The finance charge is allocated to each period during the lease term so as to produce a constant periodic rate of interest on the remaining balance of the liability.

1.12 Turnover

Revenue from contact centre and transaction processing services comprises both time/unit price and fixed fee based service contracts. Revenue from time/unit price based contracts is recognised on completion of the related services and is billed in accordance with the contractual terms specified in the customer contracts. Revenue from fixed fee based service contracts is recognised on achievement of performance milestones specified in the customer contracts. Revenue is recognised as the services are rendered and billed in accordance with the respective contractual terms specified in the contracts.

Unbilled receivables represent costs incurred and revenues recognised on contracts to be billed in subsequent periods as per the terms of the contract.

Directly attributable costs incurred to fulfil a customer contract are capitalised as prepayment and amortised on a systematic basis over the period of the contract, consistent with the pattern of service to the customer.

Notes (continued)

Accounting policies (continued)

1.13 Expenses

Interest receivable and interest payable

Interest payable and similar expenses include interest payable, finance expenses on shares classified as liabilities and finance leases recognised in profit or loss using the effective interest method, unwinding of the discount on provisions, and net foreign exchange losses that are recognised in the profit and loss account (see foreign currencies accounting policy).

Other interest receivable and similar income include interest receivable on funds invested and net foreign exchange gains.

Interest income and interest payable are recognised in profit or loss as they accrue, using the effective interest method. Foreign currency gains and losses are reported on a net basis.

1.14 Taxation

Tax on the profit or loss for the year comprises current and deferred tax. Tax is recognised in the profit and loss account except to the extent that it relates to items recognised directly in equity or other comprehensive income, in which case it is recognised directly in equity or other comprehensive income.

Current tax is the expected tax payable or receivable on the taxable income or loss for the year, using tax rates enacted or substantively enacted at the balance sheet date, and any adjustment to tax payable in respect of previous years.

Deferred tax is provided on timing differences which arise from the inclusion of income and expenses in tax assessments in periods different from those in which they are recognised in the financial statements. The following timing differences are not provided for: differences between accumulated depreciation and tax allowances for the cost of a fixed asset if and when all conditions for retaining the tax allowances have been met; and differences relating to investments in subsidiaries, to the extent that it is not probable that they will reverse in the foreseeable future and the Group is able to control the reversal of the timing difference.

Deferred tax is not recognised on permanent differences arising because certain types of income or expense are non-taxable or are disallowable for tax or because certain tax charges or allowances are greater or smaller than the corresponding income or expense.

Deferred tax is measured at the tax rate that is expected to apply to the reversal of the related difference, using tax rates enacted or substantively enacted at the balance sheet date. Deferred tax balances are not discounted.

Unrelieved tax losses and other deferred tax assets are recognised only to the extent that it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits.

Notes (continued)

Accounting policies (continued)

1.15 Employee benefits

Defined contribution plans and other long term employee benefits

A defined contribution plan is a post-employment plan under which the company pays fixed contributions into a separated entity and has no legal or constructive obligation to pay further amounts. Obligations for contributions to defined contribution pension plans are recognised as an expense in the profit and loss account in the periods during which services are rendered by employees.

1.16 Judgements and key sources of estimation

In preparing these financial statements, management has made judgements, estimates and assumptions that affect the application of the Group's accounting policies and the reported amount of assets, liabilities, income and expenses. Actual amounts may differ from these estimates. Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to estimates are recognised prospectively. Application of accounting policies that require critical accounting estimates involving complex and subjective judgments and the use of assumptions in these financial statements have been disclosed in Note 1.16.1.

1.16.1 Critical accounting estimates

Fixed assets

The charge in respect of periodic depreciation is derived after determining an estimate of an asset's expected useful life and the expected residual value at the end of its life. The useful lives and residual values of the Company's assets are determined by management at the time the asset is acquired, and are reviewed periodically, including at each financial year end. The lives are based on historical experience with similar assets as well as anticipation of future events, which may impact their life, such as changes in technology.

1.17 Estimation of uncertainties relating to the global health pandemic from COVID-19

The Group has considered the possible effects that may result from the pandemic relating to COVID-19 on the carrying amounts of receivables, unbilled revenues, investments and intangible assets. In developing the assumptions relating to the possible future uncertainties in the global economic conditions because of this pandemic, the Group, as at the date of approval of these financial statements has used internal and external sources of information including credit reports and related information, economic forecasts and consensus estimates from market sources on the expected future performance of the Group. The Group has performed sensitivity analysis on the assumptions used and based on current estimates expects the carrying amount of these assets will be recovered, net of provisions established.

Notes (continued)

2. Turnover

All turnover of the Group for the year has been derived from its principal activity.

Revenue by geographical area is as follows:

	2020	2019
	£	£
UK	125,688,386	144,706,968
India	30,356,215	23,559,715
	<u>156,044,601</u>	<u>168,266,683</u>

3. Expenses and auditor's remuneration

Included in profit/loss are the following:

	2020	2019
	£	£
Loss on disposal of tangible assets	(45,185)	(36,611)
Net exchange gains/(loss)	220,851	(652,719)
	<u>220,851</u>	<u>(652,719)</u>

Auditor's remuneration

Audit of these financial statements	12,000	12,000
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Notes (continued)

4. Staff Numbers

The average number of persons employed by the Group (including directors) during the year was:

	2020	2019
	No.	No.
Administration	5,435	5,938

The aggregate staff costs of these persons were as follows:

	2020	2019
	£	£
Wages and salaries	95,695,057	103,710,009
Social security costs	6,474,776	7,175,036
Pension costs	2,201,736	1,885,624
	104,371,568	112,770,670

5. Directors' emoluments

	2020	2019
	£	£
Directors' emoluments	414,505	719,318
Company contributions to money purchase pension schemes	12,428	38,720
	426,933	758,038

The aggregate emoluments of the highest paid director were £350,899 (2019: £306,039) and company pension contributions of £10,815 (2019: £10,658) were paid to a money purchase pension scheme on his behalf.

Retirement benefits are accruing to two (2019: three) directors under a money purchase scheme.

Notes (continued)

6. Interest receivable and similar income

	2020	2019
	£	£
Interest receivable	<u>1,942,927</u>	<u>3,453,526</u>

7. Interest payable and similar charges

	2020	2019
	£	£
Interest on loans	<u>1,579,461</u>	<u>1,418,688</u>

8. Taxation

	2020	2019
	£	£
<i>Total tax expense recognised in the profit and loss account, other comprehensive income & equity</i>		

Current tax

Current tax on income for the year	-	1,842,854
Adjustment in respect of prior years	<u>(625,626)</u>	<u>(81,612)</u>
Total current tax	<u>(625,626)</u>	<u>1,761,242</u>

Deferred tax

Origination and reversal of timing difference	34,421	(164,474)
Adjustment in respect of prior years	31,280	1,748
Change in tax rate	<u>(18,370)</u>	<u>11,653</u>
Total deferred tax (note 15)	<u>47,331</u>	<u>(151,073)</u>

Total tax on profit on ordinary activities	<u>(578,295)</u>	<u>1,610,169</u>
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Reconciliation of effective tax rate

Profit excluding taxation	<u>(2,925,722)</u>	<u>8,579,795</u>
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Tax using the UK corporation tax rate of 19% (2019: 19%)	<u>(555,887)</u>	<u>1,630,161</u>
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Effects of:

Non-deductible expenses	53,256	48,174
Adjustment in respect of prior years	<u>(77,213)</u>	<u>(79,864)</u>
Effect of differential overseas tax rate	1,549	45
Impact of adjustment in tax rate	<u>-</u>	<u>11,653</u>

Total tax (credit) expense included in profit and loss	<u>(578,295)</u>	<u>1,610,169</u>
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Factors which may affect future tax charges

A reduction in the UK corporation tax rate from 19% to 17% (effective from 1 April 2020) was substantively enacted on 6 September 2016. However, in the 11 March 2020 Budget it was announced that the UK tax rate will remain at the current 19% and not reduce to 17% from 1 April 2020. The deferred tax asset at 31 March 2020 has therefore been calculated at the rate of 19%.

Notes (continued)

9. Tangible fixed assets

Group and Company	Leasehold property	Fixtures, fittings & equipment	Total
	£	£	£
Cost			
At 1 April 2018	7,792,067	9,429,280	17,221,347
Additions	1,249,279	944,553	2,193,832
Disposals	(934,956)	(456,379)	(1,391,335)
At 31 March 2019	8,106,390	9,917,454	18,023,844
Depreciation			
At 1 April 2018	5,217,573	7,760,463	12,978,036
Charge for year	901,415	783,833	1,685,248
On disposals	(902,350)	(452,374)	(1,354,724)
At 31 March 2019	5,216,638	8,091,922	13,308,560
Net book value			
At 31 March 2019	2,889,752	1,825,532	4,715,284
At 31 March 2018	2,574,494	1,668,817	4,243,311
Cost			
At 1 April 2019	8,106,390	9,917,454	18,023,844
Additions	2,481,532	1,016,089	3,497,621
Disposals	(1,205,018)	(3,602)	(1,208,620)
At 31 March 2020	9,382,904	10,929,941	20,312,845
Depreciation			
At 1 April 2019	5,216,638	8,091,922	13,308,560
Charge for year	1,095,099	989,074	2,084,173
On disposals	(1,082,788)	(1,582)	(1,084,370)
At 31 March 2020	5,228,949	9,079,414	14,308,363
Net book value			
At 31 March 2020	4,153,955	1,850,527	6,004,482
At 31 March 2019	2,889,752	1,825,532	4,715,284
<i>Assets held under finance lease</i>			

Included in the net book value of fixtures, fittings and equipment is £65,310 (2019: £106,481) in respect of assets held under finance lease. Depreciation for the year on these assets was £41,171 (2019: £10,152).

Notes (continued)

10. Intangible assets
Group and Company

	Software	Total
	£	£
Cost		
At 1 April 2018	4,617,387	4,617,387
Additions	261,103	261,103
Disposals	(5,455)	(5,455)
At 31 March 2019	4,873,035	4,873,035
Amortisation		
At 1 April 2018	2,740,322	2,740,322
Charge for year	893,845	893,845
On disposals	(5,455)	(5,455)
At 31 March 2019	3,628,712	3,628,712
Net book value		
At 31 March 2019	1,244,323	1,244,323
At 31 March 2018	1,877,065	1,877,065
Cost		
At 1 April 2019	4,873,035	4,873,035
Additions	47,021	47,021
Disposals	(45,612)	(45,612)
At 31 March 2020	4,874,444	4,874,444
Amortisation		
At 1 April 2019	3,628,712	3,628,712
Charge for year	690,409	690,409
On disposals	(45,609)	(45,609)
At 31 March 2020	4,273,512	4,273,512
Net book value		
At 31 March 2020	600,932	600,932
At 31 March 2019	1,244,323	1,244,323
<i>Assets held under finance lease</i>		

Included in the net book value of software is £36,642 (2019: £59,741) in respect of assets held under finance lease. Depreciation for the year on these assets was £23,099 (2019: £5,696).

Notes (continued)

11. Goodwill

During the year ended 31 March 2019, the company acquired 100 per cent of the issued share capital of Firstsource B.P.O. Ireland Limited. Goodwill arising on account of such acquisition amounted to £17,118. An impairment loss on goodwill was recognised in administrative expenses as the subsidiary does not have any external revenue. Goodwill as at 31 March 2019 and 31 March 2020, net of impairment loss recognised amounts to £Nil.

12. Investments

	In subsidiary companies	In other entities	Total
	£	£	£
Balance as at 1 April 2018	320,915	-	320,915
Additions	3,356,478	-	3,356,478
Balance as at 31 March 2019	3,677,393	-	3,677,393
Balance as at 1 April 2019	3,677,393	-	3,677,393
Additions (see note (a) below)	-	53,397,500	53,397,500
Less: Impairment loss recognised	(3,480,599)	-	(3,480,599)
Balance as at 31 March 2020	196,794	53,397,500	53,594,294

Impairment loss is recognised on investment in Firstsource B.P.O. Ireland Limited. The recoverable amount of the investment has been determined based on fair value of net Assets less Liabilities.

The undertakings in which the parent company's interest is more than 20% are as follows:

Company	Country of Incorporation	Principal activity	Class and percentage of shares held	Net Assets position for year ended 31 March 2020 (£)	(Loss) for financial year ended 31 March 2020 (£)
Firstsource Solutions S.A.	Argentina	Provision of BPO services to Argentinean companies, currently non-trading	99.98% of ordinary share capital	-	-
Firstsource B.P.O. Ireland Limited	Ireland	Provision of BPO services, currently non-trading	100% of ordinary share capital	196,794	(16,630)

(a) During the year ended 31 March 2020, the Company made an investment in Firstsource Group USA, Inc. at fair value, and became 15 per cent shareholder for Firstsource Group USA, Inc. These shares do not carry any voting rights.

13. Debtors - amounts falling due within one year

	Group 2020	Company 2020	Group 2019	Company 2019
	£	£	£	£
Trade debtors	10,539,814	10,539,814	6,043,994	6,043,994
Accrued income	13,227,863	13,227,863	13,648,570	13,648,570
Loan to a fellow subsidiary	12,138,000	12,138,000	69,514,900	69,514,900
Amounts owed by fellow group undertakings	19,413	19,413	40,406	40,406
Other debtors	-	-	12,981	-
Prepayments	5,438,616	5,438,616	4,805,025	4,805,025
Deferred tax asset (note 15)	193,869	193,869	241,200	241,200
Corporation tax	592,198	593,786	-	-
	42,149,773	42,151,361	94,307,076	94,294,095

A loan to a fellow subsidiary incurs interest at a floating rate of 2.5% plus LIBOR and is repayable on demand.

14. Debtors - amounts falling due after one year

	Group 2020	Company 2020	Group 2019	Company 2019
	£	£	£	£
Prepayments	16,370,448	16,370,448	20,126,081	20,126,081

Included unamortised portion of directly attributable costs incurred to fulfil a customer contract of £ 11,615,734 (2019 £ 13,760,183); Unamortised portion of rebate offered to customer at the inception of contract of £ 3,951,282 (2019: £ 5,432,297) and prepaid expenses.

Notes (continued)

15. Deferred Tax

	Group 2020 £	Company 2020 £	Group 2019 £	Company 2019 £
At beginning of the year	(241,200)	(241,200)	(90,127)	(90,127)
Debit to the profit and loss account for the year	47,331	47,331	(151,073)	(151,073)
At end of year	<u>(193,869)</u>	<u>(193,869)</u>	<u>(241,200)</u>	<u>(241,200)</u>

The deferred tax asset relates to accelerated capital allowances.

16. Creditors: amounts falling due within one year

	Group 2020 £	Company 2020 £	Group 2019 £	Company 2019 £
Trade creditors	793,001	779,299	697,822	684,952
Amounts owed to parent and fellow group undertakings	15,695,193	15,695,193	24,570,002	27,744,602
Corporation tax	-	-	1,760,593	1,746,134
Finance lease liability	256,816	256,816	241,038	241,038
Line of Credit and Bank Overdrafts	48,788,782	48,788,782	29,303,170	29,303,170
Other tax and social security	4,748,184	4,748,184	4,887,364	4,887,364
Other creditors	1,383,964	1,383,964	1,873,401	1,867,022
Accruals	7,279,754	7,279,754	7,555,342	7,555,342
	<u>78,945,694</u>	<u>78,931,992</u>	<u>70,888,732</u>	<u>74,029,624</u>

Amounts owed to parent and fellow group undertakings are unsecured, interest free and repayable on demand.

Finance lease liability carries interest in the range of 0.82% - 3.10% for a period from December 2017 to March 2024, repayable in quarterly installments.

Line of credit from bank carries interest in the range of 2.45% - 2.65%. Further the Line of credit from bank is secured by cross company guarantee by Firstsource Solutions Limited.

The amount due in respect of Other tax and social security is comprised as follows:

	Group 2020 £	Company 2020 £	Group 2019 £	Company 2019 £
VAT	4,385,666	4,385,666	4,666,482	4,666,482
HMRC and NIC tax	326,278	326,278	179,782	179,782
Apprenticeship Levy	36,240	36,240	41,100	41,100
	<u>4,748,184</u>	<u>4,748,184</u>	<u>4,887,364</u>	<u>4,887,364</u>

Notes (continued)

17. Creditors: amounts falling due after more than one year

	Group 2020 £	Company 2020 £	Group 2019 £	Company 2019 £
Finance lease liability	<u>77,361</u>	<u>77,361</u>	257,115	257,115

The maturity of obligations under finance leases is as follows:

	Group 2020 £	Company 2020 £	Group 2019 £	Company 2019 £
Within one year	256,816	256,816	241,038	241,038
In the second to fifth years	<u>77,361</u>	<u>77,361</u>	257,115	257,115
	<u>334,177</u>	<u>334,177</u>	498,153	498,153

Finance lease liabilities carry an interest rate in the range of 0.82% to 3.10% and are repayable in quarterly instalments of principal and interest.

Notes (continued)

18. Called up share capital

Group and company	2020	2019
	£	£
<i>Authorised:</i>		
3,500,000 ordinary shares of £1 each	<u>3,500,000</u>	<u>3,500,000</u>
<i>Allotted, called up and fully paid - presented as equity:</i>		
2,834,672 ordinary shares of £1 each	<u>2,834,672</u>	<u>2,834,672</u>

The holders of ordinary shares are entitled to receive dividends as declared from time to time and are entitled to one vote per share at all meetings.

Translation reserve

The translation reserve reflects the exchange rate changes in the year on investments held by Firstsource Solutions UK Limited.

Capital contribution reserve

The capital contribution reserve relates to a capital contribution made by the shareholders to the Company in prior years.

Notes (continued)

19. Commitments

Operating lease rentals are payable as follows:

	2020 Land and buildings £	2020 Other £	2019 Land and buildings £	2019 Other £
Group				
Within one year	2,612,723	78,420	2,678,133	293,485
In the second to fifth years inclusive	5,684,897	23,713	6,000,316	52,728
Over five years	3,760,675	-	3,149,468	-
	12,058,295	102,133	11,827,917	346,213
	2020 Land and buildings £	2020 Other £	2019 Land and buildings £	2019 Other £
Company				
Within one year	2,612,723	78,420	2,678,133	293,485
In the second to fifth years inclusive	5,684,897	23,713	6,000,316	52,728
Over five years	3,760,675	-	3,149,468	-
	12,058,295	102,133	11,827,917	346,213

During the year £2,698,457 (2019: £2,667,474) was recognised as an expense in the profit and loss account in respect of operating leases.

Notes (continued)

20. Related party transactions

The company has taken advantage of the exemptions conferred by FRS 102 not to disclose transactions with members of the group headed by Firstsource Solutions Limited ultimate parent on the grounds that the company is included in the consolidated financial statements.

21. Ultimate parent company

The company is a subsidiary undertaking of Firstsource Solutions Limited, a company incorporated in India. The ultimate controlling party is CESC Ventures Limited (formerly known as RP-SG Business Process Services Limited).

The largest group in which the results of the Company are consolidated is that headed by Firstsource Solutions Limited. The consolidated financial statements of this group are available to the public and may be obtained from:

5th floor,
Paradigm 'B' Wing
Mindspace
Link Road
Malad (West)
Mumbai - 400 064
India