

**7<sup>th</sup> May 2018**

To:

**National Stock Exchange of India Limited (Scrip Code: FSL)**

Exchange Plaza,  
Plot no. C/1, G Block,  
Bandra-Kurla Complex  
Bandra (East),  
Mumbai - 400 051

**BSE Limited (Scrip Code: 532809)**

Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

Dear Madam/ Sir,

**Sub: Regulation 33: Declaration of Audited Standalone and  
Consolidated financial results for the quarter and financial year ended  
31<sup>st</sup> March 2018 (Q4 FY 2017-18)**

We wish to inform you that the Board of Directors of the Company has, at their meeting held today i.e. 7<sup>th</sup> May 2018, has decided the following:

1. To consider, the Audited Standalone and Consolidated financial Results for the quarter and financial year ended 31<sup>st</sup> March 2018, copies of which are enclosed herewith alongwith copies of Auditors' Reports thereon. We are also enclosing herewith copy of Press release relating to the financial results.
2. To recommend to the Members at the 17<sup>th</sup> Annual General Meeting of the Company, payment of Equity Dividend for the year ended 31<sup>st</sup> March 2018 @ 15% or Rs. 1.50/- per share on the paid-up share capital of the Company.

The Meeting commenced at 11:40 a.m. and concluded at 13:30 p.m.

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**

  
**Pooja Nambiar**  
**Company Secretary & Compliance Officer**

## Firstsource Solutions Limited

### AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED 31, 2018

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
	2018	2017	2017	2018	2017
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
<b>Income</b>					
Revenue from operations	8,713.16	8,631.41	8,643.69	34,314.97	34,569.11
Other operating income, net	259.78	240.97	279.33	1,037.50	986.99
Other income	(25.50)	26.09	(4.50)	54.31	32.05
<b>Total income</b>	<b>8,947.44</b>	<b>8,898.47</b>	<b>8,918.52</b>	<b>35,406.78</b>	<b>35,588.15</b>
<b>Expenses</b>					
Employee benefits expenses	6,027.09	6,044.63	6,166.64	23,954.75	23,834.37
Depreciation and amortisation	172.34	171.74	110.44	659.24	589.61
Finance costs	88.96	103.84	114.16	404.03	453.16
Other expenses	1,620.97	1,666.42	1,766.34	6,808.66	7,341.83
<b>Total expenses</b>	<b>7,909.36</b>	<b>7,986.63</b>	<b>8,157.58</b>	<b>31,826.68</b>	<b>32,218.97</b>
<b>Profit before tax and share in net (loss) of associate</b>	<b>1,038.08</b>	<b>911.84</b>	<b>760.94</b>	<b>3,580.10</b>	<b>3,369.18</b>
Share in net profit / (loss) of associate	-	-	(0.01)	(0.01)	(0.01)
<b>Profit before tax</b>	<b>1,038.08</b>	<b>911.84</b>	<b>760.93</b>	<b>3,580.09</b>	<b>3,369.17</b>
<b>Tax expense</b>					
Current tax	96.22	145.80	99.83	456.79	454.36
Deferred tax	13.18	(229.51)	12.12	(142.48)	122.43
<b>Net profit after tax</b>	<b>928.68</b>	<b>995.55</b>	<b>648.98</b>	<b>3,265.78</b>	<b>2,792.38</b>
Other comprehensive income, net of taxes	24.86	(158.93)	(381.19)	(175.48)	(480.07)
<b>Total comprehensive income</b>	<b>953.54</b>	<b>836.62</b>	<b>267.79</b>	<b>3,090.30</b>	<b>2,312.31</b>
<b>Profit attributable to:</b>					
Owners of the equity	<b>928.25</b>	<b>995.47</b>	<b>653.68</b>	<b>3,265.19</b>	<b>2,799.96</b>
Non - controlling interest	0.43	0.08	(4.70)	0.59	(7.58)
	<b>928.68</b>	<b>995.55</b>	<b>648.98</b>	<b>3,265.78</b>	<b>2,792.38</b>
<b>Total comprehensive income attributable to:</b>					
Owners of the equity	<b>952.59</b>	<b>836.94</b>	<b>268.42</b>	<b>3,089.52</b>	<b>2,312.69</b>
Non - controlling interest	0.95	(0.32)	(0.63)	0.78	(0.38)
	<b>953.54</b>	<b>836.62</b>	<b>267.79</b>	<b>3,090.30</b>	<b>2,312.31</b>
Paid-up equity share capital (Face value per share of Rs 10)	6,865.23	6,852.60	6,813.08	6,865.23	6,813.08
Reserves excluding revaluation reserve	-	-	-	16,652.37	13,466.95
Earning per share (Rs) : (Face value per share of Rs 10)					
-Basic	1.36	1.46	0.96	4.78	4.14
-Diluted	1.35	1.45	0.95	4.73	4.08

#### Notes to financials results :

1. The audited consolidated financial statements for the quarter and year ended March 31, 2018 have been taken on record by the Board of Directors at its meeting held on May 7, 2018. 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.

2. During the year ended March 31, 2018, 5,214,482 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.

3. The Board of Directors at its meeting held on 07 May 2018 have recommended a maiden dividend of Rs 1.50 per equity share for the financial year ended March 31, 2018.

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

Particulars	Quarter ended			Year ended	
	March 31	December 31	March 31	March 31	March 31
	2018	2017	2017	2018	2017
Total income	1,955.84	2,130.14	2,426.43	8,739.79	9,548.51
Net profit before taxation	488.11	606.06	646.93	2,192.56	2,187.36
Net profit after taxation and before other comprehensive income	464.18	510.88	546.63	1,919.16	1,884.59



## Firstsource Solutions Limited

AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED 31, 2018

(Rs in millions)

### 5. Statement of assets and liabilities (Consolidated - Audited)

Particulars	As at	
	March 31	March 31
	2018	2017
<b>ASSETS</b>		
<b>Non-current assets</b>		
Property, plant and equipment	881.83	878.05
Capital work-in-progress	4.20	42.85
Goodwill on consolidation	19,308.07	19,223.62
Other Intangible assets	624.32	576.48
<b>Financial assets</b>		
Investments	122.62	105.84
Other financial assets	332.33	741.73
Deferred tax assets	2,175.49	1,608.95
Income tax assets	679.24	752.70
Others non-current assets	1,956.68	1,732.81
<b>Total non-current assets</b>	<b>26,084.78</b>	<b>25,663.03</b>
<b>Current assets</b>		
Financial assets		
Investments	220.00	1,522.67
Trade receivables	3,784.79	3,065.44
Cash and cash equivalents	1,230.00	387.31
Other financial assets	1,911.36	2,354.65
Other current assets	744.77	513.08
<b>Total current assets</b>	<b>7,890.92</b>	<b>7,843.15</b>
<b>Total assets</b>	<b>33,975.70</b>	<b>33,506.18</b>
<b>EQUITY AND LIABILITIES</b>		
<b>Equity</b>		
Equity share capital	6,865.23	6,813.08
Other equity	16,652.37	13,466.95
<b>Total equity attributable to equity holders of the Company</b>	<b>23,517.60</b>	<b>20,280.03</b>
Non - controlling interest	12.53	11.75
<b>Total equity</b>	<b>23,530.13</b>	<b>20,291.78</b>
<b>LIABILITIES</b>		
<b>Non-current liabilities</b>		
<b>Financial liabilities</b>		
Long term borrowings	142.20	3,579.94
Other financial liabilities	161.46	-
Provisions for employee benefits	51.73	95.22
Deferred tax liabilities	264.29	418.37
<b>Total non-current liabilities</b>	<b>619.68</b>	<b>4,093.53</b>
<b>Current liabilities</b>		
Financial liabilities		
Short-term and other borrowings	6,580.95	6,066.84
Trade payables	915.69	993.77
Other financial liabilities	1,468.73	982.90
Other current liabilities	415.83	502.51
Provisions for employee benefits	294.71	275.12
Provision for tax	149.98	299.73
<b>Total current liabilities</b>	<b>9,825.89</b>	<b>9,120.87</b>
<b>Total equity and liabilities</b>	<b>33,975.70</b>	<b>33,506.18</b>



## Firstsource Solutions Limited

**AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED 31, 2018**

(Rs in millions)

### 6. Segment Reporting - Consolidated audited

Particulars	Quarter ended			Year ended	
	March 31	December 31	March 31	March 31	March 31
	2018	2017	2017	2018	2017
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
<b>Segment revenue</b>					
a) Customer management	4,665.72	4,702.13	4,551.51	18,868.24	19,286.23
b) Healthcare	3,062.68	3,063.52	3,034.85	11,853.21	11,425.12
c) Collections	984.76	865.76	1,057.33	3,593.52	3,857.76
<b>Total</b>	<b>8,713.16</b>	<b>8,631.41</b>	<b>8,643.69</b>	<b>34,314.97</b>	<b>34,569.11</b>
Less: Inter-segment revenue	-	-	-	-	-
<b>Net segment revenue</b>	<b>8,713.16</b>	<b>8,631.41</b>	<b>8,643.69</b>	<b>34,314.97</b>	<b>34,569.11</b>
<b>Segment results before tax and finance costs</b>					
a) Customer management	765.29	746.68	724.65	2,840.82	3,321.89
b) Healthcare	537.49	515.69	479.91	1,988.95	1,676.45
c) Collections	157.03	92.54	159.40	378.55	495.69
<b>Total</b>	<b>1,459.81</b>	<b>1,354.91</b>	<b>1,363.96</b>	<b>5,208.32</b>	<b>5,494.03</b>
i) Finance costs	(88.96)	(103.84)	(114.16)	(404.03)	(453.16)
ii) Other unallocable expenditure net of unallocable income	(332.77)	(339.23)	(488.86)	(1,224.19)	(1,671.69)
iii) Share in net profit / (loss) of associate	-	-	(0.01)	(0.01)	(0.01)
<b>Profit before tax and other comprehensive income</b>	<b>1,038.08</b>	<b>911.84</b>	<b>760.93</b>	<b>3,580.09</b>	<b>3,369.17</b>
<b>Segment assets</b>					
a) Customer management	8,291.18	7,066.25	5,371.90	8,291.18	5,371.90
b) Healthcare	17,908.40	17,541.71	17,253.82	17,908.40	17,253.82
c) Collections	3,095.54	3,830.44	3,850.46	3,095.54	3,850.46
e) Unallocable	4,680.58	4,879.13	7,029.99	4,680.58	7,029.99
	<b>33,975.70</b>	<b>33,317.53</b>	<b>33,506.18</b>	<b>33,975.70</b>	<b>33,506.18</b>
<b>Segment liabilities</b>					
a) Customer management	5,606.61	5,175.81	3,361.26	5,606.61	3,361.26
b) Healthcare	3,682.80	4,152.74	6,380.68	3,682.80	6,380.68
c) Collections	263.63	153.21	217.33	263.63	217.33
e) Unallocable	892.53	1,292.80	3,255.13	892.53	3,255.13
	<b>10,445.57</b>	<b>10,774.56</b>	<b>13,214.40</b>	<b>10,445.57</b>	<b>13,214.40</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.

The Group has reclassified reportable segment 'Domestic business in India' to 'Customer Management' during the year ended March 31, 2018.

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

  
**Rajesh Subramaniam**  
Managing Director and CEO

Kolkata, India  
May 7, 2018



## INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF DIRECTORS OF FIRSTSOURCE SOLUTIONS LIMITED

1. We have audited the accompanying Statement of Consolidated Financial Results of **Firstsource Solutions Limited** (the 'Company') and its subsidiaries (the Company and its subsidiaries together referred to as the 'Group') and its share of loss of its associate company, for the year ended March 31, 2018 (the 'Statement'), being submitted by the Company pursuant to the requirement of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated July 5, 2016.
2. This Statement, which is the responsibility of the Company's Management and approved by the Board of Directors, has been compiled from the related consolidated Ind AS financial statements which has been prepared in accordance with the Indian Accounting Standard prescribed under Section 133 of the Companies Act, 2013 (the 'Act') read with relevant rules issued thereunder ('Ind AS') and other accounting principles generally accepted in India. Our responsibility is to express an opinion on the Statement based on our audit of such consolidated Ind AS financial statements.
3. We conducted our audit in accordance with the Standards on Auditing issued by the Institute of Chartered Accountants of India ('ICAI'). Those Standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the Statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and the disclosures in the Statement. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the Statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Company's preparation and fair presentation of the Statement 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 Company's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of the accounting estimates made by the Management, as well as evaluating the overall presentation of the Statement.

We believe that the audit evidence obtained by us is sufficient and appropriate to provide a basis for our audit opinion.

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4. In our opinion and to the best of our information and according to the explanations given to us, the Statement:

(i) includes the results of the following entities:

**List of Subsidiaries:**

1. Firstsource Solutions UK Limited
2. Firstsource Solutions S.A.
3. Firstsource BPO Ireland Limited
4. Firstsource Dialog Solutions (Private) Limited
5. Firstsource Process Management Services Limited
6. Firstsource Group USA, Inc.
7. Firstsource Business Process Services, LLC
8. Firstsource Advantage LLC
9. One Advantage LLC
10. MedAssist Holding LLC
11. Firstsource Solutions USA, LLC
12. Firstsource Transaction Services LLC
13. ISGN Solutions, Inc.
14. ISGN Fulfillment Services, Inc.
15. ISGN FulfillmentAgency, LLC

**List of Associate:**

16. Nanobi Data and Analytics Private Limited

(ii) is presented in accordance with the requirements of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated July 5, 2016; and

(iii) gives a true and fair view in conformity with the aforesaid Ind AS and other accounting principles generally accepted in India of the net profit and total comprehensive income and other financial information of the Company for the year ended March 31, 2018

5. The consolidated financial results include the Group's share of loss of ₹ 0.01 million for the year ended March 31, 2018 in respect of an associate, whose financial statements have not been audited by us. These financial statements have been audited by other auditors whose reports have been furnished to us by the management of the Company. Our report in so far as it relates to the amounts and disclosures included in respect of this associate is based solely on these financial statements.

6. The Statement includes the results for the quarter ended March 31, 2018 being the balancing figure between the audited figures in respect of the full financial year and the audited year to date figures upto the third quarter of the current financial year.

1.

**Deloitte  
Haskins & Sells LLP**

7. The comparative financial information of the Company for the quarter and year ended March 31, 2017 prepared in accordance with Ind AS included in this Statement have been audited by the predecessor auditor. The report of the predecessor auditor on these comparative financial information dated May 5, 2017 expressed an unmodified opinion.

Our report is not modified in respect of this matter.

For **DELOITTE HASKINS & SELLS LLP**  
Chartered Accountants  
(Firm's Registration No. 117366W / W-100018)



**SANJIV V. PILGAONKAR**  
Partner  
(Membership No. 39826)

Kolkata, May 7, 2018



## Firstsource Solutions Limited

AUDITED STANDALONE FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 2018

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
	2018	2017	2017	2018	2017
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
<b>Income</b>					
Revenue from operations	1,706.37	1,860.20	2,094.44	7,628.18	8,408.65
Other operating income, net	237.73	249.44	306.31	984.48	992.00
Other income	11.74	20.50	25.88	127.13	147.86
<b>Total income</b>	<b>1,955.84</b>	<b>2,130.14</b>	<b>2,426.43</b>	<b>8,739.79</b>	<b>9,548.51</b>
<b>Expenses</b>					
Employee benefits expenses	898.75	994.84	1,128.64	4,153.00	4,579.96
Depreciation and amortisation	55.08	56.04	39.18	215.30	190.32
Finance costs	26.94	(6.11)	(15.07)	62.32	67.75
Other expenses	486.96	479.31	626.75	2,116.61	2,523.12
<b>Total expenses</b>	<b>1,467.73</b>	<b>1,524.08</b>	<b>1,779.50</b>	<b>6,547.23</b>	<b>7,361.15</b>
<b>Profit before tax</b>	<b>488.11</b>	<b>606.06</b>	<b>646.93</b>	<b>2,192.56</b>	<b>2,187.36</b>
<b>Tax expense</b>					
Current tax	46.41	94.33	76.04	277.00	258.36
Deferred tax	(22.48)	0.85	24.26	(3.60)	44.41
<b>Net profit after tax</b>	<b>464.18</b>	<b>510.88</b>	<b>546.63</b>	<b>1,919.16</b>	<b>1,884.59</b>
Other comprehensive income, net of taxes	(396.46)	44.69	37.11	(715.70)	180.48
<b>Total comprehensive income</b>	<b>67.72</b>	<b>555.57</b>	<b>583.74</b>	<b>1,203.46</b>	<b>2,065.07</b>
Paid-up equity share capital (Face value per share of Rs 10)	6,865.23	6,852.60	6,813.08	6,865.23	6,813.08
Reserves excluding revaluation reserve	-	-	-	14,480.28	13,180.92
Earning per share (Rs): (Face value per share of Rs 10)					
-Basic	0.68	0.75	0.80	2.81	2.79
-Diluted	0.67	0.74	0.80	2.78	2.75

**Notes to financials results :**

1. The audited standalone financial statements for the quarter and year ended March 31, 2018 have been taken on record by the Board of Directors at its meeting held on May 7, 2018. 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, 2018, 5,214,482 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.
3. The Board of Directors at its meeting held on 07 May 2018 have recommended a maiden dividend of Rs.1.50 per equity share for the financial year ended March 31, 2018.
4. 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.





## Firstsource Solutions Limited


AUDITED STANDALONE FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 2018

(Rs in millions)

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

Particulars	As at	
	March, 31	March, 31
	2018	2017
<b>ASSETS</b>		
<b>Non-current assets</b>		
Property, plant and equipment	274.83	292.87
Capital work-in-progress	2.42	16.18
Goodwill	40.14	40.14
Other Intangible assets	244.21	221.71
<b>Financial assets</b>		
Investments	11,995.11	11,954.74
Other financial assets	267.72	670.61
Other non-current assets	103.28	113.05
Deferred tax assets (net)	2,167.17	1,596.55
Income tax assets (net)	704.45	604.78
<b>Total non-current assets</b>	<b>15,799.33</b>	<b>15,510.63</b>
<b>Current assets</b>		
Financial assets		
Investments	190.00	1,495.17
Trade receivables	5,647.40	3,719.34
Cash and cash equivalents	143.62	157.06
Other financial assets	448.24	1,586.65
Other current assets	262.25	211.87
<b>Total current assets</b>	<b>6,691.51</b>	<b>7,170.09</b>
<b>Total assets</b>	<b>22,490.84</b>	<b>22,680.72</b>
<b>EQUITY AND LIABILITIES</b>		
<b>Equity</b>		
Equity share capital	6,865.23	6,813.08
Other equity	14,480.28	13,180.92
<b>Total equity</b>	<b>21,345.51</b>	<b>19,994.00</b>
<b>LIABILITIES</b>		
<b>Non-current liabilities</b>		
<b>Financial liabilities</b>		
Long term borrowings	78.61	676.60
Other financial liabilities	161.46	-
Provisions for employee benefits	51.73	95.22
<b>Total non-current liabilities</b>	<b>291.80</b>	<b>771.82</b>
<b>Current liabilities</b>		
Financial liabilities		
Short-term borrowings	83.87	1,181.18
Trade payables	275.62	338.53
Other financial liabilities	423.78	296.64
Provisions for employee benefits	50.86	64.09
Other current liabilities	19.40	34.46
<b>Total current liabilities</b>	<b>853.53</b>	<b>1,914.90</b>
<b>Total equity and liabilities</b>	<b>22,490.84</b>	<b>22,680.72</b>

By order of the Board  
For Firstsource Solutions Limited

  
**Rajesh Subramaniam**  
Managing Director and CEO

Kolkata, India  
May 7, 2018



## INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF DIRECTORS OF FIRSTSOURCE SOLUTIONS LIMITED

1. We have audited the accompanying Statement of Standalone Financial Results of **Firstsource Solutions Limited** (the 'Company'), for the year ended March 31, 2018 ('the Statement'), being submitted by the Company pursuant to the requirement of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated July 5, 2016.
2. This Statement, which is the responsibility of the Company's Management and approved by the Board of Directors, has been compiled from the related standalone Ind AS financial statements which has been prepared in accordance with the Indian Accounting Standard prescribed under Section 133 of the Companies Act, 2013 (the 'Act') read with relevant rules issued thereunder ('Ind AS') and other accounting principles generally accepted in India. Our responsibility is to express an opinion on the Statement based on our audit of such standalone Ind AS financial statements.
3. We conducted our audit in accordance with the Standards on Auditing issued by the Institute of Chartered Accountants of India ('ICAI'). Those Standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the Statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and the disclosures in the Statement. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the Statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Company's preparation and fair presentation of the Statement 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 Company's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of the accounting estimates made by the Management, as well as evaluating the overall presentation of the Statement.

We believe that the audit evidence obtained by us is sufficient and appropriate to provide a basis for our audit opinion.

4. In our opinion and to the best of our information and according to the explanations given to us, the Statement:
  - a. is presented in accordance with the requirements of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated July 5, 2016; and
  - b. gives a true and fair view in conformity with the aforesaid Ind AS and other accounting principles generally accepted in India of the net profit and total comprehensive income and other financial information of the Company for the year ended March 31, 2018.

**Deloitte  
Haskins & Sells LLP**

5. The Statement includes the results for the quarter ended March 31, 2018 being the balancing figure between the audited figures in respect of the full financial year and the audited year to date figures upto the third quarter of the current financial year.
6. The comparative financial information of the Company for the quarter and year ended March 31, 2017 prepared in accordance with Ind AS included in this Statement have been audited by the predecessor auditor. The report of the predecessor auditor on these comparative financial information dated May 5, 2017 expressed an unmodified opinion.

Our report is not modified in respect of this matter.

For **DELOITTE HASKINS & SELLS LLP**  
Chartered Accountants  
(Firm's Registration No. 117366W / W-100018)



**SANJIV V. PILGAONKAR**  
Partner  
(Membership No. 39826)

Kolkata, May 7, 2018



## Press Release

### Firstsource Solutions reports Fiscal 2018 results with improved profit margins and recommends a maiden dividend of 15%

Revenues of Rs 35,352 million

EBITDA of Rs. 4,589 million

EBIT of Rs 3,930 million

PAT of Rs 3,265 million

EBITDA and PAT margins expanded by 66 bps and 136 bps respectively during the year

**Kolkata, May 7, 2018:** Firstsource Solutions Limited (NSE:FSL, BSE:532809), a global provider of customised Business Process Management (BPM) services and a RP-Sanjiv Goenka Group company, reported its consolidated financial results for the quarter and the fiscal year ended March 2018 according to Ind AS.

#### Financial Highlights for Year Ended March 2018:

- Revenues at Rs. 35,352 million; Constant currency growth of 2.8% YoY (Normalising for the Domestic business divestment, growth of 7.1% YoY)
- EBITDA at Rs. 4,589 million or 13.0% of revenues, 4.8% YoY (Normalising for the Domestic business divestment, growth of 8.9% YoY)
- EBIT at Rs. 3,930 million or 11.1% of revenues, 3.7% YoY (Normalising for the Domestic business divestment, growth of 7.5% YoY)
- PAT at Rs. 3,265 million or 9.2% of revenues, 16.6% YoY (Normalising for the Domestic business divestment, growth of 22.2% YoY)
- Employee strength of 18,703 as of March 31, 2018
- Board recommended a maiden dividend of 15% (Rs 1.50 per share)

**Mr. Sanjiv Goenka, Chairman, RP-Sanjiv Goenka Group and Firstsource Solutions** said, “I am pleased to share that we closed FY2018 on a high note. During the year we have practically deleveraged the company on the back of improved cash flow generation and financial strength. Declaring a maiden dividend is a major milestone for the company. We are constantly being recognized by both our customers and industry analysts for the transformative work we are delivering for our clients. I am optimistic that such industry-wide recognition, will go a long way in deepening our engagement with existing clients while we continue to grow business with the addition of marquee logos.”

### Highlights for the Quarter Ended March 31, 2018:

- Revenues at Rs. 8,973 million; Constant currency growth of 0.5% YoY, flat QoQ; (Normalising for the domestic business divestment, constant currency growth of 6.7% YoY)
- EBITDA at Rs. 1,325 million or 14.8% of revenues, 33.8% YoY; 14.1% QoQ (Normalising for the Domestic business divestment, growth of 40.6% YoY)
- EBIT at Rs. 1,153 million or 12.8% of revenues, 31.0% YoY; 16.5% QoQ (Normalising for the Domestic business divestment, growth of 36.5% YoY)
- PAT at Rs. 928 million or 10.3% of revenues
  - Growth of 23.0% QoQ on normalised PAT; (6.7%) QoQ on reported PAT
  - Growth of 42.0% YoY (Normalising for the Domestic business divestment, growth of 50.1% YoY)

**Business Wins:** Won additional contracts in the quarter for the Customer Management, Healthcare, Mortgage and Collections business with existing and new clients.

**Debt Repayment:** Successfully made the last principal repayment of USD 11.25 million of the USD 135 million Term Loan and USD 11.0 million for ECB, repaying USD 20 million ECB ahead of schedule in March 2018.

### **Awards & Recognitions:**

- Triple awards at the Welsh Contact Centre (WCC) Awards 2018 in the UK: Gold in 'Outsourced Contact Centre of the Year'; Gold in 'People Engagement' for the Cardiff HR teams and Individual award in the 'Trainer of the Year' categories. The awards recognise the teams' commitment to delivering great customer experiences and making Firstsource an employer of choice.
- Won the award for 'Best Personal Entertainment and Telecoms' at the prestigious UK Complaint Handling (UKCH) Awards 2018. The award recognises the company's partnership with giffgaff, the community-run network which delivered record breaking results for the telecoms company in a highly competitive marketplace.
- Won multiple awards at the North East Contact Centre Awards 2017: Gold in the 'Contact Centre of the Year (under 250 seats)' category. This award recognises the Firstsource Middlesbrough team's commitment to understanding and responding to customer needs and delivering great customer experiences. Silver for the Middlesbrough HR team in the 'Recruitment Champion' category, for its commitment to making Firstsource an Employer of choice, while delivering value to clients and contributing to Firstsource's overall business performance. Individual awards in the categories of 'Inspirational Leader 2017' and the 'Customer Experience Champion of the Year'.

### Additional Highlights for FY2017-18:

#### **Awards & Recognitions:**

- Won 3 awards at the European Contact Centre and Customer Service Awards (ECCCSA's) 2017: Gold in 'Medium Contact Centre of the Year', Silver in 'Outsourcing Partnership of the Year' for work done with Sky and Silver in 'Outsourced Contact Centre of the Year' for work done out of the Middlesbrough office in the UK. The awards recognise the team's commitment to understanding and responding to customer needs and delivering great customer experiences.
- Awarded the 'BPO Contract of the Year' at the Global Sourcing Association (GSA) Awards 2017, in recognition of the on-going work with Sky. This win recognises Firstsource's long-term partnership with Sky and the success achieved by creating a joint operational management structure, transparent culture and the innovative use of technology and approach to customer experience.
- Won two awards at the UK Customer Experience Awards 2017: Gold in the 'Large Contact Centre' category in partnership with Sky and 'CX Professional of the Year' for Kathryn Chivers, VP – Sales Operations, UK. The wins celebrate Firstsource's work in Cardiff office in the UK to deliver top quality customer experiences.
- Won the prestigious 'Customer Service Excellence Award' at the NASSCOM BPM Strategy Summit 2017. This award in the 'Return on Investment (ROI)' category recognises Firstsource's focus on providing agile solutions across channels and creating immense ROI for its client.

#### **Analyst Recognitions**

- Recognised as a 'Major Contender' in Everest Group's Mortgage BPS Service Provider Landscape with Services PEAK Matrix™ Assessment 2017. The positioning recognises Firstsource's focus on excellence and delivery, and highlights the company's commitment to providing a smart and collaborative partnership for clients.
- Healthcare Provider and Payer businesses were also recognised as 'Major Contender' in Everest Group's Service Provider Landscape PEAK Matrix™ Assessment 2017. The positioning recognises the investments and strides made in the digital arena, especially with RPA deployment for Payer and automation solutions for Provider services.
- Firstsource has been recognised as a 'Major Contender' in Everest Group's Contact Centre Outsourcing (CCO) PEAK Matrix™ Assessment 2017. This positioning recognises Firstsource's focus on excellence and delivery while highlighting the organisation's commitment to building smart and collaborative partnership with clients.
- Firstsource recognised as a 'Major Contender' in Banking BPO–Service Provider Landscape by Everest Group's PEAK Matrix™ Assessment 2017. This recognition acknowledges the organisation's focus on excellence and celebrates its' capabilities to consistently enhance customer experience.
- Firstsource ranked as a 'Leader' in the Telecoms market by NelsonHall in one of their industry reports. The ranking as 'Leader' significantly improves the organisation's performance from a 'High Achiever' in the past.

## Industry Recognitions

- Firstsource is the first BPM company in the UK to achieve the ‘Gold’ standard by ‘Investors in People (IIP)’. The standard defines what it takes to lead, support and manage people for sustained success. The organisation is now in the top 7% of businesses in the UK, which falls under this Gold accreditation.
- Firstsource recognised as a ‘Leader’ in the International Association of Outsourcing Professionals’ (IAOP) Global Outsourcing 100 List for 2017. In addition, it has also been named a ‘Superstar of the Global Outsourcing 100’, because of its’ exceptional performance and high scores achieved during the IAOP evaluation.

### About Firstsource:

Firstsource Solutions Limited, a RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL@IN), is a leading global provider of customised Business Process Management (BPM) services to the Healthcare, Telecom & Media and Banking & Financial Services industries. The company’s clients include Fortune 500 and FTSE 100 companies. Firstsource has a ‘Right-shore’ delivery model with operations in the US, the UK, India and the Philippines.  
([www.firstsource.com](http://www.firstsource.com))

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RP - Sanjiv Goenka  
Group

Growing Legacies



7<sup>th</sup> May 2018

To:

**National Stock Exchange of India Limited (Scrip Code: FSL)**

Exchange Plaza,  
Plot no. C/1, G Block,  
Bandra-Kurla Complex,  
Bandra (East),  
Mumbai - 400 051

**BSE Limited (Scrip Code: 532809)**

Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

Dear Madam/ Sir,

**Sub: Declaration under Regulation 33 of the SEBI (Listing Obligations and Disclosures Requirements) Regulations 2015 read with SEBI circular CIR/CFD/CMD/56/2016 dated 27<sup>th</sup> May 2016**

We hereby declare that as mentioned under the Independent Auditor's Report dated 7<sup>th</sup> May 2018 for Consolidated and Standalone Financial Results respectively for the quarter and financial year ended 31<sup>st</sup> March 2018, are with unmodified opinion.

Please take the same on your record.

Thanking you,

For **Firstsource Solutions Limited**



**Pooja Nambiar**  
Company Secretary & Compliance Officer