

One to One Contacts Public Company Limited and its subsidiaries
Report and consolidated financial statements
31 December 2017

Independent Auditor's Report

To the Shareholders of One to One Contacts Public Company Limited

Opinion

I have audited the accompanying consolidated financial statements of One to One Contacts Public Company Limited and its subsidiaries (the Group), which comprise the consolidated statement of financial position as at 31 December 2017, and the related consolidated statements of comprehensive income, changes in shareholders' equity and cash flows for the year then ended, and notes to the consolidated financial statements, including a summary of significant accounting policies, and have also audited the separate financial statements of One to One Contacts Public Company Limited for the same period.

In my opinion, the financial statements referred to above present fairly, in all material respects, the financial position of One to One Contacts Public Company Limited and its subsidiaries and of One to One Contacts Public Company Limited as at 31 December 2017, their financial performance and cash flows for the year then ended in accordance with Thai Financial Reporting Standards.

Basis for Opinion

I conducted my audit in accordance with Thai Standards on Auditing. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of my report. I am independent of the Group in accordance with the Code of Ethics for Professional Accountants as issued by the Federation of Accounting Professions as relevant to my audit of the financial statements, and I have fulfilled my other ethical responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key Audit Matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial statements of the current period. These matters were addressed in the context of my audit of the financial statements as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

I have fulfilled the responsibilities described in the Auditor's Responsibilities for the Audit of the Financial Statements section of my report, including in relation to these matters. Accordingly, my audit included the performance of procedures designed to respond to my assessment of the risks of material misstatement of the financial statements. The results of my audit procedures, including the procedures performed to address the matters below, provide the basis for my audit opinion on the accompanying financial statements as a whole.

Key audit matter and how audit procedures respond for each matter are described below.

Revenue recognition relating to long-term service contracts

The Group have disclosed its policies on revenue recognition for service provided under long-term contracts in Note 4.1 to the financial statements. The amount of revenue that the Group recognised revenue from such service contracts in each period forms a significant portion of the Group's total revenue and directly affect profit or loss of the Group. In addition, the service contracts side terms are varied. There are therefore risks with respect to amount and timing of the recognition of revenue for long-term service contracts.

I assessed and tested the internal controls of the Group with respect to the revenue cycle, including contract process, by making enquiry of responsible executives, gaining an understanding of the controls and selecting representative samples to test the operation of the designed controls. On a sampling basis, I selected long-term service contracts made with customers in order to read the contracts to consider the conditions relating to revenue recognition, including making enquiry of the management about the terms of these contracts relevant to revenue recognition. I also examined, on a sampling basis, the accounting transactions related to service revenue accounts during the year and near the end of the accounting period with supporting documents and reviewed credit notes issued after the period-end. In addition, I performed analytical procedures on disaggregated data to detect any irregularities in service revenue throughout the period, particularly for accounting entries made through journal vouchers, and reviewed the disclosures made in the notes to the financial statements with respect to the basis of revenue.

Other Information

Management is responsible for the other information. The other information comprise the information included in annual report of the Group, but does not include the financial statements and my auditor's report thereon. The annual report of the Group is expected to be made available to me after the date of this auditor's report.

My opinion on the financial statements does not cover the other information and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit or otherwise appears to be materially misstated.

When I read the annual report of the Group, if I conclude that there is a material misstatement therein, I am required to communicate the matter to those charged with governance for correction of the misstatement.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Thai Financial Reporting Standards, and for such internal control as management determines 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, management is responsible for assessing the Group'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 management either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Group's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

My 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 my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Thai Standards on Auditing 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.

As part of an audit in accordance with Thai Standards on Auditing, I exercise professional judgement and maintain professional skepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my 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.
- Obtain 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 Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's 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 Group's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.

- Evaluate 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.
- Obtain 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. I am responsible for the direction, supervision and performance of the group audit. I remain solely responsible for my audit opinion.

I 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 I identify during my audit.

I also provide those charged with governance with a statement that I have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on my independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, I determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

I am responsible for the audit resulting in this independent auditor's report.

Sarinda Hirunprasurtwutti
Certified Public Accountant (Thailand) No. 4799

EY Office Limited
Bangkok: 21 February 2018

One to One Contacts Public Company Limited and its subsidiaries

Statement of financial position

As at 31 December 2017

(Unit: Baht)

| | Note | <u>Consolidated financial statements</u> | | <u>Separate financial statements</u> | |
|--|-------|--|----------------------|--------------------------------------|----------------------|
| | | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Assets | | | | | |
| Current assets | | | | | |
| Cash and cash equivalents | 7 | 486,494,775 | 350,138,581 | 483,699,399 | 344,967,523 |
| Temporary investment in trading securities | 8 | 610,000 | 960,000 | 610,000 | 960,000 |
| Trade and other receivables | 6, 9 | 219,904,004 | 344,329,869 | 222,274,693 | 347,591,482 |
| Accrued income | 6, 10 | 82,494,504 | 104,858,513 | 82,538,004 | 104,723,317 |
| Inventories | 11 | 4,553,996 | 9,226,332 | 4,553,996 | 9,226,332 |
| Other current assets | 12 | <u>31,344,112</u> | <u>25,640,239</u> | <u>31,211,826</u> | <u>25,502,886</u> |
| Total current assets | | <u>825,401,391</u> | <u>835,153,534</u> | <u>824,887,918</u> | <u>832,971,540</u> |
| Non-current assets | | | | | |
| Investment in subsidiaries | 13 | - | - | 15,786,497 | 15,786,497 |
| Equipment | 14 | 69,488,504 | 117,420,484 | 67,934,936 | 114,404,806 |
| Intangible assets | 15 | 26,379,130 | 26,586,529 | 25,867,528 | 25,823,111 |
| Deferred tax assets | 22 | 15,420,373 | 19,501,027 | 15,420,373 | 19,501,027 |
| Other non-current assets | | <u>9,834,046</u> | <u>13,289,386</u> | <u>9,399,848</u> | <u>12,813,340</u> |
| Total non-current assets | | <u>121,122,053</u> | <u>176,797,426</u> | <u>134,409,182</u> | <u>188,328,781</u> |
| Total assets | | <u>946,523,444</u> | <u>1,011,950,960</u> | <u>959,297,100</u> | <u>1,021,300,321</u> |

The accompanying notes are an integral part of the financial statements.

One to One Contacts Public Company Limited and its subsidiaries

Statement of financial position (continued)

As at 31 December 2017

(Unit: Baht)

| | Note | <u>Consolidated financial statements</u> | | <u>Separate financial statements</u> | |
|---|-------|--|----------------------|--------------------------------------|----------------------|
| | | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Liabilities and shareholders' equity | | | | | |
| Current liabilities | | | | | |
| Trade and other payables | 6, 16 | 47,570,192 | 86,769,434 | 46,971,236 | 86,064,109 |
| Income tax payable | | 4,249 | 1,856,621 | - | 1,846,939 |
| Other current liabilities | 17 | 22,338,219 | 31,040,134 | 22,311,040 | 30,922,725 |
| Total current liabilities | | <u>69,912,660</u> | <u>119,666,189</u> | <u>69,282,276</u> | <u>118,833,773</u> |
| Non-current liabilities | | | | | |
| Provision for long-term employee benefits | 18 | 10,501,393 | 12,166,174 | 10,501,393 | 12,166,174 |
| Other non-current liabilities | | 2,639,422 | 5,631,666 | 2,637,422 | 5,631,666 |
| Total non-current liabilities | | <u>13,140,815</u> | <u>17,797,840</u> | <u>13,138,815</u> | <u>17,797,840</u> |
| Total liabilities | | <u>83,053,475</u> | <u>137,464,029</u> | <u>82,421,091</u> | <u>136,631,613</u> |
| Shareholders' equity | | | | | |
| Share capital | | | | | |
| Registered | | | | | |
| 280,000,000 ordinary shares of Baht 1 each | | <u>280,000,000</u> | <u>280,000,000</u> | <u>280,000,000</u> | <u>280,000,000</u> |
| Issued and fully paid up | | | | | |
| 280,000,000 ordinary shares of Baht 1 each | | 280,000,000 | 280,000,000 | 280,000,000 | 280,000,000 |
| Share premium | | 304,418,692 | 304,418,692 | 304,418,692 | 304,418,692 |
| Retained earnings | | | | | |
| Appropriated - statutory reserve | 19 | 24,000,000 | 21,300,000 | 24,000,000 | 21,300,000 |
| Unappropriated | | 254,992,213 | 268,461,608 | 268,457,317 | 278,950,016 |
| Other components of shareholders' equity | | 59,064 | 306,631 | - | - |
| Total shareholders' equity | | <u>863,469,969</u> | <u>874,486,931</u> | <u>876,876,009</u> | <u>884,668,708</u> |
| Total liabilities and shareholders' equity | | <u>946,523,444</u> | <u>1,011,950,960</u> | <u>959,297,100</u> | <u>1,021,300,321</u> |
| | | - | - | - | - |

The accompanying notes are an integral part of the financial statements.

Directors

One to One Contacts Public Company Limited and its subsidiaries

Statement of comprehensive income

For the year ended 31 December 2017

(Unit: Baht)

| | Note | <u>Consolidated financial statements</u> | | <u>Separate financial statements</u> | |
|---|-------|--|--------------------|--------------------------------------|--------------------|
| | | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Profit or loss: | | | | | |
| Revenues | 6 | | | | |
| Services income | | 796,723,597 | 874,452,385 | 790,702,827 | 867,666,065 |
| Revenues from contract work | 20 | 21,430,589 | 83,135,754 | 20,250,256 | 82,564,298 |
| Revenues from sales | | - | 4,545,467 | - | 4,545,467 |
| Other income | | 8,509,815 | 6,747,560 | 9,106,162 | 7,315,613 |
| Total revenues | | <u>826,664,001</u> | <u>968,881,166</u> | <u>820,059,245</u> | <u>962,091,443</u> |
| Expenses | 6, 21 | | | | |
| Cost of services | | 675,275,207 | 723,202,136 | 670,333,958 | 717,936,162 |
| Cost of contract work | 20 | 20,137,397 | 73,145,177 | 19,248,059 | 72,768,226 |
| Cost of sales | | - | 2,347,407 | - | 2,347,407 |
| Selling expenses | | 4,047,079 | 3,069,576 | 4,047,079 | 3,069,576 |
| Administrative expenses | | 66,191,715 | 64,533,227 | 62,517,151 | 61,060,345 |
| Other expenses | | 350,000 | 340,000 | 350,000 | 340,000 |
| Total expenses | | <u>766,001,398</u> | <u>866,637,523</u> | <u>756,496,247</u> | <u>857,521,716</u> |
| Profit before finance cost and income tax expenses | | 60,662,603 | 102,243,643 | 63,562,998 | 104,569,727 |
| Finance cost | | (111,728) | (136,797) | (99,264) | (108,547) |
| Profit before income tax expenses | | 60,550,875 | 102,106,846 | 63,463,734 | 104,461,180 |
| Income tax expenses | 22 | (10,103,388) | (18,728,686) | (10,039,551) | (18,675,014) |
| Profit for the year | | <u>50,447,487</u> | <u>83,378,160</u> | <u>53,424,183</u> | <u>85,786,166</u> |

The accompanying notes are an integral part of the financial statements.

One to One Contacts Public Company Limited and its subsidiaries

Statement of comprehensive income (continued)

For the year ended 31 December 2017

(Unit: Baht)

| | <u>Consolidated financial statements</u> | | <u>Separate financial statements</u> | | |
|---|--|-------------------|--------------------------------------|-------------------|-------------------|
| | <u>Note</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Other comprehensive income: | | | | | |
| <i>Other comprehensive income to be reclassified to profit or loss in subsequent periods:</i> | | | | | |
| Exchange differences on translation of financial statements in foreign currency | | (247,567) | (141,608) | - | - |
| Other comprehensive income to be reclassified to profit or loss in subsequent periods | | (247,567) | (141,608) | - | - |
| <i>Other comprehensive income not to be reclassified to profit or loss in subsequent periods</i> | | | | | |
| Actuarial gain on defined benefit plan | | 3,978,794 | - | 3,978,794 | - |
| Less: Income tax effect | | (795,758) | - | (795,758) | - |
| Other comprehensive income not to be reclassified to profit or loss in subsequent periods - net of income tax | | 3,183,036 | - | 3,183,036 | - |
| Other comprehensive income for the year | | 2,935,469 | (141,608) | 3,183,036 | - |
| Total comprehensive income for the year | | 53,382,956 | 83,236,552 | 56,607,219 | 85,786,166 |
| Basic earnings per share | 23 | | | | |
| Profit attributable to equity holders of the Company | | 0.18 | 0.30 | 0.19 | 0.31 |
| Weighted average number of ordinary share (shares) | | 280,000,000 | 280,000,000 | 280,000,000 | 280,000,000 |

The accompanying notes are an integral part of the financial statements.

One to One Contacts Public Company Limited and its subsidiaries

Statement of changes in shareholders' equity

For the year ended 31 December 2017

(Unit: Baht)

| Consolidated financial statements | | | | | | |
|--|--------------------|--------------------|-------------------|--------------------|----------------------|--------------------|
| | Issued and | | Retained earnings | | Other components | Total |
| | paid up | | Appropriated - | | of equity | shareholders' |
| | share capital | Share premium | statutory reserve | Unappropriated | Exchange differences | equity |
| | | | | | on translation of | |
| | | | | | financial statements | |
| | | | | | in foreign currency | |
| Balance as at 1 January 2016 | 280,000,000 | 304,418,692 | 17,000,000 | 236,983,443 | 448,239 | 838,850,374 |
| Profit for the year | - | - | - | 83,378,160 | - | 83,378,160 |
| Other comprehensive income for the year | - | - | - | - | (141,608) | (141,608) |
| Total comprehensive income for the year | - | - | - | 83,378,160 | (141,608) | 83,236,552 |
| Dividend paid (Note 24) | - | - | - | (47,599,995) | - | (47,599,995) |
| Transferred retained earnings | | | | | | |
| to statutory reserve (Note 19) | - | - | 4,300,000 | (4,300,000) | - | - |
| Balance as at 31 December 2016 | <u>280,000,000</u> | <u>304,418,692</u> | <u>21,300,000</u> | <u>268,461,608</u> | <u>306,631</u> | <u>874,486,931</u> |
| Balance as at 1 January 2017 | 280,000,000 | 304,418,692 | 21,300,000 | 268,461,608 | 306,631 | 874,486,931 |
| Profit for the year | - | - | - | 50,447,487 | - | 50,447,487 |
| Other comprehensive income for the year | - | - | - | 3,183,036 | (247,567) | 2,935,469 |
| Total comprehensive income for the year | - | - | - | 53,630,523 | (247,567) | 53,382,956 |
| Dividend paid (Note 24) | - | - | - | (64,399,918) | - | (64,399,918) |
| Transferred retained earnings | | | | | | |
| to statutory reserve (Note 19) | - | - | 2,700,000 | (2,700,000) | - | - |
| Balance as at 31 December 2017 | <u>280,000,000</u> | <u>304,418,692</u> | <u>24,000,000</u> | <u>254,992,213</u> | <u>59,064</u> | <u>863,469,969</u> |

The accompanying notes are an integral part of the financial statements.

One to One Contacts Public Company Limited and its subsidiaries

Statement of changes in shareholders' equity (continued)

For the year ended 31 December 2017

(Unit: Baht)

| | Separate financial statements | | | | Total shareholders' equity |
|---|--|--------------------|-------------------------------------|--------------------|----------------------------------|
| | Issued and paid up share capital | Share premium | Retained earnings | | |
| | | | Appropriated - statutory reserve | Unappropriated | |
| Balance as at 1 January 2016 | 280,000,000 | 304,418,692 | 17,000,000 | 245,063,845 | 846,482,537 |
| Profit for the year | - | - | - | 85,786,166 | 85,786,166 |
| Other comprehensive income for the year | - | - | - | - | - |
| Total comprehensive income for the year | - | - | - | 85,786,166 | 85,786,166 |
| Dividend paid (Note 24) | - | - | - | (47,599,995) | (47,599,995) |
| Transferred retained earnings | | | | | |
| to statutory reserve (Note 19) | - | - | 4,300,000 | (4,300,000) | - |
| Balance as at 31 December 2016 | <u>280,000,000</u> | <u>304,418,692</u> | <u>21,300,000</u> | <u>278,950,016</u> | <u>884,668,708</u> |
| Balance as at 1 January 2017 | 280,000,000 | 304,418,692 | 21,300,000 | 278,950,016 | 884,668,708 |
| Profit for the year | - | - | - | 53,424,183 | 53,424,183 |
| Other comprehensive income for the year | - | - | - | 3,183,036 | 3,183,036 |
| Total comprehensive income for the year | - | - | - | 56,607,219 | 56,607,219 |
| Dividend paid (Note 24) | - | - | - | (64,399,918) | (64,399,918) |
| Transferred retained earnings | | | | | |
| to statutory reserve (Note 19) | - | - | 2,700,000 | (2,700,000) | - |
| Balance as at 31 December 2017 | <u>280,000,000</u> | <u>304,418,692</u> | <u>24,000,000</u> | <u>268,457,317</u> | <u>876,876,009</u> |

The accompanying notes are an integral part of the financial statements.

One to One Contacts Public Company Limited and its subsidiaries

Cash flow statement

For the year ended 31 December 2017

(Unit: Baht)

| | <u>Consolidated financial statements</u> | | <u>Separate financial statements</u> | | |
|--|--|---------------------|--------------------------------------|---------------------|---------------------|
| | <u>Note</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Cash flows from operating activities | | | | | |
| Profit before tax | | 60,550,875 | 102,106,846 | 63,463,734 | 104,461,180 |
| Adjustments to reconcile profit before tax to net cash provided by (paid from) operating activities: | | | | | |
| Depreciation and amortisation | 14, 15 | 63,588,434 | 89,336,565 | 62,116,964 | 87,373,026 |
| Decrease in allowance for doubtful accounts | | - | (375,005) | - | (375,005) |
| Gain on disposal of equipment | | (33,013) | (43,599) | (33,013) | (43,599) |
| Transfer equipment to cost of services | | - | 421,074 | - | 421,074 |
| Loss on change in value of temporary investment in trading securities | 8 | 350,000 | 340,000 | 350,000 | 340,000 |
| Provision for long-term employee benefits | 18 | 2,314,013 | 1,953,322 | 2,314,013 | 1,953,322 |
| Unrealised (gain) loss on exchange | | (7,558) | (220,787) | 320,469 | 192,004 |
| Interest income | | <u>(4,912,091)</u> | <u>(4,530,231)</u> | <u>(4,902,863)</u> | <u>(4,522,415)</u> |
| Profit from operating activities before changes in operating assets and liabilities | | 121,850,660 | 188,988,185 | 123,629,304 | 189,799,587 |
| Operating assets decrease (increase) | | | | | |
| Trade and other receivables | | 124,425,865 | (14,335,440) | 124,988,762 | (7,623,758) |
| Accrued income | | 22,364,009 | 36,053,866 | 22,185,313 | 35,954,336 |
| Inventories | | 4,672,336 | 7,573,197 | 4,672,336 | 7,573,197 |
| Other current assets | | 7,065,798 | (3,854,628) | 7,022,170 | (3,881,351) |
| Other non-current assets | | 3,455,340 | (5,163,343) | 3,413,492 | (5,166,770) |
| Operating liabilities increase (decrease) | | | | | |
| Trade and other payables | | (36,661,793) | (50,176,549) | (36,555,424) | (50,441,325) |
| Other current liabilities | | (8,701,915) | 2,339,709 | (8,611,685) | 2,243,540 |
| Other non-current liabilities | | <u>(2,992,244)</u> | - | <u>(2,994,244)</u> | - |
| Cash flows from operating activities | | 235,478,056 | 161,424,997 | 237,750,024 | 168,457,456 |
| Cash received from withholding tax refundable | | 1,899,485 | - | 1,899,485 | - |
| Cash paid for income tax | | <u>(23,340,072)</u> | <u>(26,013,840)</u> | <u>(23,232,189)</u> | <u>(25,913,616)</u> |
| Net cash flows from operating activities | | <u>214,037,469</u> | <u>135,411,157</u> | <u>216,417,320</u> | <u>142,543,840</u> |

The accompanying notes are an integral part of the financial statements.

One to One Contacts Public Company Limited and its subsidiaries

Cash flow statement (continued)

For the year ended 31 December 2017

(Unit: Baht)

| | Note | <u>Consolidated financial statements</u> | | <u>Separate financial statements</u> | |
|--|------|--|---------------------|--------------------------------------|---------------------|
| | | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Cash flows from investing activities | | | | | |
| Cash received from interest income | | 4,912,091 | 3,355,416 | 4,902,863 | 3,347,600 |
| Cash received from finance lease receivable | | - | 38,520,000 | - | 38,520,000 |
| Proceeds from disposals of equipment | | 34,579 | 54,338 | 34,579 | 844,313 |
| Cash paid for acquisition of equipment and intangible assets | | (18,228,471) | (42,870,801) | (18,222,968) | (42,835,118) |
| Cash paid for investment in subsidiary | 13 | - | - | - | (8,318,400) |
| Cash flows used in investing activities | | (13,281,801) | (941,047) | (13,285,526) | (8,441,605) |
| Cash flows from financing activities | | | | | |
| Dividend paid | 24 | (64,399,918) | (47,661,361) | (64,399,918) | (47,661,361) |
| Net cash flows used in financing activities | | (64,399,918) | (47,661,361) | (64,399,918) | (47,661,361) |
| Increase (decrease) in translation adjustments | | 444 | (71,078) | - | - |
| Net increase in cash and cash equivalents | | 136,356,194 | 86,737,671 | 138,731,876 | 86,440,874 |
| Cash and cash equivalents at beginning of year | | 350,138,581 | 263,400,910 | 344,967,523 | 258,526,649 |
| Cash and cash equivalents at end of year | 7 | 486,494,775 | 350,138,581 | 483,699,399 | 344,967,523 |
| Supplement disclosures of cash flows information | | | | | |
| Non-cash item | | | | | |
| Increase (decrease) in equipment and intangible assets payable | | (2,529,891) | 2,068,103 | (2,529,891) | 2,068,103 |
| Transferred equipment under installation to intangible assets | | - | 10,438,718 | - | 10,438,718 |

The accompanying notes are an integral part of the financial statements.

One to One Contacts Public Company Limited and its subsidiaries
Notes to consolidated financial statements
For the year ended 31 December 2017

1. General information

One to One Contacts Public Company Limited (“the Company”) is a public company incorporated and domiciled in Thailand. Its parent company is Smart Corporation Public Company Limited which was incorporated in Thailand. The Company is principally engaged in providing customer contact center services. Its registered address is at 99/19, Moo 4, Software Park Building, 17th Floor, Chaengwattana Road, Klong Glur, Pak-Kred, Nonthaburi.

2. Basis of preparation

2.1 The financial statements have been prepared in accordance with Thai Financial Reporting Standards enunciated under the Accounting Professions Act B.E. 2547 and their presentation has been made in compliance with the stipulations of the Notification of the Department of Business Development dated 11 October 2016, issued under the Accounting Act B.E. 2543.

The financial statements in Thai language are the official statutory financial statements of the Company. The financial statements in English language have been translated from the Thai language financial statements.

The financial statements have been prepared on a historical cost basis except where otherwise disclosed in the accounting policies.

2.2 Basis of consolidation

a) The consolidated financial statements include the financial statements of One to One Contacts Public Company Limited (“the Company”) and the following subsidiary companies (“the subsidiaries”):

| Company’s name | Nature of business | Country of incorporation | Percentage of shareholding | |
|---|---|--------------------------|----------------------------|------------------------|
| | | | <u>2017</u> Percent | <u>2016</u> Percent |
| One to One Professional Company Limited | Provide company personnel to perform work regarding providing information, news and information center on-site and off-site | Thailand | 100 | 100 |
| One to One (Cambodia) Company Limited | Provide customer contact center services | Cambodia | 100 | 100 |

- b) The Company is deemed to have control over an investee or subsidiaries if it has rights, or is exposed, to variable returns from its involvement with the investee, and it has the ability to direct the activities that affect the amount of its returns.
 - c) Subsidiaries are fully consolidated, being the date on which the Company obtains control, and continue to be consolidated until the date when such control ceases.
 - d) The financial statements of the subsidiaries are prepared using the same significant accounting policies as the Company.
 - e) The assets and liabilities in the financial statements of overseas subsidiary company are translated to Baht using the exchange rate prevailing on the end of reporting period, and revenues and expenses translated using monthly average exchange rates. The resulting differences are shown under the caption of “Exchange differences on translation of financial statements in foreign currency” in the statements of changes in shareholders’ equity.
 - f) Material balances and transactions between the Company and its subsidiary companies have been eliminated from the consolidated financial statements.
- 2.3 The separate financial statements present investments in subsidiaries under the cost method.

3 New financial reporting standards

(a) Financial reporting standards that became effective in the current year

During the year, the Company and subsidiaries have adopted the revised (revised 2016) and new financial reporting standards and accounting treatment guidance issued by the Federation of Accounting Professions which become effective for fiscal years beginning on or after 1 January 2017. These financial reporting standards were aimed at alignment with the corresponding International Financial Reporting Standards, with most of the changes directed towards revision of wording and terminology, and provision of interpretations and accounting guidance to users of standards. The adoption of these financial reporting standards does not have any significant impact on the Company and its subsidiaries’ financial statements. However, one standard involves changes to key principles, which are summarized below.

TAS 27 (revised 2016) Separate Financial Statements

This revised standard stipulates an additional option to account for investments in subsidiaries, joint ventures and associates in separate financial statements under the equity method, as described in TAS 28 (revised 2016) Investments in Associates and Joint Ventures. However, the entity is to apply the same accounting treatment for each category of investment. If an entity elects to account for such investments using the equity method in the separate financial statements, it has to adjust the transaction retrospectively.

This standard does not have any impact on the Company and its subsidiaries financial statements because the management has decided to continue accounting for such investments under the cost method in the separate financial statements.

(b) Financial reporting standard that will become effective in the future

During the current year, the Federation of Accounting Professions issued a number of the revised financial reporting standards and interpretations (revised 2017) which is effective for fiscal years beginning on or after 1 January 2018. These financial reporting standards were aimed at alignment with the corresponding International Financial Reporting Standards with most of the changes directed towards revision of wording and terminology, and provision of interpretations and accounting guidance to users of standards.

The management of the Company and its subsidiaries believe that the revised and new financial reporting standards and interpretations will not have any significant impact on the financial statements when they are initially applied.

4. Significant accounting policies

4.1 Revenue recognition

Rendering of service

Service income is recognised when services have been rendered taking into account the stage of completion.

Facility rental service and customer service representative outsource are recognised as revenue on a monthly basis, as stipulated in the agreement.

Sales of goods

Sales of goods are recognized when the significant risks and rewards of ownership of the goods have passed to the buyer. Sales are the invoiced value, excluding value added tax, of goods supplied after deducting discounts and allowances.

Sales of equipment including designation and installation

Sales of equipment including designation and installation are recognised as income by reference to the stage of completion.

Interest income

Interest income is recognised on an accrual basis based on the effective interest rate.

4.2 Cash and cash equivalents

Cash and cash equivalents consist of cash in hand and at banks, and all highly liquid investments with an original maturity of three months or less and not subject to withdrawal restrictions.

4.3 Trade accounts receivable

Trade accounts receivable are stated at the net realisable value. Allowance for doubtful accounts is provided for the estimated losses that may be incurred in collection of receivables. The allowance is generally based on collection experience and analysis of debt aging.

4.4 Investment

- a) Investment in securities held for trading is stated at fair value. Changes in the fair value of these securities, which is based on the latest bid price of the last working day of the year as quoted on the Stock Exchange of Thailand, are recorded in profit or loss.

The weighted average method is used for computation of the cost of investments.

On disposal of an investment, the difference between net disposal proceeds and the carrying amount of the investment is recognised in profit or loss.

- b) Investment in subsidiaries is accounted for in the separate financial statements using the cost method.

4.5 Equipment and depreciation

Equipment is stated at cost less accumulated depreciation and allowances for loss on impairment of assets (if any).

Depreciation of equipment is calculated by reference to its cost on the straight-line basis over the following estimated useful lives:

| | | |
|-------------------------------|---|------------------------------|
| Tools and equipment | - | 3 years and 5 years |
| Office equipment and computer | - | 3 years 5 years and 10 years |
| Motor vehicles | - | 5 years |

Depreciation is included in determining income.

No depreciation is provided on equipment under installation.

An item of equipment is derecognised upon disposal or when no future economic benefits are expected from its use or disposal. Any gain or loss arising on disposal of an asset is included in profit or loss when the asset is derecognised.

4.6 Intangible asset

Intangible asset with finite life is amortised on a systematic basis over the economic useful life and tested for impairment whenever there is an indication that the intangible asset may be impaired. The amortisation period and the amortisation method of such intangible asset is reviewed at least at each financial year end. The amortisation expense is charged to profit or loss.

Intangible asset, which is computer software, has useful life of 3 years, 5 years and 10 years.

No amortization is provided on computer software under installation.

4.7 Related party transactions

Related parties comprise enterprises and individuals that control, or are controlled by, the Company, whether directly or indirectly, or which are under common control with the Company.

They also include associated companies and individuals or enterprises which directly or indirectly own a voting interest in the Company that gives them significant influence over the Company, key management personnel, directors, and officers with authority in the planning and direction of the Company's operations.

4.8 Long-term leases

Leases of building which do not transfer substantially all the risks and rewards of ownership are classified as operating leases. Operating lease payments are recognised as an expense in profit or loss on a straight line basis over the lease term.

4.9 Foreign currencies

The consolidated and separate financial statements are presented in Baht, which is also the Company's functional currency. Items of each entity included in the consolidated financial statements are measured using the functional currency of that entity.

Transactions in foreign currencies are translated into Baht at the exchange rate ruling at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies are translated into Baht at the exchange rate ruling at the end of the reporting period.

Gains and losses on exchange are included in determining income.

4.10 Impairment of assets

At the end of each reporting period, the Company and its subsidiaries perform impairment reviews in respect of the equipment and other intangible assets whenever events or changes in circumstances indicate that an asset may be impaired. An impairment loss is recognised when the recoverable amount of an asset, which is the higher of the asset's fair value less costs to sell and its value in use, is less than the carrying amount.

An impairment loss is recognised in profit or loss.

4.11 Employee benefits

Short-term employee benefits

Salaries, wages, bonuses and contributions to the social security fund are recognised as expenses when incurred.

Post-employment benefits

Defined contribution plans

The Company and its employees have jointly established a provident fund. The fund is monthly contributed by employees and by the Company. The fund's assets are held in a separate trust fund and the Company's contributions are recognised as expenses when incurred.

Defined benefit plans

The Company and its subsidiaries have obligations in respect of the severance payments it must make to employees upon retirement under labor law. The Company and its subsidiaries treat these severance payment obligations as a defined benefit plan.

The obligation under the defined benefit plan is determined by a professionally qualified independent actuary based on actuarial techniques, using the projected unit credit method.

Actuarial gains and losses arising from post-employment benefits are recognised immediately in other comprehensive income.

Provision for vacation

The Company and its subsidiaries have set up provision for vacation which is calculated in accordance with the Company's and its subsidiaries' policy and formula, taking into consideration the employee's salary, the number of service years and the unused vacation days.

4.12 Provisions

Provisions are recognised when the Company and its subsidiaries have a present obligation as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

4.13 Income tax

Income tax expense represents the sum of corporate income tax currently payable and deferred tax.

Current tax

Current income tax is provided in the accounts at the amount expected to be paid to the taxation authorities, based on taxable profits determined in accordance with tax legislation.

Deferred tax

Deferred income tax is provided on temporary differences between the tax bases of assets and liabilities and their carrying amounts at the end of each reporting period, using the tax rates enacted at the end of the reporting period.

The Company and its subsidiaries recognise deferred tax liabilities for all taxable temporary differences while it recognises deferred tax assets for all deductible temporary differences and tax losses carried forward to the extent that it is probable that future taxable profit will be available against which such deductible temporary differences and tax losses carried forward can be utilised.

At each reporting date, the Company and its subsidiaries review and reduce the carrying amount of deferred tax assets to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred tax asset to be utilised.

The Company and its subsidiaries record deferred tax directly to shareholders' equity if the tax relates to items that are recorded directly to shareholders' equity.

4.14 Fair value measurement

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between buyer and seller (market participants) at the measurement date. The Company and its subsidiaries apply a quoted market price in an active market to measure their assets and liabilities that are required to be measured at fair value by relevant financial reporting standards. Except in case of no active market of an identical asset or liability or when a quoted market price is not available, the Company and its subsidiaries measure fair value using valuation technique that are appropriate in the circumstances and maximises the use of relevant observable inputs related to assets and liabilities that are required to be measured at fair value.

All assets and liabilities for which fair value is measured or disclosed in the financial statements are categorised within the fair value hierarchy into three levels based on categorise of input to be used in fair value measurement as follows:

- Level 1 - Use of quoted market prices in an observable active market for such assets or liabilities
- Level 2 - Use of other observable inputs for such assets or liabilities, whether directly or indirectly
- Level 3 - Use of unobservable inputs such as estimates of future cash flows

At the end of each reporting period, the Company and its subsidiaries determine whether transfers have occurred between levels within the fair value hierarchy for assets and liabilities held at the end of the reporting period that are measured at fair value on a recurring basis.

5. Significant accounting judgements and estimates

The preparation of financial statements in conformity with financial reporting standards at times requires management to make subjective judgements and estimates regarding matters that are inherently uncertain. These judgements and estimates affect reported amounts and disclosures and actual results could differ. Significant judgements and estimates are as follows:

5.1 Construction contracts

The Company and its subsidiary recognise contract revenue by reference to the stage of completion of the contract activity, when the outcome of a construction contract can be estimated reliably. The stage of completion is measured by reference to the proportion that contract costs incurred for work performed to date bear to the estimated total contract costs. Significant assumptions are required to estimate the total contract cost and the recoverable variation works that will affect the stage of completion. The management is required to make judgement and estimates based on past experience and knowledge of the project engineers.

5.2 Allowance for doubtful accounts

In determining an allowance for doubtful accounts, the management needs to make judgements and estimates based upon, among other things, past collection history, aging profile of outstanding debts and the prevailing economic condition.

5.3 Equipment and depreciation

In determining depreciation of equipment, the management is required to make estimates of the useful lives and residual values of the Company's and its subsidiaries' equipment and to review estimate useful lives and residual values when there are any changes.

In addition, the management is required to review equipment for allowance for diminution in value on a periodical basis and record losses on diminution in value in the period when it is determined that their recoverable amount is lower than the carrying cost. This requires judgements regarding forecast of future revenues and expenses relating to the assets subject to the review.

6. Related party transactions

During the years, the Company and its subsidiaries had significant business transactions with related parties. Such transactions, which are summarised below, arose in the ordinary course of business and were concluded on commercial terms and bases agreed upon between the Company and those related parties. The pricing policies for these related party transactions are summarised as follows:

1. Sales and service prices are determined at market price, if there is unknown market price, sales and service prices will be determined at cost plus a margin not over 15 percent. However, the pricing policy is subject to change depending on the type of business and market competition at the time being.
2. Outsourced Contact Center Services are determined at cost plus a margin not less than 10 percent.
3. IT service fees expenses to parent company are charged at the amount stated in the agreement which parent company sets base on cost plus a margin not over 5 percent.
4. Management fees and rental expenses are charged at the amount stated in the agreement.
5. Other service income and expenses are charged at a mutually agreed price.
6. Guarantee fee is charged between the parties at a rate of 0.3 percent per annum.
7. Directors and management's benefit expenses are charged as approved by shareholders' meeting or contractually agreed price.

Significant business transactions between the Company and its related parties were summarised as follows:

| | (Unit: Million Baht) | | | |
|--|--------------------------------------|-------------|----------------------------------|-------------|
| | Consolidated financial statements | | Separate financial statements | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| <u>Transactions with subsidiary company</u> | | | | |
| (eliminate from the consolidated financial statements) | | | | |
| Other income | - | - | 1 | 1 |
| <u>Transactions with parent company</u> | | | | |
| Service income | 1 | 1 | 1 | 1 |
| Cost of service | 1 | 4 | 1 | 4 |
| Management fee expenses | 5 | 5 | 5 | 5 |
| IT service fee expenses | 15 | 13 | 15 | 13 |
| Other expenses | 0.1 | 0.1 | 0.1 | 0.1 |
| <u>Transactions with related companies</u> | | | | |
| Sales and service income | 44 | 39 | 44 | 39 |
| Purchase of goods and service | 7 | 15 | 7 | 15 |
| Purchase of fixed assets | - | 0.5 | - | 0.5 |
| Rental and utility expenses | 12 | 13 | 12 | 13 |
| Other expenses | 0.8 | 1 | 0.8 | 1 |

The balances of the accounts as at 31 December 2017 and 2016 between the Company and its related parties were as follows:

| | (Unit: Thousand Baht) | | | |
|---|--------------------------------------|---------------|----------------------------------|---------------|
| | Consolidated financial statements | | Separate financial statements | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| <u>Trade accounts receivable - related parties</u> (Note 9) | | | | |
| Parent company | 51 | 51 | 51 | 51 |
| Related companies (related by shareholders and/or directors) | 12,624 | 17,106 | 12,624 | 17,106 |
| Total trade accounts receivable - related parties | <u>12,675</u> | <u>17,157</u> | <u>12,675</u> | <u>17,157</u> |
| <u>Other receivables - related parties</u> (Note 9) | | | | |
| Subsidiary companies | - | - | 2,838 | 4,037 |
| Total other receivables - related parties | <u>-</u> | <u>-</u> | <u>2,838</u> | <u>4,037</u> |
| <u>Accrued income - related parties</u> (Note 10) | | | | |
| Subsidiary companies | - | - | 43 | - |
| Related companies (related by shareholders and directors) | 2,456 | 2,909 | 2,456 | 2,909 |
| Total accrued income - related parties | <u>2,456</u> | <u>2,909</u> | <u>2,499</u> | <u>2,909</u> |
| <u>Deposit - related parties</u> | | | | |
| Related companies (related by shareholders and/or directors) | 2,004 | 1,897 | 2,004 | 1,897 |
| Total deposit - related parties | <u>2,004</u> | <u>1,897</u> | <u>2,004</u> | <u>1,897</u> |
| <u>Trade accounts payable - related parties</u> (Note 16) | | | | |
| Parent company | 75 | - | 75 | - |
| Related companies (related by shareholders and directors) | 3,162 | 3,304 | 3,162 | 3,304 |
| Total trade accounts payable - related parties | <u>3,237</u> | <u>3,304</u> | <u>3,237</u> | <u>3,304</u> |
| <u>Other payables - related parties</u> (Note 16) | | | | |
| Parent company | 4,030 | 7,252 | 4,030 | 7,252 |
| Related companies (related by shareholders and directors) | 34 | 951 | 34 | 951 |
| Total other payables - related parties | <u>4,064</u> | <u>8,203</u> | <u>4,064</u> | <u>8,203</u> |
| <u>Customer deposit - related parties</u> | | | | |
| Related companies (related by shareholders and directors) | 505 | 505 | 505 | 505 |
| Total customer deposit - related parties | <u>505</u> | <u>505</u> | <u>505</u> | <u>505</u> |

Directors and management's benefits

During the years ended 31 December 2017 and 2016, the Company had employee benefit expenses payable to their directors and management as below.

| | (Unit: Thousand Baht) | |
|------------------------------|--|--------------|
| | Consolidated and Separate financial statements | |
| | <u>2017</u> | <u>2016</u> |
| Short-term employee benefits | 11,415 | 9,592 |
| Post-employment benefits | 111 | 84 |
| Total | <u>11,526</u> | <u>9,676</u> |

Agreements with related parties

Long-term rental and service agreements with related companies

- a) In April 2017, the Company entered into office space rental and facility service agreements with a related company for its operation. This contract will be expired in April 2020. The Company has to pay a monthly rental and service fee approximately Baht 0.8 million (2016: Baht 0.8 million).

The commitment under the operating lease agreements with the related parties are disclosed in Note 27.1 to the financial statements.

Service and management agreements with the parent company

- b) In January 2017, the Company entered into a one-year management agreement with Smart Corporation Public Co., Ltd., the parent company. The Company has to pay a monthly service fee of Baht 0.4 million (2016: Baht 0.4 million). Subsequently, on 1 January 2018, the Company extended the service contract for a period of 1 year, expiring on 31 December 2018. The Company has to pay a monthly service fee of Baht 0.4 million.
- c) In May 2017, the Company entered into one-year information technology management agreement with Smart Corporation Public Co., Ltd., the parent company. The Company has to pay a monthly service fee approximately Baht 1.3 million (2016: Baht 1.3 million).

7. Cash and cash equivalents

(Unit: Thousand Baht)

| | Consolidated | | Separate | |
|---------------|----------------------|----------------|----------------------|----------------|
| | financial statements | | financial statements | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Cash | 117 | 121 | 102 | 108 |
| Bank deposits | 486,378 | 350,018 | 483,597 | 344,860 |
| Total | 486,495 | 350,139 | 483,699 | 344,968 |

As at 31 December 2017, bank deposits carried interests between 0.10 and 1.30 percent per annum (2016: between 0.10 and 1.40 percent per annum).

8. Temporary investment in trading securities

| | Consolidated and separate financial statements | | | | | |
|---|--|-----------------|-----------------|-------------------|-----------------|-----------------|
| | 2017 | | | 2016 | | |
| | Shares | Cost | Fair value | Shares | Cost | Fair value |
| | (Thousand Shares) | (Thousand Baht) | (Thousand Baht) | (Thousand Shares) | (Thousand Baht) | (Thousand Baht) |
| Samart Digital Plc. (formerly known as "Samart I-Mobile Plc.") | 1,000 | 3,860 | 610 | 1,000 | 3,860 | 960 |
| Less: Change in value | | (3,250) | | | (2,900) | |
| Total | | 610 | | | 960 | |

Movements of the temporary investment in trading securities account for the year ended 31 December 2017 and 2016 were summarised below.

(Unit: Thousand Baht)

| | Consolidated and separate | |
|---|---------------------------|-------------|
| | financial statements | |
| | <u>2017</u> | <u>2016</u> |
| Balance at beginning of the year | 960 | 1,300 |
| Loss on change in value | (350) | (340) |
| Balance as at end of the year | 610 | 960 |

9. Trade and other receivables

(Unit: Thousand Baht)

| | Consolidated financial statements | | Separate financial statements | |
|---|-----------------------------------|-----------------------|-------------------------------|-----------------------|
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| <u>Trade accounts receivable - related parties</u> (Note 6) | | | | |
| Aged on the basis of due dates | | | | |
| Not yet due | 4,289 | 3,136 | 4,289 | 3,136 |
| Past due | | | | |
| Up to 3 months | 5,477 | 7,583 | 5,477 | 7,583 |
| 3 - 6 months | 2,752 | 5,783 | 2,752 | 5,783 |
| 6 - 12 months | 157 | 655 | 157 | 655 |
| Total trade accounts receivable - related parties | <u>12,675</u> | <u>17,157</u> | <u>12,675</u> | <u>17,157</u> |
| <u>Trade accounts receivable - unrelated parties</u> | | | | |
| Aged on the basis of due dates | | | | |
| Not yet due | 58,209 | 88,400 | 57,742 | 87,755 |
| Past due | | | | |
| Up to 3 months | 44,337 | 84,512 | 44,337 | 84,381 |
| 3 - 6 months | 25,381 | 23,682 | 25,381 | 23,682 |
| 6 - 12 months | 4,536 | 55,934 | 4,536 | 55,934 |
| Over 12 months | 74,645 | 74,645 | 74,645 | 74,645 |
| Total trade accounts receivable - unrelated parties | <u>207,108</u> | <u>327,173</u> | <u>206,641</u> | <u>326,397</u> |
| Total trade accounts receivable - net | <u>219,783</u> | <u>344,330</u> | <u>219,316</u> | <u>343,554</u> |
| <u>Other receivables</u> | | | | |
| Other receivables - related parties (Note 6) | - | - | 2,838 | 4,037 |
| Other receivables | 121 | - | 121 | - |
| Total other receivables | <u>121</u> | <u>-</u> | <u>2,959</u> | <u>4,037</u> |
| Total trade and other receivables - net | <u>219,904</u> | <u>344,330</u> | <u>222,275</u> | <u>347,591</u> |

On 2 November 2015, the Company filed a lawsuit with the Civil Court, seeking settlement of a government agency as a trade accounts receivable (unrelated party) that were past due totaling approximately Baht 78.4 million (included accrued income amounted to approximately Baht 3.7 million) for contact center service. On 21 November 2016, the Civil Court ordered that such government agency has to repay the full amount of debt, with interest charged, to the Company. Later, on 19 January 2017, the government agency appealed against the Civil Court's verdict and on 15 August 2017, the Appeal Court affirmed the judgment of the Court of First Instance and such government agency is to repay the full amount of debt, with interest charged, to the Company. Subsequently, on 13 September 2017, the government agency appealed against the Appeal Court's verdict and filed an appeal with the Supreme Court. And, on 3 January 2018, the Supreme Court accepted the government agency's appeal against the verdict of the Appeal Court. Presently, the case is under consideration of the Supreme Court. However, the Company's management believes that full settlement will be received. Therefore, as at 31 December 2017, the Company has not set aside any allowance for doubtful accounts for such debtor.

10. Accrued income

| | (Unit: Thousand Baht) | | | |
|--|--------------------------------------|----------------|----------------------------------|----------------|
| | Consolidated financial statements | | Separate financial statements | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| <u>Accrued income - related parties</u> (Note 6) | | | | |
| Aged on the basis of record dates | | | | |
| Up to 3 months | 2,456 | 2,909 | 2,499 | 2,909 |
| Total accrued income - related parties | 2,456 | 2,909 | 2,499 | 2,909 |
| <u>Accrued income - unrelated parties</u> | | | | |
| Aged on the basis of record dates | | | | |
| Up to 3 months | 76,093 | 84,724 | 76,093 | 84,588 |
| 3 - 6 months | 204 | 3,010 | 204 | 3,010 |
| 6 - 12 months | - | 1,348 | - | 1,348 |
| Over 12 months | 3,742 | 12,868 | 3,742 | 12,868 |
| Total accrued income - unrelated parties | 80,039 | 101,950 | 80,039 | 101,814 |
| Total | <u>82,495</u> | <u>104,859</u> | <u>82,538</u> | <u>104,723</u> |

11. Inventories

| | (Unit: Thousand Baht) | |
|------------------------------|---|--------------|
| | Cost | |
| | Consolidated and Separate financial statements | |
| | <u>2017</u> | <u>2016</u> |
| Service contracts in process | 4,554 | 9,226 |
| Total | <u>4,554</u> | <u>9,226</u> |

12. Other current assets

| | (Unit: Thousand Baht) | | | |
|------------------------------------|--------------------------------------|---------------|----------------------------------|---------------|
| | Consolidated financial statements | | Separate financial statements | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Withholding tax deducted at source | 16,985 | 4,215 | 16,893 | 4,161 |
| Prepaid expenses | 12,375 | 16,462 | 12,335 | 16,419 |
| Undue input value added tax | 948 | 1,661 | 948 | 1,661 |
| Others | 1,036 | 3,302 | 1,036 | 3,262 |
| Total | <u>31,344</u> | <u>25,640</u> | <u>31,212</u> | <u>25,503</u> |

The Company and its subsidiaries have regarded withholding tax deducted at source as an asset since they intend to request and have the right to claim for refund of it. However, the net realisable value of tax is subject to the exercise of the claim right by the Company and its subsidiaries and the results of the Company's and its subsidiaries' tax audit by the Revenue officials.

During the year 2017, the Company received the refund of the withholding tax of 2015 approximately Baht 1.9 million. However, the management has used judgement to assess the outcome of the refund claims and believes that no loss will result. Therefore, no allowance for diminution in value of withholding tax deducted at sources is recorded as at the end of reporting period.

13. Investment in subsidiaries

Details of investments in subsidiaries as presented in separate financial statements are as follows:

| Company's name | Paid-up capital | | Shareholding percentage | | Cost | | Allowance for impairment of investment | | Carrying amounts based on cost method-net | |
|---|-----------------|--------------|-------------------------|------|--------|--------|--|------|---|--------|
| | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 |
| | | | (%) | (%) | | | | | | |
| One to One Professional Company Limited | 1 | 1 | 100 | 100 | 1,000 | 1,000 | (35) | (35) | 965 | 965 |
| | Million Baht | Million Baht | | | | | | | | |
| One to One (Cambodia) Company Limited | 440,000 | 440,000 | 100 | 100 | 14,821 | 14,821 | - | - | 14,821 | 14,821 |
| | USD | USD | | | | | | | | |
| Total | | | | | 15,821 | 15,821 | (35) | (35) | 15,786 | 15,786 |

13.1 Additional share capital

On 10 September 2016, One to One (Cambodia) Company Limited, a subsidiary company, registered an increase of its share capital from USD 200,000 to USD 440,000 with the Ministry of Commerce of Kingdom of Cambodia. The Company paid in share capital of USD 5 per share for 48,000 shares, totalling USD 240,000 or equal to approximately Baht 8.3 million, in September 2016.

14. Equipment

(Unit: Thousand Baht)

| Consolidated financial statements | | | | | | |
|---|---------------------|------------------------|----------|-------------------|---------------------------------|----------|
| | Office equipment | Tools and equipment | Computer | Motor vehicles | Equipment under installation | Total |
| Cost | | | | | | |
| 1 January 2016 | 41,771 | 649,979 | 189,333 | 4,858 | 36,863 | 922,804 |
| Additions | 934 | 24,237 | 2,658 | - | 9,117 | 36,946 |
| Disposals | (61) | (235) | (3,850) | - | - | (4,146) |
| Transfer in/(Transfer out) | - | 18,150 | 16,970 | - | (45,980) | (10,860) |
| Translation adjustment | (14) | (20) | (22) | - | - | (56) |
| 31 December 2016 | 42,630 | 692,111 | 205,089 | 4,858 | - | 944,688 |
| Additions | 3,479 | 1,050 | 5,959 | - | 267 | 10,755 |
| Disposals | (1,004) | (2,814) | (1,790) | - | - | (5,608) |
| Transfer in/(Transfer out) | 90 | 177 | - | - | (267) | - |
| Translation adjustment | (170) | (260) | (262) | - | - | (692) |
| 31 December 2017 | 45,025 | 690,264 | 208,996 | 4,858 | - | 949,143 |
| Accumulated depreciation | | | | | | |
| 1 January 2016 | 35,326 | 542,945 | 165,109 | 3,361 | - | 746,741 |
| Depreciation for the year | 3,203 | 68,057 | 12,874 | 523 | - | 84,657 |
| Accumulated depreciation on disposals | (61) | (225) | (3,849) | - | - | (4,135) |
| Translation adjustment | 1 | 3 | 1 | - | - | 5 |
| 31 December 2016 | 38,469 | 610,780 | 174,135 | 3,884 | - | 827,268 |
| Depreciation for the year | 2,130 | 42,400 | 13,440 | 523 | - | 58,493 |
| Accumulated depreciation on disposals | (1,004) | (2,813) | (1,790) | - | - | (5,607) |
| Translation adjustment | (118) | (159) | (223) | - | - | (500) |
| 31 December 2017 | 39,477 | 650,208 | 185,562 | 4,407 | - | 879,654 |
| Net book value | | | | | | |
| 31 December 2016 | 4,161 | 81,331 | 30,954 | 974 | - | 117,420 |
| 31 December 2017 | 5,548 | 40,056 | 23,434 | 451 | - | 69,489 |
| Depreciation for the year | | | | | | |
| 2016 (Baht 83.3 million included in cost of services, and the balance in selling and administrative expenses) | | | | | | 84,657 |
| 2017 (Baht 56.7 million included in cost of services, and the balance in selling and administrative expenses) | | | | | | 58,493 |

(Unit: Thousand Baht)

| | Separate financial statements | | | | | |
|---|-------------------------------|------------------------|----------|-------------------|---------------------------------|----------|
| | Office equipment | Tools and equipment | Computer | Motor vehicles | Equipment under installation | Total |
| Cost | | | | | | |
| 1 January 2016 | 39,828 | 646,884 | 185,641 | 4,858 | 36,833 | 914,044 |
| Additions | 934 | 24,225 | 2,658 | - | 9,093 | 36,910 |
| Disposals | (61) | (235) | (3,850) | - | - | (4,146) |
| Transfer in/(Transfer out) | - | 18,096 | 16,970 | - | (45,926) | (10,860) |
| 31 December 2016 | 40,701 | 688,970 | 201,419 | 4,858 | - | 935,948 |
| Additions | 3,478 | 1,048 | 5,956 | - | 267 | 10,749 |
| Disposals | (1,004) | (2,814) | (1,790) | - | - | (5,608) |
| Transfer in/(Transfer out) | 90 | 177 | - | - | (267) | - |
| 31 December 2017 | 43,265 | 687,381 | 205,585 | 4,858 | - | 941,089 |
| Accumulated depreciation | | | | | | |
| 1 January 2016 | 34,602 | 541,912 | 162,910 | 3,361 | - | 742,785 |
| Depreciation for the year | 2,814 | 67,476 | 12,080 | 523 | - | 82,893 |
| Accumulated depreciation on disposals | (61) | (225) | (3,849) | - | - | (4,135) |
| 31 December 2016 | 37,355 | 609,163 | 171,141 | 3,884 | - | 821,543 |
| Depreciation for the year | 1,767 | 41,827 | 13,101 | 523 | - | 57,218 |
| Accumulated depreciation on disposals | (1,004) | (2,813) | (1,790) | - | - | (5,607) |
| 31 December 2017 | 38,118 | 648,177 | 182,452 | 4,407 | - | 873,154 |
| Net book value | | | | | | |
| 31 December 2016 | 3,346 | 79,807 | 30,278 | 974 | - | 114,405 |
| 31 December 2017 | 5,147 | 39,204 | 23,133 | 451 | - | 67,935 |
| Depreciation for the year | | | | | | |
| 2016 (Baht 81.6 million included in cost of services, and the balance in selling and administrative expenses) | | | | | | 82,893 |
| 2017 (Baht 55.5 million included in cost of services, and the balance in selling and administrative expenses) | | | | | | 57,218 |

As at 31 December 2017, certain equipment items of the Company and its subsidiary company have been fully depreciated but are still in use. The gross carrying amount before deducting accumulated depreciation of those assets amounted to approximately Baht 813.5 million (2016: Baht 672 million) and separate financial statements: Baht 812 million (2016: Baht 672 million).

15. Intangible assets

(Unit: Thousand Baht)

| | Consolidated financial statements | | | Separate financial statements | | |
|---------------------------------|-----------------------------------|--------------------|--------|-------------------------------|--------------------|--------|
| | Computer software | | Total | Computer software | | Total |
| | Computer software | under installation | | Computer software | under installation | |
| Cost | | | | | | |
| 1 January 2016 | 52,688 | - | 52,688 | 51,461 | - | 51,461 |
| Additions | 4,003 | 3,990 | 7,993 | 4,003 | 3,990 | 7,993 |
| Transfer in | 13,985 | (3,546) | 10,439 | 13,985 | (3,546) | 10,439 |
| 31 December 2016 | 70,676 | 444 | 71,120 | 69,449 | 444 | 69,893 |
| Additions | 2,116 | 2,828 | 4,944 | 2,116 | 2,828 | 4,944 |
| Transfer in/(Transfer out) | 2,919 | (2,919) | - | 2,919 | (2,919) | - |
| Translation adjustment | (11) | - | (11) | - | - | - |
| 31 December 2017 | 75,700 | 353 | 76,053 | 74,484 | 353 | 74,837 |
| Accumulated amortisation | | | | | | |
| 1 January 2016 | 39,844 | - | 39,844 | 39,590 | - | 39,590 |
| Amortisation for the year | 4,679 | - | 4,679 | 4,480 | - | 4,480 |
| Translation adjustment | 10 | - | 10 | - | - | - |
| 31 December 2016 | 44,533 | - | 44,533 | 44,070 | - | 44,070 |
| Amortisation for the year | 5,095 | - | 5,095 | 4,899 | - | 4,899 |
| Translation adjustment | 46 | - | 46 | - | - | - |
| 31 December 2017 | 49,674 | - | 49,674 | 48,969 | - | 48,969 |
| Net book value | | | | | | |
| 31 December 2016 | 26,143 | 444 | 26,587 | 25,379 | 444 | 25,823 |
| 31 December 2017 | 26,026 | 353 | 26,379 | 25,515 | 353 | 25,868 |

As at 31 December 2017, certain intangible assets items have been fully amortised but are still in use. The gross carrying amount before deducting accumulated amortisation of those assets amounted to approximately Baht 38.8 million (2016: Baht 37.2 million).

16. Trade and other payables

| | (Unit: Thousand Baht) | | | |
|---|-----------------------|---------------|----------------------|---------------|
| | Consolidated | | Separate | |
| | financial statements | | financial statements | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Trade payable - unrelated parties | 5,910 | 13,654 | 5,910 | 13,654 |
| Trade payable - related parties (Note 6) | 3,237 | 3,304 | 3,237 | 3,304 |
| Other payables - unrelated parties | 1,382 | 5,706 | 1,338 | 5,600 |
| Other payables - related parties (Note 6) | 4,064 | 8,203 | 4,064 | 8,203 |
| Accrued project cost | 2,580 | 5,843 | 2,580 | 5,843 |
| Accrued expenses | <u>30,397</u> | <u>50,059</u> | <u>29,842</u> | <u>49,460</u> |
| Total trade and other payables | <u>47,570</u> | <u>86,769</u> | <u>46,971</u> | <u>86,064</u> |

17. Other current liabilities

| | (Unit: Thousand Baht) | | | |
|---------------------------------|-----------------------|---------------|----------------------|---------------|
| | Consolidated | | Separate | |
| | financial statements | | financial statements | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Undue output VAT | 14,191 | 22,020 | 14,205 | 22,007 |
| Value added tax payable | 6,164 | 6,980 | 6,140 | 6,922 |
| Others | <u>1,983</u> | <u>2,040</u> | <u>1,966</u> | <u>1,994</u> |
| Total other current liabilities | <u>22,338</u> | <u>31,040</u> | <u>22,311</u> | <u>30,923</u> |

18. Provision for long-term employee benefits

Provision for long-term employee benefits, which represents compensation payable to employees after they retire, was as follows:

| | (Unit: Thousand Baht) | |
|---|---|---------------|
| | Consolidated and Separate financial statements | |
| | <u>2017</u> | <u>2016</u> |
| Provision for long-term employee benefits at beginning of year | 12,166 | 10,213 |
| Included in profit or loss: | | |
| Current service cost | 1,913 | 1,616 |
| Interest cost | 401 | 337 |
| Included in other comprehensive income: | | |
| Actuarial (gain) loss arising from | | |
| Demographic assumptions changes | (3,448) | - |
| Financial assumptions changes | 1,121 | - |
| Experience adjustments | (1,652) | - |
| Provision for long-term employee benefits at end of year | <u>10,501</u> | <u>12,166</u> |

Line items in profit or loss under which long-term employee benefit expenses are recognised are as follows:

| | (Unit: Thousand Baht) | |
|---|---|--------------|
| | Consolidated and Separate financial statements | |
| | <u>2017</u> | <u>2016</u> |
| Cost of service | 1,949 | 1,679 |
| Selling expenses | 35 | 20 |
| Administrative expenses | 330 | 254 |
| Total expenses recognised in profit or loss | <u>2,314</u> | <u>1,953</u> |

The Company and its subsidiaries have no long-term employee benefits payment during the next year.

As at 31 December 2017, the weighted average duration of the liabilities for long-term employee benefit is 17 years (2016: 22 years).

Significant actuarial assumptions are summarised below:

| | Consolidated and Separate financial statements | |
|----------------------|---|---------------|
| | <u>2017</u> | <u>2016</u> |
| | (% per annum) | (% per annum) |
| Discount rate | 2.7 | 3.3 |
| Salary increase rate | 4 - 7 | 4 - 7 |
| Turnover rate | 0 - 30 | 0 - 24 |

The result of sensitivity analysis for significant assumptions that affect the present value of the long-term employee benefit obligation as at 31 December 2017 and 2016 are summarised below:

(Unit: million Baht)

| | Consolidated and Separate financial statements | | | |
|----------------------|--|-------------|--------------|-------------|
| | Increase 1 % | | Decrease 1 % | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Discount rate | (1.3) | (1.7) | 1.6 | 2.1 |
| Salary increase rate | 1.4 | 2.1 | (1.2) | (1.8) |

| | Increase 20% | | Decrease 20% | |
|--|---------------|-------------|--------------|-------------|
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| | Turnover rate | (2.0) | (2.2) | 2.8 |

19. Statutory reserve

Pursuant to Section 116 of the Public Limited Companies Act B.E. 2535, the Company is required to set aside to a statutory reserve at least 5 percent of its net profit after deducting accumulated deficit brought forward (if any), until the reserve reaches 10 percent of the registered capital. The statutory reserve is not available for dividend distribution.

During the year 2017, the Company set aside an additional statutory reserve of its net profit of Baht 2.7 million (2016: Baht 4.3 million).

20. Supplemental disclosure for revenues from contract work

Supplemental disclosure for revenues from the contract work for the years ended 31 December 2017 and 2016 were as follows:

| | (Unit: Thousand Baht) | | | |
|---|-----------------------|----------------------|----------------------|----------------------|
| | Consolidated | | Separate | |
| | financial statements | financial statements | financial statements | financial statements |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Revenues from the contract work recognised | 21,431 | 83,136 | 20,250 | 82,564 |
| Cost of the contract work recognised | <u>(20,137)</u> | <u>(73,145)</u> | <u>(19,248)</u> | <u>(72,768)</u> |
| Recognised profits | <u>1,294</u> | <u>9,991</u> | <u>1,002</u> | <u>9,796</u> |
| Cost of the contract work related to future activity recognised as work in progress - beginning balance | - | - | - | - |
| Cost of the contract work incurred in the year | 20,137 | 73,145 | 19,248 | 72,768 |
| The contract work incurred and recognised as contract expenses in the year | <u>(20,137)</u> | <u>(73,145)</u> | <u>(19,248)</u> | <u>(72,768)</u> |
| Cost of the contract work to future activity recognised as work in progress - ending balance | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> |
| Unbilled contract revenue - beginning balance | 16,701 | 47,984 | 16,653 | 47,984 |
| Revenues from the contract work recognised | 21,431 | 83,136 | 20,250 | 82,564 |
| Progress billings | <u>(29,361)</u> | <u>(114,419)</u> | <u>(28,132)</u> | <u>(113,895)</u> |
| Unbilled contract revenue - ending balance | <u>8,771</u> | <u>16,701</u> | <u>8,771</u> | <u>16,653</u> |

21. Expenses by nature

Significant expenses classified by nature are as follows:

| | (Unit: Thousand Baht) | | | |
|---|-----------------------|----------------------|----------------------|----------------------|
| | Consolidated | | Separate | |
| | financial statements | financial statements | financial statements | financial statements |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Salaries and wages and other employee benefits | 499,830 | 534,887 | 497,614 | 532,636 |
| Depreciation | 58,493 | 84,657 | 57,218 | 82,893 |
| Purchase equipment and service of project for sales | 20,777 | 67,711 | 20,017 | 67,711 |
| Rental expenses from operating lease agreements | 38,794 | 41,430 | 36,380 | 39,118 |
| Repair and maintenance expenses | 55,429 | 45,562 | 54,729 | 45,210 |
| Changes in work in process | 4,672 | 7,574 | 4,672 | 7,574 |
| Amortisation expenses | 5,095 | 4,679 | 4,899 | 4,480 |

22. Income tax

Income tax expenses for the years ended 31 December 2017 and 2016 are summarised below:

| | (Unit: Thousand Baht) | | | |
|---|-----------------------|----------------------|----------------------|----------------------|
| | Consolidated | | Separate | |
| | financial statements | financial statements | financial statements | financial statements |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Current income tax: | | | | |
| Current income tax charge | 6,818 | 27,815 | 6,755 | 27,761 |
| Deferred tax: | | | | |
| Relating to origination and reversal of temporary differences | 3,285 | (9,086) | 3,285 | (9,086) |
| Income tax expense reported in the statement of comprehensive income | <u>10,103</u> | <u>18,729</u> | <u>10,040</u> | <u>18,675</u> |

The reconciliation between accounting profit and income tax expenses was shown below.

| | (Unit: Thousand Baht) | | | |
|---|-----------------------|---------------|----------------------|---------------|
| | Consolidated | | Separate | |
| | financial statements | | financial statements | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Accounting profit before tax | 60,551 | 102,107 | 63,464 | 104,461 |
| Applicable tax rate | 20% | 20% | 20% | 20% |
| Accounting profit before tax multiplied by applicable tax rate | 12,110 | 20,421 | 12,693 | 20,892 |
| Effects of: | | | | |
| Non-deductible expenses | 33 | 129 | 33 | 129 |
| Additional expense deductions allowed | (2,703) | (2,509) | (2,703) | (2,346) |
| Unrecognised tax losses from subsidiaries | 582 | 634 | - | - |
| Others | 81 | 54 | 17 | - |
| Total | (2,007) | (1,692) | (2,653) | (2,217) |
| Income tax expenses reported in the statement of comprehensive income | <u>10,103</u> | <u>18,729</u> | <u>10,040</u> | <u>18,675</u> |

The components of deferred tax assets and deferred tax liabilities are as follows:

| | (Unit: Thousand Baht) | |
|--|---|---------------|
| | Statements of financial position | |
| | Consolidated and Separate financial statements | |
| | 2017 | 2016 |
| Deferred tax assets | | |
| Unrealised loss from revaluation of temporary investment | 650 | 580 |
| Accrued project cost | 516 | 1,169 |
| Provision for long-term employee benefits | 2,100 | 2,433 |
| Accrued vacation leave | 151 | 143 |
| Depreciation difference from tax rate | 9,882 | 10,729 |
| Finance lease | 1,796 | 3,847 |
| Others | 325 | 600 |
| Deferred tax assets - net | <u>15,420</u> | <u>19,501</u> |

As at 31 December 2017, the subsidiaries had unused tax losses of USD 0.40 million (equivalent to Baht 13.6 million) and Baht 0.08 million (2016: USD 0.37 million (equivalent to Baht 12.4 million) and Baht 0.02 million) on which deferred tax assets have not been recognised as the subsidiaries believe future taxable profits may not be sufficient to allow unused tax losses. The unused tax losses will expire by 2022.

23. Earnings per share

Basic earnings per share is calculated by dividing profit for the year (excluding other comprehensive income) by the weighted average number of ordinary shares in issue during the year.

24. Dividends

| | Approved by | Total dividends (Million) | Dividends per share (Baht) | Paid on |
|--|---|------------------------------|----------------------------------|------------------|
| 2017 | | | | |
| Dividends from 2016 earnings | Annual General Meeting of the shareholders on 19 April 2017 | 64.4 | 0.23 | |
| Less: Interim dividend on earnings for the period as from January to June 2016 | A meeting of Board of Directors on 8 August 2016 | (22.4) | (0.08) | 2 September 2016 |
| Dividends from earnings for the year 2016 paid in 2017 | | 42.0 | 0.15 | 15 May 2017 |
| Add: Interim dividend on earnings for the period as from January to June 2017 | A meeting of Board of Directors on 8 August 2017 | 22.4 | 0.08 | 5 September 2017 |
| Total dividends for 2017 | | <u>64.4</u> | <u>0.23</u> | |
| 2016 | | | | |
| Dividends from 2015 earnings | Annual General Meeting of the shareholders on 29 April 2016 | 44.8 | 0.16 | |
| Less: Interim dividend on earnings for the period as from January to June 2015 | A meeting of Board of Directors on 10 August 2015 | (19.6) | (0.07) | 9 September 2015 |
| Dividends from earnings for the year 2015 paid in 2016 | | 25.2 | 0.09 | 18 May 2016 |
| Add: Interim dividend on earnings for the period as from January to June 2016 | A meeting of Board of Directors on 8 August 2016 | 22.4 | 0.08 | 2 September 2016 |
| Total dividends for 2016 | | <u>47.6</u> | <u>0.17</u> | |

25. Segment information

Operating segment information is reported in a manner consistent with the internal reports that are regularly reviewed by the chief operating decision maker in order to make decisions about the allocation of resources to the segment and assess its performance.

For management purposes, the Company and its subsidiaries are organised into business units based on its products and services and have 2 reportable segments as follows:

1. Outsourced Contact Center Services and System Maintenance. Outsourced Contract Center Services consists of fully outsource contact center management service, customer service representative outsourcing service and contact center facility outsourcing service.
2. Turnkey Total Solutions provides convergent and ready-made systems for organizations that want to invest and install systems that are compatible with their businesses in order to improve efficiency in customer service.

The chief operating decision maker monitors the operating results of the business units separately for the purpose of making decisions about resource allocation and assessing performance. Segment performance is measured based on operating profit or loss and on a basis consistent with that used to measure operating profit or loss in the financial statements.

The basis of accounting for any transactions between reportable segments is consistent with that for third party transactions.

The following tables present revenue and profit information regarding the Company and its subsidiaries' operating segments for the year ended 31 December 2017 and 2016.

(Unit: Thousand Baht)

| | Outsourced Contact | | Center Services | | Turnkey Total | | Total reportable | | Adjustments and | | Consolidated | | |
|-------------------------|--------------------|-------------|-----------------|-------------|---------------|-------------|------------------|-------------|-----------------|-------------|--------------|-------------|--|
| | and System | | Solutions | | segments | | eliminations | | | | | | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | |
| Sales, contract work | | | | | | | | | | | | | |
| and service income | | | | | | | | | | | | | |
| Revenue from | | | | | | | | | | | | | |
| external customers | 751,258 | 834,818 | 21,431 | 50,031 | 772,689 | 884,849 | - | - | 772,689 | 884,849 | | | |
| Revenue from | | | | | | | | | | | | | |
| related parties | 45,465 | 39,635 | - | 37,650 | 45,465 | 77,285 | - | - | 45,465 | 77,285 | | | |
| Total sales, contract | | | | | | | | | | | | | |
| work and service | | | | | | | | | | | | | |
| income | 796,723 | 874,453 | 21,431 | 87,681 | 818,154 | 962,134 | - | - | 818,154 | 962,134 | | | |
| Cost of sales, contract | | | | | | | | | | | | | |
| work and services | (675,590) | (723,544) | (20,137) | (75,546) | (695,727) | (799,090) | 315 | 395 | (695,412) | (798,695) | | | |
| Segment profit | 121,133 | 150,909 | 1,294 | 12,135 | 122,427 | 163,044 | 315 | 395 | 122,742 | 163,439 | | | |
| Other income | | | | | | | | | | 8,510 | 6,748 | | |
| Selling expenses | | | | | | | | | | (4,047) | (3,070) | | |
| Administrative | | | | | | | | | | | | | |
| expenses | | | | | | | | | | (66,192) | (64,533) | | |
| Other expenses | | | | | | | | | | (350) | (340) | | |
| Finance cost | | | | | | | | | | (112) | (137) | | |
| Profit before income | | | | | | | | | | | | | |
| tax expense | | | | | | | | | | 60,551 | 102,107 | | |
| Income tax expenses | | | | | | | | | | (10,103) | (18,729) | | |
| Profit for the year | | | | | | | | | | 50,448 | 83,378 | | |

Geographic information

Revenue from external customers is based on locations of the customers.

| | (Unit: Thousand Baht) | |
|--|-----------------------|----------------|
| | <u>2017</u> | <u>2016</u> |
| <i>Revenue from external customers</i> | | |
| Thailand | 766,353 | 879,434 |
| Cambodia | 6,336 | 5,415 |
| Total | <u>772,689</u> | <u>884,849</u> |
| <i>Non-current assets (Other than financial instruments and deferred tax assets)</i> | | |
| Thailand | 103,203 | 153,041 |
| Cambodia | 2,499 | 4,255 |
| Total | <u>105,702</u> | <u>157,296</u> |

Major customers

For the year 2017, the Company obtained revenue from one major customer in an amount of Baht 70.9 million, arising from Outsourced Contact Center Services and System Maintenance (2016: One major customer in an amount of Baht 170.3 million, arising from Outsourced Contact Center Services and System Maintenance).

26. Provident fund

The Company and its employees have jointly established a provident fund in accordance with the Provident Fund Act B.E. 2530. The Company contributed to the fund monthly at the rate of 3 percent to 10 percent of basic salary, and the Company's employees contributed to the fund monthly at the rate 3 percent to 15 percent of basic salary. The fund, which is managed by Bangkok Bank Public Company Limited, will be paid to the employees upon termination in accordance with the fund rules. During the year 2017, the Company contributed amounting to Baht 5.3 million (2016: Baht 5.2 million) were recognised as expenses.

27. Commitments and contingent liabilities

The Company and its subsidiaries have commitments and contingent liabilities other than those disclosed in other notes as follow:

27.1 Operating lease and services commitments

The Company has entered into several lease agreements in respect of the rental and services. The terms of agreements are generally between 1 and 3 years.

As at 31 December 2017 and 2016, future minimum lease payments required under these non-cancellable operating leases contracts were as follows.

| | (Unit: Million Baht) | | | |
|----------------|----------------------|-------------|----------------------|-------------|
| | Consolidated | | Separate | |
| | financial statements | | financial statements | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Currency: Baht | | | | |
| Payable within | | | | |
| 1 year | 29.3 | 30.6 | 29.3 | 30.6 |
| 2 - 3 years | 20.0 | 22.2 | 20.0 | 22.2 |
| | <u>49.3</u> | <u>52.8</u> | <u>49.3</u> | <u>52.8</u> |

| | (Unit: Million) | | | |
|---------------------|----------------------|-------------|----------------------|-------------|
| | Consolidated | | Separate | |
| | financial statements | | financial statements | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Currency: US dollar | | | | |
| Payable within | | | | |
| 1 year | 0.06 | 0.06 | - | - |
| 2 - 3 years | 0.05 | 0.11 | - | - |
| | <u>0.11</u> | <u>0.17</u> | <u>-</u> | <u>-</u> |

27.2 Guarantees

As at 31 December 2017, there were outstanding bank guarantees of approximately Baht 74.9 million (2016: Baht 103.6 million) issued by banks on behalf of the Company in respect of certain performance bonds as required in the normal course of business. The details of bank guarantees are as follows:

| | (Unit: Million Baht) | |
|---------------------------|---|--------------|
| | Consolidated and Separate financial statements | |
| | <u>2017</u> | <u>2016</u> |
| Performance guarantees | 74.6 | 103.3 |
| Guarantee electricity use | 0.3 | 0.3 |
| | <u>74.9</u> | <u>103.6</u> |

28. Fair value hierarchy

As at 31 December 2017, the Company had the assets that were measured at fair value using different levels of inputs as follows:

| | (Unit: Million Baht) |
|--------------------------------------|---|
| | Consolidated and separate financial statements |
| | <u>Level 1</u> |
| Assets measured at fair value | |
| Held for trade investments | |
| Equity instruments | 0.6 |

29. Financial instruments

29.1 Financial risk management

The Company's and its subsidiaries' financial instruments, as defined under Thai Accounting Standard No.107 "Financial Instruments: Disclosure and Presentations", principally comprise cash and cash equivalents, trade and other receivables, accrued income, investments, and trade and other payables. The financial risks associated with these financial instruments and how they are managed is described below.

Credit risk

The Company and its subsidiaries are exposed to credit risk primarily with respect to its trade and other accounts receivables and accrued income. The Company and its subsidiaries manage the risk by adopting appropriate credit control policies and procedures and therefore does not expect to incur material financial losses. In addition, the majority of sales and services of the Company and its subsidiaries are supplied to creditworthy customers such as state enterprises, government agencies and financial institutions. In addition, it has a large customer base. The Company and its subsidiaries do not anticipate material losses from its debt collection. The maximum exposure to credit risk is limited to the carrying amounts of trade and other accounts receivables and accrued income as stated in the statement of financial position.

Interest rate risk

The Company's and its subsidiaries' exposure to interest rate risk relates primarily to its deposit with financial institutions. However, since most of the Company's and its subsidiaries' financial assets and liabilities bear floating interest rates or fixed interest rates which are close to the market rate.

As at 31 December 2017 and 2016, significant financial assets and liabilities classified by type of interest rate are summarised in the table below.

(Unit: Million Baht)

| | Consolidated financial statements | | | | | | | | | |
|--|---------------------------------------|--------------|---------------------------|-------------|--------------------------|--------------|--------------|--------------|--|-------------|
| | Fixed interest rates within 1 year | | Floating interest rate | | Non- interest bearing | | Total | | Effective interest rate (% per annum) | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Financial Assets | | | | | | | | | | |
| Cash and cash equivalent | 461.8 | 285.5 | 24.6 | 64.0 | 0.1 | 0.6 | 486.5 | 350.1 | 0.10 - 1.30 | 0.10 - 1.40 |
| Temporary investment in trading securities | - | - | - | - | 0.6 | 1.0 | 0.6 | 1.0 | - | - |
| Trade and other receivables | - | - | - | - | 219.9 | 344.4 | 219.9 | 344.4 | - | - |
| Accrued income | - | - | - | - | 82.5 | 104.9 | 82.5 | 104.9 | - | - |
| | <u>461.8</u> | <u>285.5</u> | <u>24.6</u> | <u>64.0</u> | <u>303.1</u> | <u>450.9</u> | <u>630.8</u> | <u>800.4</u> | | |
| Financial liabilities | | | | | | | | | | |
| Trade and other payables | - | - | - | - | 47.6 | 86.8 | 47.6 | 86.8 | - | - |
| | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>47.6</u> | <u>86.8</u> | <u>47.6</u> | <u>86.8</u> | | |

(Unit: Million Baht)

| | Separate financial statements | | | | | | | | | |
|------------------------------|-------------------------------|--------------|-------------------|-------------|---------------|--------------|--------------|--------------|-------------------------|-------------|
| | Fixed interest rates | | Floating interest | | Non- interest | | Total | | Effective interest rate | |
| | within 1 year | | rate | | bearing | | | | (% per annum) | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| Financial Assets | | | | | | | | | | |
| Cash and cash | | | | | | | | | | |
| equivalent | 461.8 | 285.5 | 21.8 | 59.2 | 0.1 | 0.3 | 483.7 | 345.0 | 0.10 - 1.30 | 0.10 - 1.40 |
| Temporary | | | | | | | | | | |
| investment in | | | | | | | | | | |
| trading securities | - | - | - | - | 0.6 | 1.0 | 0.6 | 1.0 | - | - |
| Trade and other | | | | | | | | | | |
| receivables | - | - | - | - | 222.3 | 347.7 | 222.3 | 347.7 | - | - |
| Accrued income | - | - | - | - | 82.5 | 104.7 | 82.5 | 104.7 | - | - |
| | <u>461.8</u> | <u>285.5</u> | <u>21.8</u> | <u>59.2</u> | <u>305.5</u> | <u>453.7</u> | <u>789.1</u> | <u>798.4</u> | | |
| Financial liabilities | | | | | | | | | | |
| Trade and other | | | | | | | | | | |
| payables | - | - | - | - | 47.0 | 86.1 | 47.0 | 86.1 | - | - |
| | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>47.0</u> | <u>86.1</u> | <u>47.0</u> | <u>86.1</u> | | |

Foreign currency risk

The Company's and its subsidiaries' exposure to foreign currency risk arises mainly from advance to subsidiaries and trading transactions that are denominated in foreign currencies.

The balances of financial assets and liabilities denominated in foreign currencies as at 31 December 2017 and 2016 are summarised below.

| Foreign currency | Consolidated | | Separate | | Exchange rate as at | |
|------------------------------|----------------------|-------------|----------------------|-------------|------------------------------------|-------------|
| | financial statements | | financial statements | | 31 December | |
| | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> | <u>2017</u> | <u>2016</u> |
| | (Million) | | (Million) | | (Baht per 1 foreign currency unit) | |
| Financial assets | | | | | | |
| US dollar | - | - | 0.08 | 0.1 | 32.4342 | 35.5660 |
| Financial liabilities | | | | | | |
| US dollar | 0.02 | 0.04 | 0.02 | 0.04 | 32.8472 | 36.0025 |

29.2 Fair values of financial instruments

Since the majority of the Company's and its subsidiaries' financial instruments are short-term in nature or carrying interest at rates closed to the market interest rates, their fair value is not expected to be materially different from the amounts presented in the statement of financial position.

30. Capital management

The primary objectives of the Company's capital management is to ensure that it has an appropriate financing structure in order to support its business and maximise shareholder value. As at 31 December 2017, the Group's debt-to-equity ratio was 0.1:1 (2016: 0.2:1) and the Company's debt-to-equity ratio was 0.1:1 (2016: 0.2:1).

31. Reclassification

To comply with the Notification of the Department of Business Development relating to the financial statement presentation as described in Note 2.1, certain amounts in the financial statements for the year ended 31 December 2016 have been reclassified to conform to the current year's classification, without any effect to the previously reported profit or shareholders' equity.

32. Approval of financial statements

These financial statements were authorised for issue by the Company's authorised directors on 21 February 2018.