

One to One Contacts Public Company Limited and its subsidiaries
Report and consolidated interim financial statements
For the three-month and six-month period ended
30 June 2019

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 June 2019 the related consolidated statements of comprehensive income for the three-month and six-month periods ended 30 June 2019, and the related consolidated statements of changes in shareholders' equity and cash flows for the six-month periods ended 30 June 2019, 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 August 2019

One to One Contacts Public Company Limited and its subsidiaries

Statement of financial position

As at 30 June 2019

(Unit: Thousand Baht)

	<u>Note</u>	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>30 June 2019</u>	<u>31 December 2018</u>	<u>30 June 2019</u>	<u>31 December 2018</u>
		(Unaudited but reviewed)	(Audited)	(Unaudited but reviewed)	(Audited)
Assets					
Current assets					
Cash and cash equivalents	3	212,286	439,147	207,985	433,472
Temporary investments	4	201,115	970	201,115	970
Trade and other receivables	5	287,229	226,960	289,173	229,225
Accrued income	6	75,980	100,004	76,012	100,004
Inventories		3,943	4,540	3,943	4,540
Other current assets	7	52,344	46,836	52,039	46,715
Total current assets		832,897	818,457	830,267	814,926
Non-current assets					
Investment in subsidiaries	8	-	-	19,786	19,786
Equipment	9	73,198	80,403	72,919	79,858
Intangible assets	10	28,069	24,397	28,311	24,072
Deferred tax assets		10,741	8,519	10,741	8,519
Other non-current assets		8,235	10,471	7,823	10,037
Total non-current assets		120,243	123,790	139,580	142,272
Total assets		953,140	942,247	969,847	957,198

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 June 2019

(Unit: Thousand Baht)

	<u>Note</u>	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>30 June 2019</u>	<u>31 December 2018</u>	<u>30 June 2019</u>	<u>31 December 2018</u>
		(Unaudited but reviewed)	(Audited)	(Unaudited but reviewed)	(Audited)
Liabilities and shareholders' equity					
Current liabilities					
Trade and other payables	11	59,181	52,822	59,094	51,875
Income tax payable		5	4	-	-
Other current liabilities	12	24,569	21,436	24,194	21,330
Total current liabilities		83,755	74,262	83,288	73,205
Non-current liabilities					
Provision for long-term employee benefits	13	19,130	13,640	19,130	13,640
Other non-current liabilities		1,131	2,580	1,129	2,578
Total non-current liabilities		20,261	16,220	20,259	16,218
Total liabilities		104,016	90,482	103,547	89,423
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		25,200	25,200	25,200	25,200
Unappropriated		239,454	242,112	256,681	258,156
Other components of shareholders' equity		51	34	-	-
Total shareholders' equity		849,124	851,765	866,300	867,775
Total liabilities and shareholders' equity		953,140	942,247	969,847	957,198

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 June 2019**

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

	Note	Consolidated financial statements		Separate financial statements	
		2019	2018	2019	2018
Profit or loss:					
Revenues					
Service income		183,007	176,476	181,646	175,158
Revenues from contract work		2,693	896	1,729	896
Other income		2,449	2,134	2,576	2,260
Total revenues		188,149	179,506	185,951	178,314
Expenses					
Cost of services		164,434	146,872	163,621	145,926
Cost of contract work		2,390	383	1,690	383
Selling and services expenses		624	262	624	262
Administrative expenses		20,265	19,830	19,872	18,969
Other expenses		492	876	492	876
Total expenses		188,205	168,223	186,299	166,416
Profit (loss) before finance cost and income tax expenses		(56)	11,283	(348)	11,898
Finance cost		(33)	(48)	(30)	(45)
Profit (loss) before income tax expenses		(89)	11,235	(378)	11,853
Income tax income (expenses)	14	3,539	(2,131)	3,552	(2,108)
Profit for the period		3,450	9,104	3,174	9,745
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		20	184	-	-
Other comprehensive income to be reclassified to profit or loss in subsequent periods		20	184	-	-
Other comprehensive income for the period		20	184	-	-
Total comprehensive income for the period		3,470	9,288	3,174	9,745
Basic earnings per share					
Profit attributable to equity holders of the Company	15	0.01	0.03	0.01	0.03
Weighted average number of ordinary share (Thousand shares)		280,000	280,000	280,000	280,000

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 six-month period ended 30 June 2019**

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

	Note	Consolidated financial statements		Separate financial statements	
		2019	2018	2019	2018
Profit or loss:					
Revenues					
Service income		368,593	343,426	365,897	340,817
Revenues from contract work		5,942	2,101	4,978	2,101
Other income		4,058	3,969	4,262	4,201
Total revenues		378,593	349,496	375,137	347,119
Expenses					
Cost of services		322,630	284,547	320,861	282,681
Cost of contract work		5,618	1,447	4,918	1,447
Selling and services expenses		1,048	541	1,048	541
Administrative expenses		41,953	40,589	39,821	38,894
Other expenses		940	1,156	940	1,156
Total expenses		372,189	328,280	367,588	324,719
Profit before finance cost and income tax expenses		6,404	21,216	7,549	22,400
Finance cost		(54)	(59)	(46)	(53)
Profit before income tax expenses		6,350	21,157	7,503	22,347
Income tax income (expenses)	14	2,192	(3,942)	2,222	(3,904)
Profit for the period		8,542	17,215	9,725	18,443
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		17	143	-	-
Other comprehensive income to be reclassified to profit or loss in subsequent periods		17	143	-	-
Other comprehensive income for the period		17	143	-	-
Total comprehensive income for the period		8,559	17,358	9,725	18,443
Basic earnings per share					
Profit attributable to equity holders of the Company	15	0.03	0.06	0.03	0.07
Weighted average number of ordinary share (Thousand shares)		280,000	280,000	280,000	280,000

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 six-month period ended 30 June 2019

(Unit: Thousand Baht)

	Consolidated financial statements					Total shareholders' equity
	Issued and paid up share capital	Share premium	Retained earnings Appropriated - statutory reserve	Unappropriated	Other components of equity Exchange differences on translation of financial statements in foreign currency	
Balance as at 1 January 2018	280,000	304,419	24,000	254,992	59	863,470
Profit for the period	-	-	-	17,215	-	17,215
Other comprehensive income for the period	-	-	-	-	143	143
Total comprehensive income for the period	-	-	-	17,215	143	17,358
Dividend paid (Note 16)	-	-	-	(19,600)	-	(19,600)
Balance as at 30 June 2018	<u>280,000</u>	<u>304,419</u>	<u>24,000</u>	<u>252,607</u>	<u>202</u>	<u>861,228</u>
Balance as at 1 January 2019	280,000	304,419	25,200	242,112	34	851,765
Profit for the period	-	-	-	8,542	-	8,542
Other comprehensive income for the period	-	-	-	-	17	17
Total comprehensive income for the period	-	-	-	8,542	17	8,559
Dividend paid (Note 16)	-	-	-	(11,200)	-	(11,200)
Balance as at 30 June 2019	<u>280,000</u>	<u>304,419</u>	<u>25,200</u>	<u>239,454</u>	<u>51</u>	<u>849,124</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 six-month period ended 30 June 2019

(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 2018	280,000	304,419	24,000	268,457	876,876
Profit for the period	-	-	-	18,443	18,443
Other comprehensive income for the period	-	-	-	-	-
Total comprehensive income for the period	-	-	-	18,443	18,443
Dividend paid (Note 16)	-	-	-	(19,600)	(19,600)
Balance as at 30 June 2018	<u>280,000</u>	<u>304,419</u>	<u>24,000</u>	<u>267,300</u>	<u>875,719</u>
Balance as at 1 January 2019	280,000	304,419	25,200	258,156	867,775
Profit for the period	-	-	-	9,725	9,725
Other comprehensive income for the period	-	-	-	-	-
Total comprehensive income for the period	-	-	-	9,725	9,725
Dividend paid (Note 16)	-	-	-	(11,200)	(11,200)
Balance as at 30 June 2019	<u>280,000</u>	<u>304,419</u>	<u>25,200</u>	<u>256,681</u>	<u>866,300</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 flows statement

For the six-month period ended 30 June 2019

(Unit: Thousand Baht)

	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
<u>Note</u>	<u>2019</u>	<u>2018</u>	<u>2019</u>	<u>2018</u>
Cash flows from operating activities				
Profit before tax	6,350	21,157	7,503	22,347
Adjustments to reconcile profit before tax to net cash provided by (paid from) operating activities:				
Depreciation and amortisation	19,348	16,815	19,036	16,178
(Gain) loss on change in value of temporary investment in trading securities	4	(145)	(145)	595
Allowance for doubtful accounts	940	561	940	561
Provision for long-term employee benefits	5,490	639	5,490	639
Loss for write off equipment	12	-	12	-
Unrealised (gain) loss on exchange	(1)	8	129	(28)
Interest income	(2,549)	(2,935)	(2,545)	(2,933)
Profit from operating activities before changes in operating assets and liabilities	29,445	36,840	30,420	37,359
Operating assets (increase) decrease				
Trade and other receivables	(61,209)	(23,961)	(61,016)	(23,391)
Accrued income	24,024	7,782	23,992	7,825
Inventories	597	1,685	597	1,761
Other current assets	3,041	2,811	3,229	2,993
Other assets	2,236	708	2,214	715
Operating liabilities increase (decrease)				
Trade and other payables	9,319	(12,767)	9,756	(12,607)
Other current liabilities	3,133	(345)	2,864	(1,673)
Other non-current liabilities	(1,449)	(24)	(1,449)	(24)
Cash flows from operating activities	9,137	12,729	10,607	12,958
Cash paid for income tax	(8,617)	53	(8,553)	-
Cash received from withholding tax refundable	39	(7,535)	-	(7,507)
Net cash flows from operating activities	559	5,247	2,054	5,451

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 flows statement (continued)

For the six-month period ended 30 June 2019

(Unit: Thousand Baht)

		<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
	<u>Note</u>	<u>2019</u>	<u>2018</u>	<u>2019</u>	<u>2018</u>
Cash flows from investing activities					
Cash paid for investment in fixed deposit with financial institution		(200,000)	-	(200,000)	-
Cash received from interest income		2,549	2,935	2,545	2,933
Cash outflows from purchase temporary investment in trading securities		-	(600)	-	(600)
Cash paid for investment in subsidiaries		-	-	-	(4,000)
Cash paid for acquisitions of equipment and intangible assets		(18,817)	(4,042)	(18,886)	(4,042)
Net cash flows used in investing activities		<u>(216,268)</u>	<u>(1,707)</u>	<u>(216,341)</u>	<u>(5,709)</u>
Cash flows from financing activities					
Dividend paid		(11,200)	(19,600)	(11,200)	(19,600)
Net cash flows used in financing activities		<u>(11,200)</u>	<u>(19,600)</u>	<u>(11,200)</u>	<u>(19,600)</u>
Increase in translation adjustments		48	143	-	-
Net decrease in cash and cash equivalents		<u>(226,861)</u>	<u>(15,917)</u>	<u>(225,487)</u>	<u>(19,858)</u>
Cash and cash equivalents at beginning of the period		439,147	486,495	433,472	483,699
Cash and cash equivalents at end of the period	3	<u>212,286</u>	<u>470,578</u>	<u>207,985</u>	<u>463,841</u>

Supplement disclosures of cash flows information

Non-cash items

Increase and (decrease) in payable for equipment

and intangible assets

(2,959)	117	(2,538)	117
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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 six-month period ended 30 June 2019

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 2018. There have been no structural changes related to subsidiaries during the current period.

1.4 New financial reporting standards

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

During the period, the Company and its subsidiaries have adopted the revised (revised 2018) and new financial reporting standards and interpretations which are effective for fiscal periods beginning on or after 1 January 2019. These financial reporting standards were aimed at alignment with the corresponding International Financial Reporting Standards with most of the changes directed towards clarifying accounting treatment and providing accounting guidance for users of the standards. The adoption of these financial reporting standards does not have any significant impact on the Company's and its subsidiaries' financial statements. However, the new standard involves changes to key principles, which are summarised below:

TFRS 15 Revenue from Contracts with Customers

TFRS 15 supersedes the following accounting standards together with related interpretations.

TAS 11 (revised 2017)	Construction Contracts
TAS 18 (revised 2017)	Revenue
TSIC 31 (revised 2017)	Revenue - Barter Transactions Involving Advertising Services
TFRIC 13 (revised 2017)	Customer Loyalty Programmes
TFRIC 15 (revised 2017)	Agreements for the Construction of Real Estate
TFRIC 18 (revised 2017)	Transfers of Assets from Customers

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 recognised 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.

This standard does not have any significant impact on the Company's and its subsidiaries' financial statements.

(b) Financial reporting standards that became effective for fiscal years beginning on or after 1 January 2020

The Federation of Accounting Professions issued a number of new financial reporting standards and interpretations, which are effective for fiscal years beginning on or after 1 January 2020. These new standards involve changes to key principles, which are summarised below.

Financial reporting standards related to financial instruments

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

Financial reporting standards:

TFRS 7	Financial Instruments: Disclosures
TFRS 9	Financial Instruments

Accounting standard:

TAS 32	Financial Instruments: Presentation
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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.

TFRS 16 Leases

TFRS 16 supersedes TAS 17 Leases together with related Interpretations. The standard sets out the principles for the recognition, measurement, presentation and disclosure of leases, and requires a lessee to recognise assets and liabilities for all leases with a term of more than 12 months, unless the underlying asset is low value.

Accounting by lessors under TFRS 16 is substantially unchanged from TAS 17. Lessors will continue to classify leases as either operating or finance leases using similar principles to those used under TAS 17.

The management of the Company and its subsidiaries is currently evaluating the impact of this standard on the financial statements in the year when it is 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 2018.

2. Related party transactions

During the period, 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.
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.

(Unaudited but reviewed)

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

(Unit: Thousand Baht)

For the three-month periods ended 30 June

	Consolidated		Separate	
	financial statements		financial statements	
	2019	2018	2019	2018
<u>Transactions with subsidiary company</u>				
(eliminate from the consolidated financial statements)				
Revenue from contract work	-	-	386	-
Other income	-	-	130	130
Acquisitions of fixed assets	-	-	900	-
<u>Transactions with parent company</u>				
Service income	4,942	88	4,942	88
Cost of services	64	119	64	119
Acquisitions of fixed assets	-	2	-	2
Management fee expenses	1,200	1,200	1,200	1,200
IT service fee expenses	3,857	3,857	3,857	3,857
Rental and utility expenses	1,316	-	1,316	-
Other expenses	1,180	1	1,180	1
<u>Transactions with related companies</u>				
Sales and Service income	2,338	5,298	2,338	5,298
Purchase of goods and service	1,082	1,457	1,082	1,457
Acquisitions of fixed assets	-	23	-	23
Rental and utility expenses	3,290	2,445	3,290	2,445
Other expenses	308	155	308	155

(Unaudited but reviewed)

(Unit: Thousand Baht)

For the six-month periods ended 30 June

	Consolidated		Separate	
	financial statements	financial statements	financial statements	financial statements
	2019	2018	2019	2018
<u>Transactions with subsidiary company</u>				
(eliminate from the consolidated financial statements)				
Revenue from contract work	-	-	386	-
Other income	-	-	261	261
Acquisitions of fixed assets	-	-	900	-
<u>Transactions with parent company</u>				
Service income	14,118	230	14,118	230
Cost of services	128	266	128	266
Acquisitions of fixed assets	-	2	-	2
Management fee expenses	2,400	2,400	2,400	2,400
IT service fee expenses	7,713	7,713	7,713	7,713
Rental and utility expenses	2,682	-	2,682	-
Other expenses	2,411	2	2,411	2
<u>Transactions with related companies</u>				
Sales and Service income	5,657	11,058	5,657	11,058
Purchase of goods and service	2,350	2,924	2,350	2,924
Acquisitions of fixed assets	4	31	4	31
Rental and utility expenses	6,686	4,890	6,686	4,890
Other expenses	545	366	545	366

The balances of the accounts as at 30 June 2019 and 31 December 2018 between the Company and its related parties are as follows:

	(Unit: Thousand Baht)			
	Consolidated financial statements		Separate financial statements	
	30 June 2019	31 December 2018	30 June 2019	31 December 2018
<u>Trade accounts receivable - related parties (Note 5)</u>				
Parent company	14,949	32	14,949	32
Subsidiary companies	-	-	386	-
Related companies (related by shareholders and/or directors)	6,890	7,984	6,215	7,984
Total trade accounts receivable - related parties	21,839	8,016	21,550	8,016

(Unaudited but reviewed)

(Unit: Thousand Baht)

	Consolidated financial		Separate financial	
	statements		statements	
	30 June 2019	31 December 2018	30 June 2019	31 December 2018
<u>Other receivables - related parties</u> (Note 5)				
Subsidiary companies	-	-	2,878	2,729
Total other receivables - related parties	-	-	2,878	2,729
<u>Accrued income - related parties</u> (Note 6)				
Parent company	-	5,516	-	5,516
Subsidiary companies	-	-	32	-
Related companies (related by shareholders and directors)	450	1,272	450	1,272
Total accrued income - related parties	450	6,788	482	6,788
<u>Deposit - related parties</u>				
Parent company	1,316	-	1,316	-
Related companies (related by shareholders and/or directors)	4,018	1,630	4,018	1,630
Total deposit - related parties	5,334	1,630	5,334	1,630
<u>Trade accounts payable - related parties</u> (Note 11)				
Parent company	46	46	46	46
Related companies (related by shareholders and directors)	10,656	4,061	10,656	4,061
Total trade accounts payable - related parties	10,702	4,107	10,702	4,107
<u>Other payables - related parties</u> (Note 11)				
Parent company	11,633	3,509	11,633	3,509
Subsidiary companies	-	-	450	-
Related companies (related by shareholders and directors)	267	25	267	25
Total other payables - related parties	11,900	3,534	12,350	3,534
<u>Accrued expenses - related parties</u>				
Parent company	389	-	389	-
Subsidiary companies	-	-	219	-
Related companies (related by shareholders and directors)	1,757	726	1,757	726
Total accrued expenses - related parties	2,146	726	2,365	726
<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 six-month periods ended 30 June 2019 and 2018, 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 six-month periods ended 30 June	
	<u>2019</u>	<u>2018</u>	<u>2019</u>	<u>2018</u>
Short-term employee benefits	5,376	3,445	10,843	6,108
Post-employment benefits	459	19	492	34
Total	<u>5,835</u>	<u>3,464</u>	<u>11,335</u>	<u>6,142</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 the parent company and 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 3.0 million. (2018: with a related company Baht 0.8 million).

The commitment under the operating lease agreements with the related party are disclosed in Note 18.1 to the financial statements.

Service and management agreements with the parent company

- b) In January 2019, 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 (2018: 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. This contract will expired in April 2020. The Company has to pay a monthly service fee of Baht 1.3 million (2018: Baht 1.3 million).

(Unaudited but reviewed)

3. Cash and cash equivalents

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30 June	31 December	30 June	31 December
	2019	2018	2019	2018
Cash	117	151	99	131
Bank deposits	212,169	438,996	207,886	433,341
Total	<u>212,286</u>	<u>439,147</u>	<u>207,985</u>	<u>433,472</u>

As at 30 June 2019, bank deposits carried interests between 0.10 and 1.30 percent per annum (31 December 2018: 0.10 and 1.30 percent per annum).

4. Temporary investments

(Unit: Thousand Baht)

	Consolidated and Separate	
	financial statements	
	30 June	31 December
	2019	2018
Trading securities (Note 4.1)	1,115	970
Fixed deposit with bank	200,000	-
Total	<u>201,115</u>	<u>970</u>

As at 30 June 2019, fixed deposits with a bank carried interests between 1.50 and 1.75 percent per annum (31 December 2018: nil).

4.1 Temporary investment in trading securities

Movement of the temporary investment in trading securities account during the six-month period ended 30 June 2019 are summarised below.

(Unit: Thousand Baht)

	Consolidated and Separate financial statements
Balance as at 31 December 2018	970
Gain on change in value	145
Balance as at 30 June 2019	<u>1,115</u>

(Unaudited but reviewed)

5. Trade and other receivables

(Unit: Thousand Baht)

	Consolidated financial statements		Separate financial statements	
	30 June	31 December	30 June	31 December
	2019	2018	2019	2018
<u>Trade accounts receivable - related parties</u> (Note 2)				
Aged on the basis of due dates				
Not yet due	921	1,503	632	1,503
Past due				
Up to 3 months	16,948	2,011	16,948	2,011
3 - 6 months	2,142	3,031	2,142	3,031
6 - 12 months	1,725	1,471	1,725	1,471
Over 12 months	103	-	103	-
Total trade accounts receivable - related parties	21,839	8,016	21,550	8,016
<u>Trade accounts receivable - unrelated parties</u>				
Aged on the basis of due dates				
Not yet due	72,049	60,244	71,522	59,780
Past due				
Up to 3 months	79,650	63,838	79,532	63,838
3 - 6 months	31,026	5,741	31,026	5,741
6 - 12 months	8,020	15,245	8,020	15,245
Over 12 months	77,421	75,541	77,421	75,541
Total trade accounts receivable - unrelated parties	268,166	220,609	267,521	220,145
Total trade accounts receivable	290,005	228,625	289,071	228,161
Less: Allowance for doubtful debts	(2,776)	(1,836)	(2,776)	(1,836)
Total trade accounts receivable - net	287,229	226,789	286,295	226,325
<u>Other receivables</u>				
Other receivables - related parties (Note 2)	-	-	2,878	2,729
Other receivables	-	171	-	171
Total other receivables	-	171	2,878	2,900
Total trade and other receivables	287,229	226,960	289,173	229,225

(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. However, on 13 September 2017, the government agency appealed against the Appeal Court's verdict and filed an appeal with the Supreme Court. Finally on 2 August 2019, the Supreme Court affirmed the judgment of the Appeal Court and such government agency is to repay the full amount of debt, with interest charged, to the Company.

6. Accrued income

	(Unit: Thousand Baht)			
	Consolidated financial statements		Separate financial statements	
	30 June 2019	31 December 2018	30 June 2019	31 December 2018
<u>Accrued income - related parties</u> (Note 2)				
Aged on the basis of recorded dates				
Up to 3 months	450	6,724	482	6,724
6 - 12 months	-	64	-	64
Total accrued income - related parties	450	6,788	482	6,788
<u>Accrued income - unrelated parties</u>				
Aged on the basis of recorded dates				
Up to 3 months	65,292	82,107	65,292	82,107
3 - 6 months	3,406	7,480	3,406	7,080
6 - 12 months	3,090	287	3,090	287
Over 12 months	3,742	3,742	3,742	3,742
Total accrued income - unrelated parties	75,530	93,216	75,530	93,216
Total	75,980	100,004	76,012	100,004

(Unaudited but reviewed)

7. Other current assets

(Unit: Thousand Baht)

	Consolidated financial statements		Separate financial statements	
	30 June 2019	31 December 2018	30 June 2019	31 December 2018
	Withholding tax deducted at source	41,188	32,639	41,153
Prepaid expenses	8,447	10,650	8,218	10,630
Undue input value added tax	1,473	990	1,473	990
Others	1,236	2,557	1,195	2,495
Total	52,344	46,836	52,039	46,715

8. Investments in subsidiaries

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

(unit: Thousand Baht)

Company's name	Paid-up capital		Shareholding percentage		Cost		Allowance for impairment of investment		Carrying amounts based on cost method-net	
	30 June 2019	31 December 2018	30 June 2019	31 December 2018	30 June 2019	31 December 2018	30 June 2019	31 December 2018	30 June 2019	31 December 2018
			(%)	(%)						
One to One Professional Company Limited	Baht 2 Million	Baht 2 Million	100	100	2,000	2,000	(35)	(35)	1,965	1,965
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	Baht 3 Million	100	100	3,000	3,000	-	-	3,000	3,000
Total					19,821	19,821	(35)	(35)	19,786	19,786

Addition registered share capital

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. The Company fully paid in July 2019. Presently, there is under the registration process of increased its shares capital.

(Unaudited but reviewed)

9. Equipment

Movements of equipment account during the six-month period ended 30 June 2019 were summarised below.

	(Unit: Thousand Baht)	
	Consolidated financial statements	Separate financial statements
	<u> </u>	<u> </u>
Net book value as at 31 December 2018	80,403	79,858
Acquisitions during the period - at cost		
Decrease in account payable for purchase of equipment during the period	(3,177)	(3,177)
Cash paid for acquisitions of equipment	12,484	12,469
Total	9,307	9,292
Depreciation for the period	(16,485)	(16,219)
Loss for write off equipment	(12)	(12)
Exchange differences on translation of financial statements in foreign currencies	(15)	-
Net book value as at 30 June 2019	<u>73,198</u>	<u>72,919</u>

10. Intangible assets

Movement of intangible assets account (computer software) during the six-month period ended 30 June 2019 were summarised below.

	(Unit: Thousand Baht)	
	Consolidated financial statements	Separate financial statements
	<u> </u>	<u> </u>
Net book value as at 31 December 2018	24,397	24,072
Acquisitions during the period - at cost		
Increase in account payable for purchase of intangible assets during the period	218	639
Cash paid for acquisitions of intangible assets	6,333	6,417
Total	6,551	7,056
Amortisation for the period	(2,863)	(2,817)
Exchange differences on translation of financial statements in foreign currencies	(16)	-
Net book value as at 30 June 2019	<u>28,069</u>	<u>28,311</u>

(Unaudited but reviewed)

11. Trade and other payables

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30 June	31 December	30 June	31 December
	2019	2018	2019	2018
Trade accounts payable - unrelated parties	4,204	4,337	4,204	4,337
Trade accounts payable - related parties (Note 2)	10,702	4,107	10,702	4,107
Other payables - unrelated parties	2,818	7,109	2,690	6,992
Other payables - related parties (Note 2)	11,900	3,534	12,350	3,534
Accrued project cost	1,426	1,365	1,252	1,181
Accrued expenses - unrelated parties	25,985	31,644	25,531	30,998
Accrued expenses - related parties (Note 2)	2,146	726	2,365	726
Total trade and other payables	<u>59,181</u>	<u>52,822</u>	<u>59,094</u>	<u>51,875</u>

12. Other current liabilities

(Unit: Thousand Baht)

	Consolidated		Separate	
	financial statements		financial statements	
	30 June	31 December	30 June	31 December
	2019	2018	2019	2018
Undue output VAT	18,351	14,552	18,376	14,560
Value added tax payable	3,460	4,955	3,432	4,913
Others	2,758	1,929	2,386	1,857
Total other current liabilities	<u>24,569</u>	<u>21,436</u>	<u>24,194</u>	<u>21,330</u>

13. Provision for long-term employee benefits

On 5 April 2019, The Labor Protection Act (No. 7) B.E. 2562 was announced in the Royal Gazette. This stipulates additional legal severance pay rates for employees who have worked for an uninterrupted period of twenty years or more, with such employees entitled to receive not less than 400 days' compensation at the latest wage rate. The law is effective from 5 May 2019. This change is considered a post-employment benefits plan amendment and the Company and its subsidiaries have additional long-term employee benefit liabilities of Baht 4.7 million (Separate financial statements: Baht 4.7 million) as a result. The Company and its subsidiaries reflected the effect of the change by recognising past service costs as expenses in the comprehensive income statement in the second quarter of 2019.

(Unaudited but reviewed)

14. 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 six-month periods ended 30 June 2019 and 2018 are made up as follows:

(Unit: Thousand Baht)

	For the three-month periods ended 30 June			
	Consolidated		Separate	
	financial statements	financial statements	2019	2018
	2019	2018	2019	2018
Current income tax:				
Interim corporate income tax charge	13	23	-	-
Deferred tax:				
Relating to origination and reversal of temporary differences	(3,552)	2,108	(3,552)	2,108
Income tax expense reported in the statements of comprehensive income	<u>(3,539)</u>	<u>2,131</u>	<u>(3,552)</u>	<u>2,108</u>

(Unit: Thousand Baht)

	For the six-month periods ended 30 June			
	Consolidated		Separate	
	financial statements	financial statements	2019	2018
	2019	2018	2019	2018
Current income tax:				
Interim corporate income tax charge	30	38	-	-
Deferred tax:				
Relating to origination and reversal of temporary differences	(2,222)	3,904	(2,222)	3,904
Income tax expense reported in the statements of comprehensive income	<u>(2,192)</u>	<u>3,942</u>	<u>(2,222)</u>	<u>3,904</u>

(Unaudited but reviewed)

15. 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.

16. Dividends

	Approved by	Total dividends (Million)	Dividends per share (Baht)	Paid on
2019				
Dividends from 2018 earnings	Annual General Meeting of the shareholders on 26 April 2019	22.4	0.08	
Less: 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
Dividends from income for the year 2018 paid in 2019		<u>11.2</u>	<u>0.04</u>	22 May 2019
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

(Unaudited but reviewed)

17. 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 six-month periods ended 30 June 2019 and 2018, respectively.

(Unit: Thousand Baht)

	For the three-month periods ended 30 June									
	Outsourced Contact Center Services and		Turnkey Total		Total reportable		Adjustments and		Consolidated	
	System Maintenance		Solutions		segments		eliminations			
	<u>2019</u>	<u>2018</u>	<u>2019</u>	<u>2018</u>	<u>2019</u>	<u>2018</u>	<u>2019</u>	<u>2018</u>	<u>2019</u>	<u>2018</u>
Contract work and service income										
Revenue from										
external customers	176,113	171,090	1,343	896	177,456	171,986	-	-	177,456	171,986
Revenue from										
related parties	<u>6,894</u>	<u>5,386</u>	<u>2,636</u>	<u>-</u>	<u>9,530</u>	<u>5,386</u>	<u>(1,286)</u>	<u>-</u>	<u>8,244</u>	<u>5,386</u>
Total sales, contract work and service income	183,007	176,476	3,979	896	186,986	177,372	(1,286)	-	185,700	177,372
Cost of contract work and services	<u>(164,434)</u>	<u>(146,872)</u>	<u>(3,171)</u>	<u>(383)</u>	<u>(167,605)</u>	<u>(147,255)</u>	<u>781</u>	<u>-</u>	<u>(166,824)</u>	<u>(147,255)</u>
Segment profit	<u>18,573</u>	<u>29,604</u>	<u>808</u>	<u>513</u>	<u>19,381</u>	<u>30,117</u>	<u>(505)</u>	<u>-</u>	<u>18,876</u>	<u>30,117</u>
Other income									2,449	2,134
Selling and services expenses									(624)	(262)
Administrative expenses									(20,265)	(19,830)
Other expenses									(492)	(876)
Finance cost									<u>(33)</u>	<u>(48)</u>
Profit (loss) before income tax expenses									(89)	11,235
Income tax income (expenses)									<u>3,539</u>	<u>(2,131)</u>
Profit for the period									<u>3,450</u>	<u>9,104</u>

(Unaudited but reviewed)

(Unit: Thousand Baht)

For the six-month periods ended 30 June

	System Maintenance		Turnkey Total Solutions		Total reportable segments		Adjustments and eliminations		Consolidated	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
Contract work and service income										
Revenue from external customers	349,204	332,138	4,592	2,101	353,796	334,239	-	-	353,796	334,239
Revenue from related parties	19,389	11,288	2,636	-	22,025	11,288	(1,286)	-	20,739	11,288
Total sales, contract work and service income	368,593	343,426	7,228	2,101	375,821	345,527	(1,286)	-	374,535	345,527
Cost of contract work and services	(322,630)	(284,547)	(6,399)	(1,447)	(329,029)	(285,994)	781	-	(328,248)	(285,994)
Segment profit	45,963	58,879	829	654	46,792	59,533	(505)	-	46,287	59,533
Other income									4,058	3,969
Selling and services expenses									(1,048)	(541)
Administrative expenses									(41,953)	(40,589)
Other expenses									(940)	(1,156)
Finance cost									(54)	(59)
Profit before income tax expenses									6,350	21,157
Income tax income (expenses)									2,192	(3,942)
Profit for the period									8,542	17,215

18. 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:

18.1 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 June 2019	31 December 2018	30 June 2019	31 December 2018
Currency: Baht				
Payable within				
1 year	35.1	34.9	34.9	34.9
2 - 3 years	6.7	19.1	6.7	19.1
	<u>41.8</u>	<u>54.0</u>	<u>41.6</u>	<u>54.0</u>
Currency: US dollar				
Payable within				
1 year	0.02	0.05	-	-
	<u>0.02</u>	<u>0.05</u>	<u>-</u>	<u>-</u>

18.2 Guarantees

As at 30 June 2019, there were outstanding bank guarantees of approximately Baht 90.1 million (31 December 2018: Baht 88.8 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 June 2019	31 December 2018
Performance guarantees	89.8	88.5
Guarantee electricity use	0.3	0.3
	<u>90.1</u>	<u>88.8</u>

(Unaudited but reviewed)

18.3 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 June	31 December	30 June	31 December	30 June	31 December
	2019	2018	2019	2018	2019	2018
	(Million)		(Million)		(Baht per 1 foreign currency unit)	
Financial assets						
US dollar	-	-	0.08	0.08	30.5733	32.2848
Financial liabilities						
US dollar	0.01	0.01	0.01	0.01	30.9152	32.6148

19. Fair value of financial instruments

As at 30 June 2019, 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
Assets measured at fair value	
Held for trade investments	
Equity instruments	1.1

During the current period, there was no transfer within the fair value hierarchy.

20. Approval of interim financial statements

These interim financial statements were authorised for issue by the Company's authorised directors on 5 August 2019.