

HINDUJA GLOBAL SERVICES UK LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

HINDUJA GLOBAL SERVICES UK LIMITED

COMPANY INFORMATION

DIRECTORS	R P Hinduja (resigned 3 September 2019) V S Hinduja (resigned 3 September 2019) P DeSarkar S Palakodeti M Hooper A Joseph W Mitchell (resigned 25 October 2019) T Schuh A Foster
COMPANY SECRETARY	M C Hooper
REGISTERED NUMBER	03017799
REGISTERED OFFICE	266-270 Gunnersbury Avenue London W4 5QB
INDEPENDENT AUDITORS	Price Bailey LLP Chartered Accountants Dashwood House 69 Old Broad Street London EC2M 1QS
BANKERS	Bank of Baroda 2 Ealing Road Wembley Middlesex HAO 4TL Barclays Bank PLC. 1 Churchill Place Canary Wharf London E14 5HP

HINDUJA GLOBAL SERVICES UK LIMITED

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HINDUJA GLOBAL SERVICES UK LIMITED

STRATEGIC REPORT FOR THE YEAR ENDED 31 MARCH 2020

BUSINESS REVIEW

During the period under review, revenues of the Company increased over 2019. During the year the Company won contracts within the financial services, government, consumer packaged goods and healthcare sectors. The Company has good prospects both in terms of business with new and existing clients as well as expanding its scope of services. In order to achieve this, the Company continued to invest heavily in Sales and Account Management, ensuring it has a robust pipeline for growth in FY 2020-21.

The Company's focus has been on organic growth through new logo acquisitions combined with strategic expansions into key accounts. The Company now has c1,300 employees operating from 5 delivery centres across Europe. Having reached a scale to compete effectively, the Company leverages its multi-channel and multi-lingual expertise to capture market share and grow existing flagship accounts.

The Company will continue to grow its presence across the government, financial services, telecommunications and media, consumer packaged goods and healthcare sectors and will also leverage existing relationships to gain more traction with revenue generating accounts. The Company continues to be a key player in providing pan European multi-lingual contact management services for Consumer Packaged Goods and will continue to build on this.

The Company continues to maintain sustained partnerships with blue-chip organisations, helping shape customer engagement strategies to meet the demands of a rapidly changing consumer landscape. The Company maintains its focus on delivering business outcomes which help clients increase market share, reduce service costs and meet financial targets. The Company is bolstering its expansion strategy with key investments in technology and process reengineering. These investments have allowed the Company to deploy multi-channel contact and innovative turnkey solutions for many clients. Examples include the cloud-based multi-channel portal deployed for the UK Central Government departments, video and web chat services for Consumer Goods clients and speech analytics technology to drive training and development.

Profits in the year improved from detailed operational management of the existing programs with the successful implementation of the new public sector contract that went live during the year.

PRINCIPAL RISKS AND UNCERTAINTIES

The process of risk acceptance and risk management is addressed through a framework of policies, procedures and internal controls. All policies are subject to Board approval and ongoing review by management.

The principal risks and uncertainties facing the Company are broadly grouped as: competitive, legislative and financial.

Competitive Risks

The Company operates in a highly competitive environment but seeks to retain key customer relationships and develop new relationships by providing high quality and innovative solutions that add value.

Legislative Risks

The Company successfully implemented GDPR ahead of the deadline of 25 May 2018 and to ensure that it complies with the new legislation is training employees on the new legislation, together with undergoing external audit to minimise any risks.

Financial Risks

The Company has an established risk and financial management framework whose primary objectives are to limit undue counterparty exposure, ensure sufficient working capital exists and monitor risk at a component level. The directors are acutely aware of the potential financial impact the Coronavirus Pandemic could have on the Company finances. Company liquidity is monitored on a regular basis, incorporating sensitivity analyses, to help mitigate future risks of financial hardship.

HINDUJA GLOBAL SERVICES UK LIMITED

STRATEGIC REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

KEY PERFORMANCE INDICATORS ('KPIs')

Management consider that the key performance indicators of the company are:

	2020	2019
• Revenue	£35.3m	£32.9m
• Gross Profit	£5.6m	£7.4m
• Profit Before Tax	£2.8m	£5.3m

Together with the above each customer is regularly reviewed using a series of operational metrics appropriate to the operations of the client.

FUTURE DEVELOPMENTS

Overall in the coming year the Company aims to develop the Business Process Outsourcing market with the aim of winning contracts to expand the European geography. The level of profitability in the coming year will be dependent on the level of Business Process Outsourcing provided in the year, together with the ongoing new business development of the marketplace

SECTION 172(1) STATEMENT

The Board at Company Hinduja Global Solutions UK Limited have a legal responsibility under section 172 of the Companies Act 2006 to act in the way we consider, in good faith, would be most likely to promote the Company's success for the benefit of its members as a whole, and to have regard to the long-term effect of our decisions on the Company and its stakeholders. This statement addresses the ways in which Board outwork this responsibility.

The Company is committed to acting responsibly and ethically. It is committed to building productive, fair and ethical relationships with its employees, customers, suppliers and distributors. The Company's Code of Conduct and related Policies includes a range of policies, including those relating to whistleblowing, conflict of interest, business ethics, anti-bribery, modern slavery, communications and discrimination.

Promoting the company's success for its members.

Hinduja Global Solutions UK Ltd (HGS) provides employment, training and financial reward for its owners and employees. HGS aim to be the country's premier provider of customer management, and aims to deliver a premium service to our customers using innovation and technology to drive efficiencies. The Company make strategic decisions based on long-term objectives.

Our customers and suppliers

We strive to continue to offer our clients a balanced scorecard approach, a quality service, sustainability and additional value. We additionally incorporate Voice of the Customer surveys and regular review meetings with clients covering all aspect of the relationship.

We additionally adopt a balanced scorecard approach with our suppliers, ensuring quality and sustainability. We endeavour to ensure suppliers are paid according to contract terms agreed, operating responsibly in a partnership approach.

Our people

Measures that are undertaken to ensure successful partnerships with our employees include regular surveys and communications with all our people, feedback from our people on ways to increase retention and promotion from within.

Engagement that is undertaken include the regular surveys, briefings, one to one meetings and coaching and feedback, annual appraisals, and forums to voice ways to improve the business.

Outputs from the measures and engagements undertaken include results from the surveys, feedback both

HINDUJA GLOBAL SERVICES UK LIMITED

STRATEGIC REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

internal and external, key retention ratios and KPI's.

Shareholders

As the Board of Directors, our intention is to behave responsibly toward our shareholders and treat them fairly and equally, so they too may benefit from the successful delivery of our plan. The Company is committed to openly engaging with our shareholders and holds monthly meetings with the shareholders updating them of the financial performance, operational issues and future plans.

Our community

HGS is focussed on initiatives both locally and internationally, working on fundraising activities throughout the year.

Our planet

HGS focusses on green technology wherever possible in its facilities, and disposes of its waste responsibly. HGS has successfully rolled out working from home to a significant proportion of our employees, reducing the carbon footprint and travelling time to work.

This report was approved by the board on

and signed on its behalf.

M Hooper
Director

Date:

HINDUJA GLOBAL SERVICES UK LIMITED

DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2020

The directors present their report and the financial statements for the year ended 31 March 2020.

DIRECTORS' RESPONSIBILITIES STATEMENT

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 financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'. Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of the profit or loss of the Company for that period.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies for the Company's financial statements and then apply them consistently;
- make judgments and accounting 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

PRINCIPAL ACTIVITY

The principal activity of the Company in the year continued to be that of provision of customer contact services.

RESULTS AND DIVIDENDS

The profit for the year, after taxation, amounted to £2,379,310 (2019 - £4,483,367).

No dividend has been declared and none is recommended (2019: £nil).

DIRECTORS

The directors who served during the year were:

R P Hinduja (resigned 3 September 2019)
V S Hinduja (resigned 3 September 2019)
P DeSarkar
S Palakodeti
M Hooper
A Joseph
W Mitchell (resigned 25 October 2019)
T Schuh
A Foster

HINDUJA GLOBAL SERVICES UK LIMITED

DIRECTORS' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

POLITICAL CONTRIBUTIONS

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

FUTURE DEVELOPMENTS

Likely future developments are discussed in the Strategic Report.

ENGAGEMENT WITH EMPLOYEES

It is the Company policy to provide information, consultation, involvement in performance and awareness of factors affecting the Company through a combination of formal and, informal meetings, electronic communications and structured training. Regular meetings are held between local management and employees to allow a free flow of information and ideas.

ENGAGEMENT WITH SUPPLIERS, CUSTOMERS AND OTHERS

Clients

Measures that are undertaken to ensure successful partnerships with our clients include balanced scorecard approach, quality and sustainability and additional value.

Engagement that is undertaken during our partnership include Voice of the Customer survey; regular review meetings with clients covering all aspects of relationship, annual review with government framework.

Outputs from the measures and engagement include the receipt of regular detailed feedback summaries, escalation of any issues, together with a contract review framework to ensure delivery against contractual obligations.

Suppliers

Measures that are undertaken to ensure successful partnerships with our suppliers include balanced scorecard measurement, quality and sustainability, benchmarking, additional value added and payment practices.

Engagement that is undertaken during our partnership relate to regular meetings with Federation of Small Businesses and; account management meetings with large suppliers.

Our overall outcome is to ensure suppliers are paid according to contract terms agreed, operating responsibly in a partnership approach.

HINDUJA GLOBAL SERVICES UK LIMITED

DIRECTORS' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

DISABLED EMPLOYEES

The Company gives full and fair consideration to all applications for employment from disabled persons where the requirements of the job can be adequately fulfilled by a handicapped or disabled person. Where existing employees become disabled, it is the Company's policy wherever practicable to provide continuing employment under normal terms and conditions and to provide training and career development and promotion to disabled employees wherever appropriate.

GREENHOUSE GAS EMISSIONS, ENERGY CONSUMPTION & ENERGY EFFICIENCY

Hinduja Global Solutions UK Limited's consumption of energy is less than 40,000 kWh for the year ending 31 March 2020. The relevant disclosures in relation to greenhouse gas emissions, energy consumption and energy efficiency are therefore not required to be provided.

GOING CONCERN

The financial statements have been prepared on a going concern basis which forecasts that the Company will have sufficient liquidity to meet its financial obligations for a period of at least 12 months from the date of this financial report.

A consolidated liquidity forecast, at the level of Hinduja Global Solutions Limited (the parent holding company), including entity level analysis, has been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecast indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the Company so as to meet the liabilities of the Company as they fall due, and in addition the directors have received assurances that, if required Hinduja Global Solutions Limited will guarantee amounts receivable from group entities.

As part of their review the directors have additionally considered the implications of the current Coronavirus Pandemic on the going concern assumption.

The economic impact on the business due to the Coronavirus Pandemic is subject to an unprecedented level of uncertainty with the full range of possible effects unknown. Sensitivity analyses have been applied to the liquidity forecasts to assess a range of potential impacts from the Coronavirus Pandemic. In the analyses, key business driver assumptions were modelled with varying degrees of impact and duration. Whilst there is evidence of potential negative effects on EBITDA and cashflows, the resulting sensitised liquidity forecasts continue to support the going concern assumption and the directors are confident that they can take sufficient mitigating action to ensure that available funds will be sufficient for the business needs.

HINDUJA GLOBAL SERVICES UK LIMITED

**DIRECTORS' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

DISCLOSURE OF INFORMATION TO AUDITORS

Each of the persons who are directors at the time when this Directors' Report is approved has confirmed that:

- so far as the director is aware, there is no relevant audit information of which the Company's auditors are unaware, and
- the director has taken all the steps that ought to have been taken as a director in order to be aware of any relevant audit information and to establish that the Company's auditors are aware of that information.

AUDITORS

The auditors, Price Bailey LLP, will be proposed for reappointment in accordance with section 485 of the Companies Act 2006.

This report was approved by the board on _____ and signed on its behalf.

M Hooper
Director

Date:

HINDUJA GLOBAL SERVICES UK LIMITED

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HINDUJA GLOBAL SERVICES UK LIMITED

OPINION

We have audited the financial statements of Hinduja Global Services UK Limited (the 'Company') for the year ended 31 March 2020, which comprise the Profit and Loss Account, the Balance Sheet, the Statement of Changes in Equity and the related notes, including a summary of significant accounting policies. 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).

In our opinion the financial statements:

- give a true and fair view of the state of the Company's affairs as at 31 March 2020 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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.

CONCLUSIONS RELATING TO GOING CONCERN

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the 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 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.

EMPHASIS OF MATTER: CORONAVIRUS PANDEMIC

We draw attention to note 24 in the financial statements, which describes the directors' assessment of the current and future effects of the Coronavirus Pandemic on the Company. As stated in note 24, the Company has amended its working practices to continue normal service levels and currently has sufficient cash resources to sustain these activities, however the effects of the Coronavirus Pandemic are subject to unprecedented levels of uncertainty of outcomes, with the full range of possible effects unknown. Our opinion is not modified in respect of this matter.

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 Auditors' Report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HINDUJA GLOBAL SERVICES UK LIMITED (CONTINUED)

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 this regard.

OPINION 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.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of the knowledge and understanding of the Company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the 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.

RESPONSIBILITIES OF DIRECTORS

As explained more fully in the Directors' Responsibilities Statement on page 4, 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 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 Company or to cease operations, or have no realistic alternative but to do so.

HINDUJA GLOBAL SERVICES UK LIMITED

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HINDUJA GLOBAL SERVICES UK LIMITED (CONTINUED)

AUDITORS' 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 Auditors' 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.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' Report.

USE OF OUR REPORT

This report is made solely to the Company's members 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 Auditors' 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 for our audit work, for this report, or for the opinions we have formed.

Richard Vass (Senior Statutory Auditor)

for and on behalf of

Price Bailey LLP

Chartered Accountants

Dashwood House
69 Old Broad Street
London
EC2M 1QS
Date:

HINDUJA GLOBAL SERVICES UK LIMITED

**PROFIT AND LOSS ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2020**

	Note	2020 £	2019 £
Turnover	4	35,310,655	32,916,331
Cost of sales		(29,750,844)	(25,509,437)
GROSS PROFIT		<u>5,559,811</u>	<u>7,406,894</u>
Administrative expenses		(5,122,540)	(4,041,505)
OPERATING PROFIT	5	<u>437,271</u>	<u>3,365,389</u>
Interest receivable and similar income	8	2,523,103	2,091,661
Interest payable and similar expenses	9	(150,773)	(109,291)
PROFIT BEFORE TAX		<u>2,809,601</u>	<u>5,347,759</u>
Tax on profit	10	(430,291)	(864,392)
PROFIT FOR THE FINANCIAL YEAR		<u><u>2,379,310</u></u>	<u><u>4,483,367</u></u>

There were no recognised gains and losses for 2020 or 2019 other than those included in the Profit and Loss Account.

The notes on pages 15 to 28 form part of these financial statements.

HINDUJA GLOBAL SERVICES UK LIMITED
REGISTERED NUMBER: 03017799

BALANCE SHEET
AS AT 31 MARCH 2020

	Note	2020 £	2019 £
FIXED ASSETS			
Tangible assets	11	1,845,949	1,325,694
Investments	12	8,600,409	8,600,409
CURRENT ASSETS			
Debtors: amounts falling due within one year	14	83,441,518	77,350,082
Cash at bank and in hand		2,135,426	4,250,641
		85,576,944	81,600,723
Creditors: amounts falling due within one year	15	(45,360,088)	(43,782,033)
NET CURRENT ASSETS		40,216,856	37,818,690
TOTAL ASSETS LESS CURRENT LIABILITIES		50,663,214	47,744,793
Creditors: amounts falling due after more than one year	16	(2,180,723)	(1,641,612)
NET ASSETS		48,482,491	46,103,181
CAPITAL AND RESERVES			
Called up share capital	18	55,005	55,005
Share premium account	19	40,368,538	40,368,538
Profit and loss account	19	8,058,948	5,679,638
		48,482,491	46,103,181

The financial statements were approved and authorised for issue by the board and were signed on its behalf on

M Hooper
Director

Date:

The notes on pages 15 to 28 form part of these financial statements.

HINDUJA GLOBAL SERVICES UK LIMITED

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 MARCH 2020**

	Called up share capital £	Share premium account £	Profit and loss account £	Total equity £
At 1 April 2019	55,005	40,368,538	5,679,638	46,103,181
COMPREHENSIVE INCOME FOR THE YEAR				
Profit for the year	-	-	2,379,310	2,379,310
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	<u>-</u>	<u>-</u>	<u>2,379,310</u>	<u>2,379,310</u>
TOTAL TRANSACTIONS WITH OWNERS	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
AT 31 MARCH 2020	<u>55,005</u>	<u>40,368,538</u>	<u>8,058,948</u>	<u>48,482,491</u>

The notes on pages 15 to 28 form part of these financial statements.

HINDUJA GLOBAL SERVICES UK LIMITED

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 MARCH 2019**

	Called up share capital £	Share premium account £	Profit and loss account £	Total equity £
At 1 April 2018	55,005	40,368,538	1,196,271	41,619,814
COMPREHENSIVE INCOME FOR THE YEAR				
Profit for the year	-	-	4,483,367	4,483,367
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	<u>-</u>	<u>-</u>	<u>4,483,367</u>	<u>4,483,367</u>
TOTAL TRANSACTIONS WITH OWNERS	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
AT 31 MARCH 2019	<u>55,005</u>	<u>40,368,538</u>	<u>5,679,638</u>	<u>46,103,181</u>

The notes on pages 15 to 28 form part of these financial statements.

HINDUJA GLOBAL SERVICES UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

1. GENERAL INFORMATION

Hinduja Global Solutions UK Limited is a private Company limited by shares incorporated in England with its registered office at 266-270 Gunnersbury Avenue, London, W4 5QB.

The nature of the Company's operations and principal activities continue to be that of provision of customer contact services.

The financial statements are rounded to the nearest £.

2. ACCOUNTING POLICIES

2.1 BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared under the historical cost convention unless otherwise specified within these accounting policies and in accordance with Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and the Republic of Ireland and the Companies Act 2006.

The preparation of financial statements in compliance with FRS 102 requires the use of certain critical accounting estimates. It also requires management to exercise judgment in applying the Company's accounting policies (see note 3).

The following principal accounting policies have been applied:

2.2 EXEMPTION FROM PREPARING CONSOLIDATED FINANCIAL STATEMENTS

The Company is a parent Company that is also a subsidiary included in the consolidated financial statements of its immediate parent undertaking established under the law of a non-EEA state and is therefore exempt from the requirement to prepare consolidated financial statements under section 401 of the Companies Act 2006.

2.3 FINANCIAL REPORTING STANDARD 102 - REDUCED DISCLOSURE EXEMPTIONS

The Company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by the FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland":

- the requirements of Section 4 Statement of Financial Position paragraph 4.12(a)(iv);
- the requirements of Section 7 Statement of Cash Flows;
- the requirements of Section 3 Financial Statement Presentation paragraph 3.17(d);
- the requirements of Section 11 Financial Instruments paragraphs 11.41(b), 11.41(c), 11.41(e), 11.41(f), 11.42, 11.44 to 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of Section 12 Other Financial Instruments paragraphs 12.26 to 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirements of Section 33 Related Party Disclosures paragraph 33.7.

This information is included in the consolidated financial statements of Hinduja Global Solutions Limited as at 31 March 2020 and these financial statements may be obtained from Hinduja House, 1st Floor, 171 Dr. A.B. Road, Worli, Mumbai 400 018, India.

HINDUJA GLOBAL SERVICES UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

2. ACCOUNTING POLICIES (CONTINUED)

2.4 GOING CONCERN

The financial statements have been prepared on a going concern basis which forecasts that the Company will have sufficient liquidity to meet its financial obligations for a period of at least 12 months from the date of this financial report.

A consolidated liquidity forecast, at the level of Hinduja Global Solutions Limited (the ultimate holding company), including entity level forecasts, has been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecast indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the Company so as to meet the liabilities of the Company as they fall due, and in addition the directors have received assurances that if required Hinduja Global Solutions Limited will guarantee amounts receivable from group entities.

As part of their review the directors have additionally considered the implications of the current Coronavirus Pandemic on the going concern assumption.

The economic impact on the business due to the Coronavirus Pandemic is subject to an unprecedented level of uncertainty with the full range of possible effects unknown. Sensitivity analyses have been applied to the liquidity forecasts to assess a range of potential impacts from the Coronavirus Pandemic. In the analyses, key business driver assumptions were modelled with varying degrees of impact and duration. Whilst there is evidence of potential negative effects on EBITDA and cashflows, the resulting sensitised liquidity forecasts continue to support the going concern assumption and the directors are confident they can take sufficient mitigating action to ensure that available funds will be sufficient for the business needs.

2.5 TURNOVER

Turnover is recognised to the extent that it is probable that the economic benefits will flow to the Company and the turnover can be reliably measured. Turnover is measured as the fair value of the consideration received or receivable, excluding discounts, rebates, value added tax and other sales taxes. The following criteria must also be met before turnover is recognised:

Rendering of services

Turnover from a contract to provide services is recognised in the period in which the services are provided in accordance with the stage of completion of the contract when all of the following conditions are satisfied:

- the amount of turnover can be measured reliably;
- it is probable that the Company will receive the consideration due under the contract;
- the stage of completion of the contract at the end of the reporting period can be measured reliably; and
- the costs incurred and the costs to complete the contract can be measured reliably.

The recognition of turnover differs from contract to contract. Typically turnover is recognised inline with pre-agreed rates based on the number of telephone calls made.

Other contracts allow for flat rate charges or a 'per hours worked' basis.

The majority of contracts are billed monthly in arrears; a small number are billed up front.

HINDUJA GLOBAL SERVICES UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

2. ACCOUNTING POLICIES (CONTINUED)

2.6 INTEREST INCOME

Interest income is recognised in the Profit and Loss Account using the effective interest method.

2.7 FINANCE COSTS

Finance costs are charged to the Profit and Loss Account over the term of the debt using the effective interest method so that the amount charged is at a constant rate on the carrying amount. Issue costs are initially recognised as a reduction in the proceeds of the associated capital instrument.

2.8 BORROWING COSTS

All borrowing costs are recognised in the Profit and Loss Account in the year in which they are incurred.

2.9 OPERATING LEASES: THE COMPANY AS LESSEE

Rentals paid under operating leases are charged to the Profit and Loss Account on a straight line basis over the lease term.

2.10 TANGIBLE FIXED ASSETS

Tangible fixed assets under the cost model are stated at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditure that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management.

Depreciation is charged so as to allocate the cost of assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Freehold property	- 50 years
Fixtures and fittings	- 3 years
Office equipment	- 3 years
Computer equipment	- 3 years
Leasehold improvements	- 5 years

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, or if there is an indication of a significant change since the last reporting date.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the Profit and Loss Account.

HINDUJA GLOBAL SERVICES UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

2. ACCOUNTING POLICIES (CONTINUED)

2.11 VALUATION OF INVESTMENTS

Investments in subsidiaries are measured at cost less accumulated impairment.

Investments in unlisted company shares, whose market value can be reliably determined, are remeasured to market value at each balance sheet date. Gains and losses on remeasurement are recognised in the Profit and Loss Account for the period. Where market value cannot be reliably determined, such investments are stated at historic cost less impairment.

Investments in listed company shares are remeasured to market value at each Balance Sheet date. Gains and losses on remeasurement are recognised in the Profit and Loss Account.

2.12 ASSOCIATES

Associates are held at cost less impairment within investments.

2.13 DEBTORS

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

2.14 CASH AND CASH EQUIVALENTS

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

2.15 CREDITORS

Short term creditors are measured at the transaction price. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

2.16 FINANCIAL INSTRUMENTS

The Company only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other debtors and creditors, loans from banks and other third parties, loans to related parties and investments in ordinary shares.

Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method. Debt instruments that are payable or receivable within one year, typically trade debtors and creditors, are measured, initially and subsequently, at the undiscounted amount of the cash or other consideration expected to be paid or received. However, if the arrangements of a short-term instrument constitute a financing transaction, like the payment of a trade debt deferred beyond normal business terms or in case of an out-right short-term loan that is not at market rate, the financial asset or liability is measured, initially at the present value of future cash flows discounted at a market rate of interest for a similar debt instrument and subsequently at amortised cost.

Financial assets that are measured at cost and amortised cost are assessed at the end of each reporting period for objective evidence of impairment. If objective evidence of impairment is found, an impairment loss is recognised in the Profit and Loss Account.

HINDUJA GLOBAL SERVICES UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

2. ACCOUNTING POLICIES (CONTINUED)

2.16 FINANCIAL INSTRUMENTS (continued)

For financial assets measured at cost less impairment, the impairment loss is measured as the difference between an asset's carrying amount and best estimate of the recoverable amount, which is an approximation of the amount that the Company would receive for the asset if it were to be sold at the balance sheet date.

2.17 FOREIGN CURRENCY TRANSLATION

Functional and presentation currency

The Company's functional and presentational currency is GBP.

Transactions and balances

Foreign currency transactions are translated into the functional currency using the spot exchange rates at the dates of the transactions.

At each period end foreign currency monetary items are translated using the closing rate. Non-monetary items measured at historical cost are translated using the exchange rate at the date of the transaction and non-monetary items measured at fair value are measured using the exchange rate when fair value was determined.

Foreign exchange gains and losses resulting from the settlement of transactions and from the translation at period-end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognised in the Profit and Loss Account.

2.18 PENSIONS

Defined contribution pension plan

The Company operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the Company pays fixed contributions into a separate entity. Once the contributions have been paid the Company has no further payment obligations.

The contributions are recognised as an expense in the Profit and Loss Account when they fall due. Amounts not paid are shown in accruals as a liability in the Balance Sheet. The assets of the plan are held separately from the Company in independently administered funds.

2.19 TAXATION

Tax is recognised in the Profit and Loss Account, except that a charge attributable to an item of income and expense recognised as other comprehensive income or to an item recognised directly in equity is also recognised in other comprehensive income or directly in equity respectively.

The current corporation tax charge is calculated on the basis of tax rates and laws that have been enacted or substantively enacted by the balance sheet date in the countries where the Company operates and generates income.

HINDUJA GLOBAL SERVICES UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

2. ACCOUNTING POLICIES (CONTINUED)

2.20 LEASED ASSETS: THE COMPANY AS LESSEE

Assets obtained under hire purchase contracts and finance leases are capitalised as tangible fixed assets. Assets acquired by finance lease are depreciated over the shorter of the lease term and their useful lives. Assets acquired by hire purchase are depreciated over their useful lives. Finance leases are those where substantially all of the benefits and risks of ownership are assumed by the company. Obligations under such agreements are included in creditors net of the finance charge allocated to future periods. The finance element of the rental payment is charged to the Profit and Loss Account so as to produce a constant periodic rate of charge on the net obligation outstanding in each period.

3. JUDGMENTS IN APPLYING ACCOUNTING POLICIES AND KEY SOURCES OF ESTIMATION UNCERTAINTY

Judgments in applying the above accounting policies are detailed in the individual policies.

There are not considered to be any key sources of estimation uncertainty which, if proven to be inaccurate, would cause a material error in the financial statements.

4. TURNOVER

An analysis of turnover by class of business is as follows:

	2020 £	2019 £
Rendering of services	35,310,655	32,916,331

Analysis of turnover by country of destination:

	2020 £	2019 £
United Kingdom	31,598,621	30,220,484
Rest of Europe	-	558,347
Rest of the world	3,712,034	2,137,500
	<u>35,310,655</u>	<u>32,916,331</u>

5. OPERATING PROFIT

The operating profit is stated after charging:

	2020 £	2019 £
Depreciation of tangible fixed assets	768,427	604,155
Exchange differences	(1,872,018)	(2,488,110)
Defined contribution pension cost	444,872	309,966
	<u>441,281</u>	<u>426,011</u>

HINDUJA GLOBAL SERVICES UK LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

6. AUDITORS' REMUNERATION

	2020 £	2019 £
Fees payable to the Company's auditor and its associates for the audit of the Company's annual financial statements	15,000	13,500
	<u>15,000</u>	<u>13,500</u>

FEE PAYABLE TO THE COMPANY'S AUDITOR AND ITS ASSOCIATES IN RESPECT OF:

Audit-related assurance services	16,000	15,000
Taxation compliance services	2,500	2,500
All other services	5,405	10,000
	<u>23,905</u>	<u>27,500</u>

7. EMPLOYEES

Staff costs were as follows:

	2020 £	2019 £
Wages and salaries	22,913,572	22,476,463
Social security costs	1,486,855	1,444,153
Cost of defined contribution scheme	52,379	43,459
	<u>24,452,806</u>	<u>23,964,075</u>

The average monthly number of employees, including the directors, during the year was as follows:

	2020 No.	2019 No.
Directors and management	102	94
Sales and administration	1,061	1,173
	<u>1,163</u>	<u>1,267</u>

8. INTEREST RECEIVABLE

	2020 £	2019 £
Interest receivable from group companies	2,523,103	2,091,661
	<u>2,523,103</u>	<u>2,091,661</u>

HINDUJA GLOBAL SERVICES UK LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

9. INTEREST PAYABLE AND SIMILAR EXPENSES

	2020 £	2019 £
Bank interest payable	150,773	109,291
	<u>150,773</u>	<u>109,291</u>

10. TAXATION

	2020 £	2019 £
CORPORATION TAX		
Current tax on profits for the year	430,291	864,392
	<u>430,291</u>	<u>864,392</u>
TOTAL CURRENT TAX	<u>430,291</u>	<u>864,392</u>

FACTORS AFFECTING TAX CHARGE FOR THE YEAR

The tax assessed for the year is lower than (2019 - lower than) the standard rate of corporation tax in the UK of 19% (2019 - 19%). The differences are explained below:

	2020 £	2019 £
Profit on ordinary activities before tax	2,809,601	5,347,759
	<u>2,809,601</u>	<u>5,347,759</u>
Profit on ordinary activities multiplied by standard rate of corporation tax in the UK of 19% (2019 - 19%)	533,825	1,016,074
EFFECTS OF:		
Expenses not deductible for tax purposes, other than goodwill amortisation and impairment	3,845	9,887
Capital allowances for year in excess of depreciation	(98,229)	25,863
Other timing differences leading to a (decrease) in taxation	(14,047)	(193,316)
Changes in provisions leading to an increase in the tax charge	4,897	5,884
	<u>430,291</u>	<u>864,392</u>
TOTAL TAX CHARGE FOR THE YEAR	<u>430,291</u>	<u>864,392</u>

HINDUJA GLOBAL SERVICES UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

11. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Office equipment £	Computer equipment £	Other fixed assets £	Total £
COST OR VALUATION						
At 1 April 2019	310,000	886,920	161,956	3,530,577	787,630	5,677,083
Additions	-	151,715	2,386	1,106,022	28,559	1,288,682
At 31 March 2020	<u>310,000</u>	<u>1,038,635</u>	<u>164,342</u>	<u>4,636,599</u>	<u>816,189</u>	<u>6,965,765</u>
DEPRECIATION						
At 1 April 2019	2,307	576,799	154,509	2,957,449	660,325	4,351,389
Charge for the year on owned assets	4,600	218,234	(9,181)	447,669	52,517	713,839
Charge for the year on financed assets	-	-	-	54,588	-	54,588
At 31 March 2020	<u>6,907</u>	<u>795,033</u>	<u>145,328</u>	<u>3,459,706</u>	<u>712,842</u>	<u>5,119,816</u>
NET BOOK VALUE						
At 31 March 2020	<u>303,093</u>	<u>243,602</u>	<u>19,014</u>	<u>1,176,893</u>	<u>103,347</u>	<u>1,845,949</u>
At 31 March 2019	<u>307,693</u>	<u>310,121</u>	<u>7,447</u>	<u>573,128</u>	<u>127,305</u>	<u>1,325,694</u>

The net book value of assets held under finance lease at the current year end was £226,141 (2019: £NIL).

HINDUJA GLOBAL SERVICES UK LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

12. FIXED ASSET INVESTMENTS

	Investments in subsidiary companies £	Investments in associates £	Total £
COST OR VALUATION			
At 1 April 2019	7,582,741	1,017,668	8,600,409
At 31 March 2020	7,582,741	1,017,668	8,600,409

13. SUBSIDIARY UNDERTAKING

SUBSIDIARY UNDERTAKING

The following was a subsidiary undertaking of the Company:

Name	Registered office	Class of shares	Holding
Element Solutions LLC	USA	Ordinary	100%

14. DEBTORS

	2020 £	2019 £
Trade debtors	4,438,973	3,400,501
Amounts owed by group undertakings	75,485,636	71,669,343
Other debtors	6,600	2,777
Prepayments and accrued income	3,510,309	2,277,461
	83,441,518	77,350,082

HINDUJA GLOBAL SERVICES UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

15. CREDITORS: Amounts falling due within one year

	2020 £	2019 £
Bank overdrafts	738,639	3,112,611
Other loans	283,121	758
Trade creditors	720,223	504,058
Amounts owed to group undertakings	36,293,201	33,566,874
Corporation tax	1,300,052	869,761
Other taxation and social security	1,358,912	1,037,766
Obligations under finance lease and hire purchase contracts	92,121	-
Other creditors	1,726,443	3,693,274
Accruals and deferred income	2,847,376	996,931
	<u>45,360,088</u>	<u>43,782,033</u>

Bank overdrafts are secured by a debenture on the company's assets.

Net obligations under finance leases and hire purchases contracts are secured against the assets to which they relate.

16. CREDITORS: Amounts falling due after more than one year

	2020 £	2019 £
Other loans	296,866	-
Other creditors	1,883,857	1,641,612
	<u>2,180,723</u>	<u>1,641,612</u>

Other creditors comprise deferred consideration and obligations under finance lease and hire purchase contracts, due over 1 year.

HINDUJA GLOBAL SERVICES UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

17. LOANS

Analysis of the maturity of loans is given below:

	2020 £	2019 £
AMOUNTS FALLING DUE WITHIN ONE YEAR		
Other loans	283,121	758
AMOUNTS FALLING DUE 2-5 YEARS		
Other loans	296,866	-
	<u>579,987</u>	<u>758</u>

The bank loan analysed above are secured by fixed and floating charges on the assets of the Company.

18. SHARE CAPITAL

	2020 £	2019 £
Allotted, called up and fully paid		
5,500,496 (2019 - 5,500,496) Ordinary shares of £0.01 each	<u>55,005</u>	<u>55,005</u>

19. RESERVES

Share premium account

This reserve records the amount above the nominal value received for shares sold or issued, less transactions costs.

Profit and loss account

The Profit and Loss Account represents cumulative profits and losses net of dividends and other adjustments.

20. PENSION COMMITMENTS

The Company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Company in an independently administered fund. The pension cost charge represents contributions payable by the Company to the fund and amounted to £444,872 (2019: £309,966). Contributions totalling £108,232 (2019: £82,457) were payable to the fund at the balance sheet date and are included in creditors.

HINDUJA GLOBAL SERVICES UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

21. COMMITMENTS UNDER OPERATING LEASES

At 31 March 2020 the Company had future minimum lease payments under non-cancellable operating leases as follows:

	2020 £	2019 £
Land & buildings		
Not later than 1 year	355,500	807,567
Later than 1 year and not later than 5 years	622,125	1,155,375
	<u>977,625</u>	<u>1,962,942</u>
	2020 £	2019 £
Other		
Not later than 1 year	13,642	54,568
Later than 1 year and not later than 5 years	-	13,642
	<u>13,642</u>	<u>68,210</u>

Payments in the year under operating leases totalled £369,142 (2019: £862,135).

22. FINANCE LEASE COMMITMENTS

At 31 March 2020 the Company had future minimum lease payments under non-cancellable financeleases as follows:

	2020 £	2019 £
Not later than one year	92,121	-
Later than one year and not later than five years	135,055	-
	<u>227,176</u>	<u>-</u>

23. RELATED PARTY TRANSACTIONS

The Company has taken advantage of the exemption under FRS 102 (section 33.1A) not to disclose transactions with wholly owned group companies.

HINDUJA GLOBAL SERVICES UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

24. POST BALANCE SHEET EVENTS

Coronavirus Pandemic

The Coronavirus Pandemic is a non-adjusting post balance sheet event and therefore no adjustments have been made to these financial statements for the economic impact that may arise.

It is recognised that the effects on the Coronavirus Pandemic are subject to unprecedented levels of uncertainty of outcomes, with the full range of possible effect unknown. This could lead to future material adverse impacts on the activities of the business due to factors outside of the control of the Board.

The Company has adopted flexible remote working practices and other measures to continue normal service levels and the directors have considered a range of financial outcomes to conclude that the Company has sufficient cash resources to continue its activities. As events evolve the directors will take all necessary measures to minimise where possible the negative economic impacts on the business.

25. CONTROLLING PARTY

The immediate parent company is HGS International, a company incorporated in Mauritius. The ultimate holding company is Hinduja Global Solutions Limited, a company incorporated in India. Copies of its consolidated group accounts, which include the results of Hinduja Global Solutions UK Limited, are available from Hinduja House, 1st Floor, 171 Dr A B Road, Worli, Mumbai 400 018, India.

HINDUJA GLOBAL SERVICES UK LIMITED

DETAILED PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 MARCH 2020

	Note	2020 £	2019 £
Turnover		35,310,655	32,916,331
Cost of Sales		(29,750,844)	(25,509,437)
GROSS PROFIT		<u>5,559,811</u>	<u>7,406,894</u>
LESS: OVERHEADS			
Administration expenses		(5,122,540)	(4,041,505)
OPERATING PROFIT		<u>437,271</u>	<u>3,365,389</u>
Interest receivable		2,523,103	2,091,661
Interest payable		(150,773)	(109,291)
Tax on profit on ordinary activities		(430,291)	(864,392)
PROFIT FOR THE YEAR		<u>2,379,310</u>	<u>4,483,367</u>

HINDUJA GLOBAL SERVICES UK LIMITED**SCHEDULE TO THE DETAILED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2020**

	2020 £	2019 £
TURNOVER		
Sales - UK	31,598,621	30,220,484
Sales - Europe	-	558,347
Sales - Rest of world	3,712,034	2,137,500
	<u>35,310,655</u>	<u>32,916,331</u>
	2020 £	2019 £
COST OF SALES		
Wages and salaries	21,273,699	20,755,742
National insurance	1,340,973	1,280,913
Subcontract labour	3,376,787	-
Link and connectivity	1,476,729	1,172,634
Other direct operating costs	1,373,401	1,102,766
Service delivery costs	855,807	1,129,499
Reimbursement and pass through costs	53,448	67,883
	<u>29,750,844</u>	<u>25,509,437</u>
	2020 £	2019 £
ADMINISTRATION EXPENSES		
Staff salaries	1,639,873	1,720,721
Staff national insurance	145,882	163,240
Staff pension costs	52,379	43,459
Recruitment	(29,650)	62,526
Hotels, travel and subsistence	258,709	287,789
Marketing expenses	63,431	114,638
Professional charges including legal	167,238	285,195
Auditors' remuneration	46,993	-
Gain on foreign exchange	(1,872,018)	(2,488,110)
Shared services and empty seat - rent	1,389,959	1,075,212
Other costs - shared services	38,317	54,419
Depreciation - plant and machinery	768,427	604,155
Management charges	2,453,000	2,118,261
	<u>5,122,540</u>	<u>4,041,505</u>

HINDUJA GLOBAL SERVICES UK LIMITED

**SCHEDULE TO THE DETAILED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2020**

	2020 £	2019 £
INTEREST RECEIVABLE		
Group interest receivable	<u>2,523,103</u>	<u>2,091,661</u>
	2020 £	2019 £
INTEREST PAYABLE		
Bank overdraft interest payable	<u>150,773</u>	<u>109,291</u>
