

One to One Contacts Public Company Limited and its subsidiaries
Report and consolidated interim financial statements
For the three-month and nine-month period ended
30 September 2018

Independent Auditor's Report on Review of Interim Financial Information

To the Shareholders of One to One Contacts Public Company Limited

I have reviewed the accompanying consolidated statement of financial position of One to One Contacts Public Company Limited and its subsidiaries as at 30 September 2018, the related consolidated statements of comprehensive income for the three-month and nine-month periods ended 30 September 2018, and the related consolidated statements of changes in shareholders' equity and cash flows for the nine-month periods ended 30 September 2018, as well as the condensed notes to the consolidated financial statements. I have also reviewed the separate financial information of One to One Contacts Public Company Limited for the same period. Management is responsible for the preparation and presentation of this interim financial information in accordance with Thai Accounting Standard 34 Interim Financial Reporting. My responsibility is to express a conclusion on this interim financial information based on my review.

Scope of Review

I conducted my review in accordance with Thai Standard on Review Engagements 2410, Review of Interim Financial Information Performed by the Independent Auditor of the Entity. A review of interim financial information consists of making inquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures. A review is substantially less in scope than an audit conducted in accordance with Thai Standards on Auditing and consequently does not enable me to obtain assurance that I would become aware of all significant matters that might be identified in an audit. Accordingly, I do not express an audit opinion.

Conclusion

Based on my review, nothing has come to my attention that causes me to believe that the accompanying interim financial information is not prepared, in all material respects, in accordance with Thai Accounting Standard 34 Interim Financial Reporting.

Siriwan Suratepin

Certified Public Accountant (Thailand) No. 4604

EY Office Limited

Bangkok: 5 November 2018

One to One Contacts Public Company Limited and its subsidiaries

Statement of financial position

As at 30 September 2018

(Unit: Thousand Baht)

	Consolidated financial statements		Separate financial statements		
	30 September 2018	31 December 2017	30 September 2018	31 December 2017	
	Note	(Unaudited but reviewed)	(Audited)	(Unaudited but reviewed)	(Audited)
Assets					
Current assets					
Cash and cash equivalents	3	445,874	486,495	439,326	483,699
Temporary investment in trading securities	4	1,455	610	1,455	610
Trade and other receivables	5	254,146	219,904	256,341	222,275
Accrued income	6	93,968	82,495	93,968	82,538
Inventories		2,554	4,554	2,554	4,554
Other current assets	7	38,127	31,344	37,935	31,212
Total current assets		836,124	825,402	831,579	824,888
Non-current assets					
Investment in subsidiaries	8	-	-	19,786	15,786
Equipment	9	58,073	69,489	57,378	67,935
Intangible assets	10	23,912	26,379	23,542	25,868
Deferred tax assets		9,530	15,420	9,530	15,420
Other non-current assets		8,944	9,834	8,510	9,400
Total non-current assets		100,459	121,122	118,746	134,409
Total assets		936,583	946,524	950,325	959,297

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 30 September 2018

(Unit: Thousand Baht)

	Consolidated financial statements		Separate financial statements		
	30 September 2018	31 December 2017	30 September 2018	31 December 2017	
	Note	(Unaudited but reviewed)	(Unaudited but reviewed)	(Audited)	
Liabilities and shareholders' equity					
Current liabilities					
Trade and other payables	11	47,257	47,570	46,509	46,971
Income tax payable		4	5	-	-
Other current liabilities	12	21,080	22,338	20,958	22,311
Total current liabilities		68,341	69,913	67,467	69,282
Non-current liabilities					
Provision for long-term employee benefits		11,460	10,501	11,460	10,501
Other non-current liabilities		2,659	2,640	2,657	2,638
Total non-current liabilities		14,119	13,141	14,117	13,139
Total liabilities		82,460	83,054	81,584	82,421
Shareholders' equity					
Share capital					
Registered					
280,000,000 ordinary shares of Baht 1 each		280,000	280,000	280,000	280,000
Issued and fully paid up					
280,000,000 ordinary shares of Baht 1 each		280,000	280,000	280,000	280,000
Share premium		304,419	304,419	304,419	304,419
Retained earnings					
Appropriated - statutory reserve					
		24,000	24,000	24,000	24,000
Unappropriated					
		245,669	254,992	260,322	268,457
Other components of shareholders' equity		35	59	-	-
Total shareholders' equity		854,123	863,470	868,741	876,876
Total liabilities and shareholders' equity		936,583	946,524	950,325	959,297

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

Directors

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries**Statement of comprehensive income****For the three-month period ended 30 September 2018**

(Unit: Thousand Baht except earnings per share expressed in Baht)

	Note	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
Profit or loss:					
Revenues					
Service income		174,901	178,893	173,553	177,414
Revenues from contract work		4,122	1,178	4,122	1,178
Revenues from sales		1,023	-	-	-
Other income		2,632	1,452	2,764	1,584
Total revenues		<u>182,678</u>	<u>181,523</u>	<u>180,439</u>	<u>180,176</u>
Expenses					
Cost of services		153,459	156,855	152,319	155,511
Cost of contract work		2,590	1,001	2,590	1,001
Cost of sales		203	-	-	-
Selling and services expenses		361	1,381	361	1,381
Administrative expenses		19,435	16,226	18,596	15,311
Other expenses		358	40	358	40
Total expenses		<u>176,406</u>	<u>175,503</u>	<u>174,224</u>	<u>173,244</u>
Profit before finance cost and income tax expenses		6,272	6,020	6,215	6,932
Finance cost		(11)	(38)	(7)	(34)
Profit before income tax expenses		6,261	5,982	6,208	6,898
Income tax expenses	13	(1,999)	(424)	(1,986)	(411)
Profit for the period		<u>4,262</u>	<u>5,558</u>	<u>4,222</u>	<u>6,487</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		(167)	(21)	-	-
Other comprehensive income to be reclassified to profit or loss in subsequent periods		(167)	(21)	-	-
Other comprehensive income for the period		<u>(167)</u>	<u>(21)</u>	<u>-</u>	<u>-</u>
Total comprehensive income for the period		<u>4,095</u>	<u>5,537</u>	<u>4,222</u>	<u>6,487</u>
Basic earnings per share					
Profit attributable to equity holders of the Company	14	<u>0.02</u>	<u>0.02</u>	<u>0.01</u>	<u>0.02</u>
Weighted average number of ordinary share (Thousand shares)		<u>280,000</u>	<u>280,000</u>	<u>280,000</u>	<u>280,000</u>

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

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries**Statement of comprehensive income****For the nine-month period ended 30 September 2018**

(Unit: Thousand Baht except earnings per share expressed in Baht)

	Note	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
Profit or loss:					
Revenues					
Service income		518,327	622,732	514,370	618,041
Revenues from contract work		6,223	2,358	6,223	1,178
Revenues from sales		1,023	-	-	-
Other income		6,006	6,847	6,370	7,319
Total revenues		<u>531,579</u>	<u>631,937</u>	<u>526,963</u>	<u>626,538</u>
Expenses					
Cost of services		438,006	527,482	435,000	523,600
Cost of contract work		4,037	1,886	4,037	1,001
Cost of sales		203	-	-	-
Selling and services expenses		902	3,214	902	3,214
Administrative expenses		60,024	49,213	57,490	46,434
Other expenses		919	40	919	40
Total expenses		<u>504,091</u>	<u>581,835</u>	<u>498,348</u>	<u>574,289</u>
Profit before finance cost and income tax expenses		27,488	50,102	28,615	52,249
Finance cost		(70)	(101)	(60)	(89)
Profit before income tax expenses		27,418	50,001	28,555	52,160
Income tax expenses	13	(5,941)	(8,551)	(5,890)	(8,500)
Profit for the period		<u>21,477</u>	<u>41,450</u>	<u>22,665</u>	<u>43,660</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		(24)	(216)	-	-
Other comprehensive income to be reclassified to profit or loss in subsequent periods		(24)	(216)	-	-
Other comprehensive income for the period		<u>(24)</u>	<u>(216)</u>	<u>-</u>	<u>-</u>
Total comprehensive income for the period		<u>21,453</u>	<u>41,234</u>	<u>22,665</u>	<u>43,660</u>
Basic earnings per share					
Profit attributable to equity holders of the Company	14	<u>0.08</u>	<u>0.15</u>	<u>0.08</u>	<u>0.16</u>
Weighted average number of ordinary share (Thousand shares)		<u>280,000</u>	<u>280,000</u>	<u>280,000</u>	<u>280,000</u>

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

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries

Statement of changes in shareholders' equity

For the nine-month period ended 30 September 2018

(Unit: Thousand Baht)

	Consolidated financial statements					
	Issued and paid up share capital		Retained earnings		Other components of equity	Total
	Share premium	statutory reserve	Unappropriated	Exchange differences on translation of financial statements in foreign currency	shareholders' equity	
Balance as at 1 January 2017	280,000	304,419	21,300	268,462	307	874,488
Profit for the period	-	-	-	41,450	-	41,450
Other comprehensive income for the period	-	-	-	-	(216)	(216)
Total comprehensive income for the period	-	-	-	41,450	(216)	41,234
Dividend paid (Note 15)	-	-	-	(64,400)	-	(64,400)
Balance as at 30 September 2017	<u>280,000</u>	<u>304,419</u>	<u>21,300</u>	<u>245,512</u>	<u>91</u>	<u>851,322</u>
Balance as at 1 January 2018	280,000	304,419	24,000	254,992	59	863,470
Profit for the period	-	-	-	21,477	-	21,477
Other comprehensive income for the period	-	-	-	-	(24)	(24)
Total comprehensive income for the period	-	-	-	21,477	(24)	21,453
Dividend paid (Note 15)	-	-	-	(30,800)	-	(30,800)
Balance as at 30 September 2018	<u>280,000</u>	<u>304,419</u>	<u>24,000</u>	<u>245,669</u>	<u>35</u>	<u>854,123</u>

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

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries

Statement of changes in shareholders' equity (continued)

For the nine-month period ended 30 September 2018

(Unit: Thousand 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 2017	280,000	304,419	21,300	278,950	884,669
Profit for the period	-	-	-	43,660	43,660
Other comprehensive income for the period	-	-	-	-	-
Total comprehensive income for the period	-	-	-	43,660	43,660
Dividend paid (Note 15)	-	-	-	(64,400)	(64,400)
Balance as at 30 September 2017	<u>280,000</u>	<u>304,419</u>	<u>21,300</u>	<u>258,210</u>	<u>863,929</u>
Balance as at 1 January 2018	280,000	304,419	24,000	268,457	876,876
Profit for the period	-	-	-	22,665	22,665
Other comprehensive income for the period	-	-	-	-	-
Total comprehensive income for the period	-	-	-	22,665	22,665
Dividend paid (Note 15)	-	-	-	(30,800)	(30,800)
Balance as at 30 September 2018	<u>280,000</u>	<u>304,419</u>	<u>24,000</u>	<u>260,322</u>	<u>868,741</u>

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

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries

Cash flow statement

For the nine-month period ended 30 September 2018

(Unit: Thousand Baht)

		<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
	<u>Note</u>	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
Cash flows from operating activities					
Profit before tax		27,418	50,001	28,555	52,160
Adjustments to reconcile profit before tax to net cash provided by (paid from) operating activities:					
Depreciation and amortisation	9, 10	25,527	54,573	24,563	53,450
Allowance for doubtful accounts (reversal)		919	-	919	-
Loss on disposal of equipment		1	-	1	-
(Gain) loss on change in value of temporary investment in trading securities	4	(245)	40	(245)	40
Provision for long-term employee benefits		959	1,736	959	1,736
Unrealised (gain) loss on exchange		(5)	(5)	16	265
Interest income		(4,339)	(3,399)	(4,336)	(3,394)
Profit from operating activities before changes in operating assets and liabilities		50,235	102,946	50,432	104,257
Operating assets (increase) decrease					
Trade and other receivables		(33,758)	84,035	(33,603)	85,743
Accrued income		(11,473)	24,429	(11,430)	24,022
Inventories		2,000	3,647	2,000	3,647
Other current assets		4,126	5,238	4,239	5,396
Other non-current assets		890	3,791	890	3,759
Operating liabilities increase (decrease)					
Trade and other payables		(2,767)	(32,952)	(2,916)	(32,809)
Other current liabilities		(1,258)	(8,038)	(1,353)	(7,979)
Other non-current liabilities		19	-	19	-
Cash flows from operating activities		8,014	183,096	8,278	186,036
Cash received from withholding tax refundable		52	1,899	-	1,899
Cash paid for income tax		(11,013)	(17,601)	(10,962)	(17,512)
Net cash flows from operating activities		(2,947)	167,394	(2,684)	170,423

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

(Unaudited but reviewed)

One to One Contacts Public Company Limited and its subsidiaries

Cash flow statement (continued)

For the nine-month period ended 30 September 2018

(Unit: Thousand Baht)

		<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
	<u>Note</u>	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
Cash flows from investing activities					
Cash received from interest income		2,936	2,073	2,933	2,068
Cash outflows from purchase temporary investment in trading securities	4	(600)	-	(600)	-
Proceeds from disposals of equipment		1	-	1	-
Cash paid for acquisitions of equipment and intangible assets	9,10	(9,223)	(12,665)	(9,223)	(12,659)
Cash paid for investment in subsidiary	8	-	-	(4,000)	-
Cash flows used in investing activities		<u>(6,886)</u>	<u>(10,592)</u>	<u>(10,889)</u>	<u>(10,591)</u>
Cash flows from financing activities					
Dividend paid		<u>(30,800)</u>	<u>(64,400)</u>	<u>(30,800)</u>	<u>(64,400)</u>
Net cash flows used in financing activities		<u>(30,800)</u>	<u>(64,400)</u>	<u>(30,800)</u>	<u>(64,400)</u>
Increase (decrease) in translation adjustments		<u>12</u>	<u>(5)</u>	<u>-</u>	<u>-</u>
Net increase (decrease) in cash and cash equivalents		<u>(40,621)</u>	<u>92,397</u>	<u>(44,373)</u>	<u>95,432</u>
Cash and cash equivalents at beginning of the period		<u>486,495</u>	<u>350,139</u>	<u>483,699</u>	<u>344,968</u>
Cash and cash equivalents at end of the period		<u><u>445,874</u></u>	<u><u>442,536</u></u>	<u><u>439,326</u></u>	<u><u>440,400</u></u>

Supplement disclosures of cash flows information

Non-cash items

Increase (decrease) in payable for equipment and intangible assets	9,10	2,459	(2,413)	2,459	(2,413)
Transferred equipment under installation to intangible assets		-	714	-	714

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

One to One Contacts Public Company Limited and its subsidiaries

Notes to consolidated interim financial statements

For the three-month and nine-month periods ended 30 September 2018

1. General information

1.1 Corporate 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.

1.2 Basis for the preparation of interim financial statements

These interim financial statements are prepared in accordance with Thai Accounting Standard No. 34 “Interim Financial Reporting”, with the Company choosing to present condensed interim financial statements. However, the Company has presented the statements of financial position, comprehensive income, changes in shareholders’ equity, and cash flows in the same format as that used for the annual financial statements.

The interim financial statements are intended to provide information additional to that included in the latest annual financial statements. Accordingly, they focus on new activities, events, and circumstances so as not to duplicate information previously reported. These interim financial statements should therefore be read in conjunction with the latest annual financial statements.

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

1.3 Basis of consolidation

These consolidated interim financial statements include the financial statements of One to One Contacts Public Company Limited and its subsidiaries and have been prepared on the same basis as that applied for the consolidated financial statements for the year ended 31 December 2017. There have been no structural changes related to subsidiaries during the current period except as discussed in Note 8 to the financial statements.

1.4 New financial reporting standards

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

During the period, the Company and its subsidiaries have adopted the revised financial reporting standards and interpretations (revised 2017) which are 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 and clarifications directed towards disclosures in the notes to financial statements. The adoption of these financial reporting standards does not have any significant impact on the Company and its subsidiaries' financial statements.

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

During the period, the Federation of Accounting Professions issued the financial reporting standard TFRS 15 Revenue from Contracts with Customers, which is effective for fiscal years beginning on or after 1 January 2019 and a set of 5 standards related to financial instruments, which are effective for fiscal years beginning on or after 1 January 2020. Key principles of these standards are summarized below.

TFRS 15 Revenue from Contracts with Customers

TFRS 15 supersedes TAS 11 Construction Contracts and TAS 18 Revenue, together with related Interpretations. Entities are to apply this standard to all contracts with customers unless those contracts fall within the scope of other standards. The standard establishes a five-step model to account for revenue arising from contracts with customers, with revenue being recognized at an amount that reflects the consideration to which an entity expects to be entitled in exchange for transferring goods or services to a customer. The standard requires entities to exercise judgement, taking into consideration all of the relevant facts and circumstances when applying each step of the model.

The management of the Company and its subsidiaries is currently evaluating the impact of this standard to the financial statements in the year when it is adopted.

Thai Financial Reporting Standards related to financial instruments

The set of TFRSs related to financial instruments consists of five accounting standards and interpretations, as follows:

Financial reporting standards:

TFRS 9	Financial Instruments
TFRS 7	Financial Instruments: Disclosures

Accounting standard:

TAS 32 Financial Instruments: Presentation

Financial Reporting Standard Interpretations:

TFRIC 16 Hedges of a Net Investment in a Foreign Operation

TFRIC 19 Extinguishing Financial Liabilities with Equity Instruments

These TFRSs related to financial instruments make stipulations relating to the classification of financial instruments and their measurement at fair value or amortised cost (taking into account the type of instrument, the characteristics of the contractual cash flows and the Company's business model), calculation of impairment using the expected credit loss method, and hedge accounting. These include stipulations regarding the presentation and disclosure of financial instruments. When the TFRSs related to financial instruments are effective, some accounting standards, interpretations and guidance which are currently effective will be cancelled.

The management of the Company and its subsidiaries is currently evaluating the impact of these standards to the financial statements in the year when they are adopted.

1.5 Significant accounting policies

The interim financial statements are prepared using the same accounting policies and methods of computation as were used for the financial statements for the year ended 31 December 2017.

2. Related party transactions

During the periods, 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 its 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 price 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.

(Unaudited but reviewed)

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 are as follows:

(Unit: Thousand Baht)

	For the three-month periods ended 30 September			
	Consolidated		Separate	
	financial statements	financial statements	financial statements	financial statements
	2018	2017	2018	2017
<u>Transactions with subsidiary company</u>				
(eliminate from the consolidated financial statements)				
Other income	-	-	131	130
<u>Transactions with parent company</u>				
Service income	89	143	89	143
Cost of services	65	160	65	160
Management fee expenses	1,200	1,200	1,200	1,200
IT service fee expenses	3,856	3,856	3,856	3,856
Acquisitions of fixed assets	-	17	-	17
Other expenses	1	1	1	1
<u>Transactions with related companies</u>				
Sales and Service income	4,506	14,157	4,506	14,157
Purchase of goods and service	981	1,714	981	1,714
Acquisitions of fixed assets	16	-	16	-
Rental and utility expenses	2,445	2,730	2,445	2,730
Other expenses	988	172	988	172

(Unaudited but reviewed)

(Unit: Thousand Baht)

For the nine-month periods ended 30 September

	Consolidated		Separate	
	financial statements	financial statements	financial statements	financial statements
	2018	2017	2018	2017
<u>Transactions with subsidiary company</u>				
(eliminate from the consolidated financial statements)				
Other income	-	-	392	479
<u>Transactions with parent company</u>				
Service income	319	552	319	552
Cost of services	331	712	331	712
Management fee expenses	3,600	3,600	3,600	3,600
IT service fee expenses	11,569	11,569	11,569	11,569
Acquisitions of fixed assets	2	17	2	17
Other expenses	3	22	3	22
<u>Transactions with related companies</u>				
Sales and Service income	15,564	32,387	15,564	32,387
Purchase of goods and service	3,905	5,315	3,905	5,315
Acquisitions of fixed assets	47	17	47	17
Rental and utility expenses	7,335	9,113	7,335	9,113
Other expenses	1,354	584	1,354	584

The balances of the accounts as at 30 September 2018 and 31 December 2017 between the Company and its related parties are as follows:

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements	financial statements	financial statements	financial statements
	30	31	30	31
	September	December	September	December
	2018	2017	2018	2017
<u>Trade accounts receivable</u>				
<u>- related parties</u> (Note 5)				
Parent company	31	51	31	51
Related companies (related by shareholders and/or directors)	6,994	12,624	6,994	12,624
Total trade accounts receivable - related parties	7,025	12,675	7,025	12,675

(Unaudited but reviewed)

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30	31	30	31
	September	December	September	December
	2018	2017	2018	2017
<u>Other receivables - related parties</u>				
(Note 5)				
Subsidiary companies	-	-	2,679	2,838
Total other receivables - related parties	-	-	2,679	2,838
<u>Accrued income - related parties</u>				
(Note 6)				
Subsidiary companies	-	-	-	43
Related companies (related by shareholders and directors)	1,594	2,456	1,594	2,456
Total accrued income - related parties	1,594	2,456	1,594	2,499
<u>Deposit - related parties</u>				
Related companies (related by shareholders and/or directors)	2,004	2,004	2,004	2,004
Total deposit - related parties	2,004	2,004	2,004	2,004
<u>Trade accounts payable - related parties</u>				
(Note 11)				
Parent company	46	75	46	75
Related companies (related by shareholders and directors)	2,717	3,162	2,717	3,162
Total trade accounts payable - related parties	2,763	3,237	2,763	3,237
<u>Other payables - related parties</u>				
(Note 11)				
Parent company	3,349	4,030	3,349	4,030
Related companies (related by shareholders and directors)	8	34	8	34
Total other payables - related parties	3,357	4,064	3,357	4,064
<u>Customer deposit - related parties</u>				
Related companies (related by shareholders and directors)	505	505	505	505
Total customer deposit - related parties	505	505	505	505

(Unaudited but reviewed)

Directors and management's benefits

During the three-month and nine-month periods ended 30 September 2018 and 2017, the Company had employee benefit expenses payable to their directors and management as below.

(Unit: Thousand Baht)

	Consolidated and Separate financial statements			
	For the three-month periods ended 30 June		For the nine-month periods ended 30 June	
	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
Short-term employee benefits	4,569	2,269	10,677	8,871
Post-employment benefits	31	28	65	82
Total	<u>4,600</u>	<u>2,297</u>	<u>10,742</u>	<u>8,953</u>

Agreements with related parties

Long-term rental and service agreements with related companies

- a) The Company entered into office space rental and facility service agreements with a related company for its operation. These contracts were expired in April 2020. The Company has to pay a monthly rental and service fee approximately Baht 0.8 million. (2017: Baht 0.8 million)

The commitment under the operating lease agreements with the related party are disclosed in Note 17.1 to the financial statements.

Service and management agreements with the parent company

- b) In January 2018, the Company entered into a one-year management agreement with Smart Corporation Public Company Limited, the parent company under which the Company has to pay a monthly service fee of Baht 0.4 million (2017: Baht 0.4 million).
- c) In May 2018, the Company entered into one-year information technology management agreement with Smart Corporation Public Company Limited, the parent company. The Company has to pay a monthly service fee of Baht 1.3 million (2017: Baht 1.3 million).

(Unaudited but reviewed)

3. Cash and cash equivalents

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30 September	31 December	30 September	31 December
	2018	2017	2018	2017
Cash	181	117	163	102
Bank deposits	445,693	486,378	439,163	483,597
Total	445,874	486,495	439,326	483,699

As at 30 September 2018, bank deposits carried interests between 0.10 and 1.30 percent per annum (31 December 2017: 0.10 and 1.30 percent per annum).

4. Temporary investment in trading securities

Movement of the temporary investment in trading securities account during the nine-month period ended 30 September 2018 are summarised below.

(Unit: Thousand Baht)

	Consolidated and Separate financial statements
Balance as at 31 December 2017	610
Add: Purchase	600
Add: Gain on change in value	245
Balance as at 30 September 2018	1,455

(Unaudited but reviewed)

5. Trade and other receivables

(Unit: Thousand Baht)

	Consolidated financial statements		Separate financial statements	
	30 September 2018	31 December 2017	30 September 2018	31 December 2017
<u>Trade accounts receivable - related parties</u> (Note 2)				
Aged on the basis of due dates				
Not yet due	1,108	4,289	1,108	4,289
Past due				
Up to 3 months	3,107	5,477	3,107	5,477
3 - 6 months	2,591	2,752	2,591	2,752
6 - 12 months	168	157	168	157
Over 12 months	51	-	51	-
Total trade accounts receivable - related parties	7,025	12,675	7,025	12,675
<u>Trade accounts receivable - unrelated parties</u>				
Aged on the basis of due dates				
Not yet due	52,072	58,209	51,588	57,742
Past due				
Up to 3 months	65,334	44,337	65,334	44,337
3 - 6 months	27,489	25,381	27,489	25,381
6 - 12 months	27,097	4,536	27,097	4,536
Over 12 months	74,645	74,645	74,645	74,645
Total trade accounts receivable - unrelated parties	246,637	207,108	246,153	206,641
Less: Allowance for doubtful accounts	(919)	-	(919)	-
Trade accounts receivable - unrelated parties - net	245,718	207,108	245,234	206,641
Total trade accounts receivable	252,743	219,783	252,259	219,316
<u>Other receivables</u>				
Other receivables - related parties (Note 2)	-	-	2,679	2,838
Other receivables	1,403	121	1,403	121
Total other receivables	1,403	121	4,082	2,959
Total trade and other receivables	254,146	219,904	256,341	222,275

(Unaudited but reviewed)

On 2 November 2015, the Company filed a lawsuit with the Civil Court, seeking settlement of a government agency as a trade account receivable (unrelated party) that was 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 30 September 2018, the Company has not set aside any allowance for doubtful accounts for such debtor.

6. Accrued income

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	30 September	31 December	30 September	31 December
	2018	2017	2018	2017
<u>Accrued income - related parties</u> (Note 2)				
Aged on the basis of recorded dates				
Up to 3 months	1,594	2,456	1,594	2,499
Total accrued income - related parties	1,594	2,456	1,594	2,499
<u>Accrued income - unrelated parties</u>				
Aged on the basis of recorded dates				
Up to 3 months	74,961	76,093	74,961	76,093
3 - 6 months	13,671	204	13,671	204
Over 12 months	3,742	3,742	3,742	3,742
Total accrued income - unrelated parties	92,374	80,039	92,374	80,039
Total	93,968	82,495	93,968	82,538

(Unaudited but reviewed)

7. Other current assets

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	30 September 2018	31 December 2017	30 September 2018	31 December 2017
Withholding tax deducted at source	27,894	16,985	27,855	16,893
Prepaid expenses	6,272	12,375	6,154	12,335
Undue input value added tax	567	948	567	948
Others	3,394	1,036	3,359	1,036
Total	38,127	31,344	37,935	31,212

8. Investments in subsidiaries

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

Company's name	(Unit: Thousand Baht)									
	Paid-up capital		Shareholding percentage		Cost		Allowance for impairment of investment		Carrying amounts based on cost method-net	
	30 September 2018	31 December 2017	30 September 2018	31 December 2017	30 September 2018	31 December 2017	30 September 2018	31 December 2017	30 September 2018	31 December 2017
			(%)	(%)						
One to One Professional Company Limited	Baht 2 Million	Baht 1 Million	100	100	2,000	1,000	(35)	(35)	1,965	965
One to One (Cambodia) Company Limited	440,000 USD	440,000 USD	100	100	14,821	14,821	-	-	14,821	14,821
Inno Hub Company Limited	Baht 3 Million	-	100	-	3,000	-	-	-	3,000	-
Total					19,821	15,821	(35)	(35)	19,786	15,786

8.1 Establishment of new company

On 23 February 2018 a meeting of the Board of Director of the Company passed a resolution to approve the establishment of a new subsidiary under the name "Inno Hub Company Limited.", to provide research and development related to software program, robot, equipment, tooling and artefact innovation, with a registered share capital totalling Baht 3 million (consisting of 300,000 ordinary shares of Baht 10 each) in which, the Company hold a 100 percent interest. The Company registered the establishment of the new subsidiary company with the Ministry of Commerce on 6 March 2018. The share capital was fully paid in May 2018.

(Unaudited but reviewed)

8.2 Addition registered share capital

On 27 April 2018, a meeting of Annual General Meeting of One to One Professional Company Limited, a subsidiary company, passed a resolution to approve the increase of its share capital from Baht 1 million (100,000 ordinary shares of Baht 10 each) to Baht 2 million (200,000 ordinary shares of Baht 10 each) through an issuance of addition 100,000 ordinary shares of Baht 10 each. The subsidiary company registered the addition share capital with the Ministry of Commerce on 9 May 2018. The Company share capital was fully paid in May 2018.

On 8 August 2018, a meeting of the Board of Director of the Company pass a resolution to approve the increase of One to One (Cambodia) Company Limited, a subsidiary company, share capital from USD 440,000 (88,000 ordinary shares of USD 5 each) to USD 600,000 (120,000 ordinary shares of USD 5 each) through an issuance of addition 32,000 ordinary shares of USD 5 each. Presently, there is under shares registration documents preparation process.

9. Equipment

Movements of equipment account during the nine-month period ended 30 September 2018 were summarised below.

	(Unit: Thousand Baht)	
	Consolidated financial statements	Separate financial statements
Net book value as at 31 December 2017	69,489	67,935
Acquisitions during the period - at cost		
Increase in accounts payable for purchase of equipment during the period	2,507	2,507
Cash paid for acquisitions of equipment	7,657	7,657
Total	10,164	10,164
Proceed from disposal of equipment	(1)	(1)
Loss on disposal of equipment	(1)	(1)
Total	(2)	(2)
Depreciation for the period	(21,549)	(20,719)
Exchange differences on translation of financial statements in foreign currencies	(29)	-
Net book value as at 30 September 2018	58,073	57,378

(Unaudited but reviewed)

10. Intangible assets

Movement of intangible assets account (computer software) during the nine-month period ended 30 September 2018 were summarised below.

	(Unit: Thousand Baht)	
	Consolidated financial statements	Separate financial statements
Net book value as at 31 December 2017	26,379	25,868
Acquisitions during the period - at cost		
Decrease in account payable for purchase of intangible assets during the period	(48)	(48)
Cash paid for acquisitions of intangible assets	1,566	1,566
Total	1,518	1,518
Amortisation for the period	(3,978)	(3,844)
Exchange differences on translation of financial statements in foreign currencies	(7)	-
Net book value as at 30 September 2018	23,912	23,542

11. Trade and other payables

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	30 September 2018	31 December 2017	30 September 2018	31 December 2017
Trade accounts payable - unrelated parties	6,375	5,910	6,375	5,910
Trade accounts payable - related parties (Note 2)	2,763	3,237	2,763	3,237
Other payables - unrelated parties	6,026	1,382	5,828	1,338
Other payables - related parties (Note 2)	3,357	4,064	3,357	4,064
Accrued project cost	1,766	2,580	1,583	2,580
Accrued expenses	26,970	30,397	26,603	29,842
Total trade and other payables	47,257	47,570	46,509	46,971

12. Other current liabilities

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	30 September 2018	31 December 2017	30 September 2018	31 December 2017
Undue output VAT	16,000	14,191	16,006	14,205
Value added tax payable	2,972	6,164	2,956	6,140
Others	2,108	1,983	1,996	1,966
Total other current liabilities	21,080	22,338	20,958	22,311

(Unaudited but reviewed)

13. Income tax

Interim corporate income tax is calculated on profit before income tax for the period, using the estimated effective tax rate for the year.

Income tax expenses for the three-month and nine-month periods ended 30 September 2018 and 2017 are made up as follows:

(Unit: Thousand Baht)

For the three-month periods ended 30 September

	Consolidated		Separate	
	financial statements	financial statements	financial statements	financial statements
	2018	2017	2018	2017
Current income tax:				
Interim corporate income tax charge	13	(1,719)	-	(1,732)
Deferred tax:				
Relating to origination and reversal of temporary differences	1,986	2,143	1,986	2,143
Income tax expenses reported in the income statement	<u>1,999</u>	<u>424</u>	<u>1,986</u>	<u>411</u>

(Unit: Thousand Baht)

For the nine-month periods ended 30 September

	Consolidated		Separate	
	financial statements	financial statements	financial statements	financial statements
	2018	2017	2018	2017
Current income tax:				
Interim corporate income tax charge	51	7,160	-	7,109
Deferred tax:				
Relating to origination and reversal of temporary differences	5,890	1,391	5,890	1,391
Income tax expenses reported in the income statement	<u>5,941</u>	<u>8,551</u>	<u>5,890</u>	<u>8,500</u>

14. Earnings per share

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

(Unaudited but reviewed)

15. Dividends

	Approved by	Total dividends	Dividends	Paid on
		(Million)	per share	
			(Baht)	
2018				
Dividends from 2017 earnings	Annual General Meeting of the shareholders on 27 April 2018	42.0	0.15	
Less: Interim dividend on earnings for the period as from January to June 2017	A meeting of Board of Directors on 8 August 2017	<u>(22.4)</u>	<u>(0.08)</u>	5 September 2017
Dividends from income for the year 2017 paid in 2018		<u>19.6</u>	<u>0.07</u>	21 May 2018
Add: Interim dividend on earnings for the period as from January to June 2018	A meeting of Board of Directors on 8 August 2018	<u>11.2</u>	<u>0.04</u>	6 September 2018
Total dividend paid for nine-month period ended 30 September 2018		<u><u>30.8</u></u>	<u><u>0.11</u></u>	
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	<u>(22.4)</u>	<u>(0.08)</u>	2 September 2016
Dividends from income 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	<u>22.4</u>	<u>0.08</u>	5 September 2017
Total dividend paid for nine-month period ended 30 September 2017		<u><u>64.4</u></u>	<u><u>0.23</u></u>	

(Unaudited but reviewed)

16. Segment information

The Company and its subsidiaries are organised into business units based on its products and services. During the current period, the Company and its subsidiaries have not changed the organisation of their reportable segments.

The following tables present revenue and profit information regarding the Company and its subsidiaries' operating segments for the three-month and nine-month periods ended 30 September 2018 and 2017, respectively.

(Unit: Thousand Baht)

	For the three-month periods ended 30 September									
	Outsourced Contact Center Services and System Maintenance		Turnkey Total Solutions		Total reportable segments		Adjustments and eliminations		Consolidated	
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
Sales, contract work and service income										
Revenue from external customers	170,306	164,593	5,145	1,178	175,451	165,771	-	-	175,451	165,771
Revenue from related parties	4,595	14,300	-	-	4,595	14,300	-	-	4,595	14,300
Total sales, contract work and service income	174,901	178,893	5,145	1,178	180,046	180,071	-	-	180,046	180,071
Cost of sales, contract work and services	(153,459)	(156,941)	(2,793)	(1,001)	(156,252)	(157,942)	-	86	(156,252)	(157,856)
Segment profit	21,442	21,952	2,352	177	23,794	22,129	-	86	23,794	22,215
Other income									2,632	1,452
Selling expenses									(361)	(1,381)
Administrative expenses									(19,435)	(16,226)
Other expenses									(358)	(40)
Finance cost									(11)	(38)
Profit before income tax expenses									6,261	5,982
Income tax expenses									(1,999)	(424)
Profit for the period									4,262	5,558

(Unaudited but reviewed)

(Unit: Thousand Baht)

For the nine-month periods ended 30 September

	Outsourced Contact Center Services and System Maintenance		Turnkey Total Solutions		Total reportable segments		Adjustments and eliminations		Consolidated	
	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>	<u>2018</u>	<u>2017</u>
	Sales, contract work and service income									
Revenue from external customers	502,444	589,793	7,246	2,358	509,690	592,151	-	-	509,690	592,151
Revenue from related parties	15,883	32,939	-	-	15,883	32,939	-	-	15,883	32,939
Total sales, contract work and service income	518,327	622,732	7,246	2,358	525,573	625,090	-	-	525,573	625,090
Cost of sales, contract work and services	(438,006)	(527,826)	(4,240)	(1,886)	(442,246)	(529,712)	-	344	(442,246)	(529,368)
Segment profit	80,321	94,906	3,006	472	83,327	95,378	-	344	83,327	95,722
Other income									6,006	6,847
Selling expenses									(902)	(3,214)
Administrative expenses									(60,024)	(49,213)
Other expenses									(919)	(40)
Finance cost									(70)	(101)
Profit before income tax expenses									27,418	50,001
Income tax expenses									(5,941)	(8,551)
Profit for the period									21,477	41,450

17. Commitments and contingent liabilities

The Company and its subsidiaries have commitments and contingent liabilities other than those disclosed in other notes to financial statements as follows:

17.1 Operating lease commitments

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

(Unaudited but reviewed)

Future minimum lease payments required under these non-cancellable operating leases contracts were as follows:

(Unit: Million)

	Consolidated		Separate	
	financial statements		financial statements	
	30	31	30	31
	September	December	September	December
	2018	2017	2018	2017
Currency: Baht				
Payable within				
1 year	20.2	29.3	20.1	29.3
2 - 3 years	17.9	20.0	17.9	20.0
	<u>38.1</u>	<u>49.3</u>	<u>38.0</u>	<u>49.3</u>
Currency: US dollar				
Payable within				
1 year	0.06	0.06	-	-
2 - 3 years	0.01	0.05	-	-
	<u>0.07</u>	<u>0.11</u>	<u>-</u>	<u>-</u>

17.2 Guarantees

As at 30 September 2018, there were outstanding bank guarantees of approximately Baht 75.2 million (31 December 2017: Baht 74.9 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	
	30 September	31 December
	2018	2017
Performance guarantees	74.9	74.6
Guarantee electricity use	0.3	0.3
	<u>75.2</u>	<u>74.9</u>

(Unaudited but reviewed)

17.3 Foreign currency risk

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

The balances of financial assets and liabilities denominated in foreign currencies were summarised below.

Foreign currency	Consolidated		Separate		Contractual exchange rate	
	financial statements		financial statements			
	30 September	31 December	30 September	31 December	30 September	31 December
	2018	2017	2018	2017	2018	2017
	(Million)		(Million)		(Baht per 1 foreign currency unit)	
Financial assets						
US dollar	-	-	0.08	0.08	32.2364	32.4342
Financial liabilities						
US dollar	0.02	0.02	0.02	0.02	32.5767	32.8472

18. Fair value of financial instruments

As at 30 September 2018, 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	
	Level 1	
	30 September 2018	31 December 2017
Assets measured at fair value		
Held for trade investments		
Equity instruments	1.5	0.6

During the current period, there were no transfers within the fair value hierarchy.

19. Approval of interim financial statements

These interim financial statements were authorised for issue by the Company's authorised directors on 5 November 2018.