

One to One Contacts Public Company Limited
and its subsidiaries
Report and consolidated financial statements
31 December 2020

Independent Auditor's Report

To the Shareholders of One to One Contacts Public Company Limited

Opinion

I have audited the accompanying consolidated financial statements of One to One Contacts Public Company Limited and its subsidiaries (the Group), which comprise the consolidated statement of financial position as at 31 December 2020, and the related consolidated statements of comprehensive income, changes in shareholders' equity and cash flows for the year then ended, and notes to the consolidated financial statements, including a summary of significant accounting policies, and have also audited the separate financial statements of One to One Contacts Public Company Limited for the same period.

In my opinion, the financial statements referred to above present fairly, in all material respects, the financial position of One to One Contacts Public Company Limited and its subsidiaries and of One to One Contacts Public Company Limited as at 31 December 2020, their financial performance and cash flows for the year then ended in accordance with Thai Financial Reporting Standards.

Basis for Opinion

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

Key Audit Matters

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

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

Key audit matters and how audit procedures respond for those matters are described below.

Revenue recognition relating to long-term service contracts

The Group has disclosed its policies on revenue recognition for service provided under long-term contracts in Note 5.1 to the financial statements. The amount of revenue that the Group recognised revenue from such service contracts in each period forms a significant portion of the Group's total revenue and directly affect profit or loss of the Group. In addition, the service contracts side terms are varied. There are therefore risks with respect to amount and timing of the recognition of revenue for long-term service contracts.

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

Allowance for exported credit losses

As at 31 December 2020, the Group had significant balances of trade accounts receivable (accounting for 24% of total assets in the consolidated and separate financial statements). Determining the net realisable value as disclosed in Note 9 to the financial statements requires significant judgment of management, particularly with regard to estimated losses that may be incurred from uncollectible debts when debtors are unable to pay, and the timing of such recognition.

This impact the amount of allowance for expected credit losses to be set aside. Therefore gave significant attention to allowance for expected credit losses.

I assessed and gained an understanding of the internal controls of the Group relevant to the determination of allowance for expected credit losses by making enquiry of the responsible executives, gaining an understanding of the basis applied in determining the allowance for expected credit losses and reviewing the consistency of the application. I also reviewed the debtor aging analysis report, tested the correctness of aging therein and, for long outstanding debts, considered the credit terms given and assessed collectability by taking into account historical debt collection experience. Moreover, I analysed financial information of debtor to assess the financial status of major and long outstanding trade accounts receivable, considered subsequent collections after the period-end date, tested the calculation of the allowance for expected credit losses according to the policy set by the management, and enquired about the rationale for the recording of specific allowances. I also considered the reasonableness and adequacy of the allowance for expected credit losses.

Other Information

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

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

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

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

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

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Thai Financial Reporting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

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

Auditor's Responsibilities for the Audit of the Financial Statements

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Thai Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. I am responsible for the direction, supervision and performance of the group audit. I remain solely responsible for my audit opinion.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

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

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

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

Siriwan Suratepin
Certified Public Accountant (Thailand) No. 4604

EY Office Limited
Bangkok: 23 February 2021

One to One Contacts Public Company Limited and its subsidiaries

Statement of financial position

As at 31 December 2020

(Unit: Baht)

	Note	Consolidated financial statements		Separate financial statements	
		2020	2019	2020	2019
Assets					
Current assets					
Cash and cash equivalents	8	306,380,986	77,543,038	301,778,657	71,915,087
Current investment	12	-	475,736,832	-	475,736,832
Trade and other receivables	7, 9	122,953,479	168,157,702	127,088,058	171,415,912
Short-term loans to related parties	7	-	-	28,000,000	6,000,000
Accrued income	7, 10	51,968,206	74,087,599	50,570,369	73,916,200
Inventories	11	11,709,458	3,251,587	4,954,391	3,201,376
Other current financial assets	12	2,689,981	-	2,689,981	-
Other current assets	13	59,921,907	67,668,395	58,326,239	66,351,564
Total current assets		555,624,017	866,445,153	573,407,695	868,536,971
Non-current assets					
Investment in subsidiaries	14	-	-	7,964,556	24,690,467
Equipment	15	43,449,694	61,353,420	35,315,654	59,224,013
Right-of-use assets	16	52,750,692	-	51,611,118	-
Intangible assets	17	32,116,222	29,593,110	24,470,837	24,956,631
Deferred tax assets	24	7,198,869	6,800,276	6,687,195	6,633,085
Other non-current financial assets		6,103,875	-	5,775,241	-
Other non-current assets		1,016,457	10,845,076	581,747	10,441,133
Total non-current assets		142,635,809	108,591,882	132,406,348	125,945,329
Total assets		698,259,826	975,037,035	705,814,043	994,482,300

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

One to One Contacts Public Company Limited and its subsidiaries

Statement of financial position (continued)

As at 31 December 2020

(Unit: Baht)

	Note	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Liabilities and shareholders' equity					
Current liabilities					
Trade and other payables	7, 18	38,753,048	73,631,081	37,369,124	73,056,815
Current position of lease liabilities	16	11,958,231	-	11,029,830	-
Income tax payable		1,316	3,989	-	-
Other current liabilities	19	25,185,337	15,878,618	25,562,945	16,113,582
Total current liabilities		75,897,932	89,513,688	73,961,899	89,170,397
Non-current liabilities					
Lease liabilities, net of current position	16	42,901,368	-	42,675,404	-
Provision for long-term employee benefits	20	15,296,820	16,976,940	14,030,298	16,140,983
Other non-current liabilities		1,149,586	1,039,761	1,149,586	1,037,761
Total non-current liabilities		59,347,774	18,016,701	57,855,288	17,178,744
Total liabilities		135,245,706	107,530,389	131,817,187	106,349,141
Shareholders' equity					
Share capital					
Registered					
280,000,000 ordinary shares of Baht 1 each		280,000,000	280,000,000	280,000,000	280,000,000
Issued and fully paid up					
280,000,000 ordinary shares of Baht 1 each		280,000,000	280,000,000	280,000,000	280,000,000
Share premium		304,418,692	304,418,692	304,418,692	304,418,692
Retained earnings					
Appropriated - statutory reserve	21	27,100,000	27,100,000	27,100,000	27,100,000
Unappropriated (deficits)		(48,564,512)	255,955,706	(37,521,836)	276,614,467
Other components of shareholders' equity		59,940	32,248	-	-
Total shareholders' equity		563,014,120	867,506,646	573,996,856	888,133,159
Total liabilities and shareholders' equity		698,259,826	975,037,035	705,814,043	994,482,300

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

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 Directors

One to One Contacts Public Company Limited and its subsidiaries

Statement of comprehensive income

For the year ended 31 December 2020

(Unit: Baht)

	Note	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Profit or loss:					
Revenues					
Services income		639,263,136	744,515,561	623,112,772	738,747,806
Revenues from contract work		36,435,667	11,768,090	35,445,667	10,748,890
Revenues from sales		3,135,948	-	-	-
Other income	22.3	6,255,543	34,244,393	7,065,520	34,617,587
Total revenues		685,090,294	790,528,044	665,623,959	784,114,283
Expenses					
Cost of services	23	563,087,492	662,020,296	546,187,625	658,137,404
Cost of contract work		37,138,674	10,052,445	38,068,071	9,483,624
Cost of sales		2,164,865	-	-	-
Selling and services expenses		6,741,648	2,510,409	3,282,396	2,510,409
Administrative expenses		75,187,577	78,958,229	67,031,757	72,959,356
Other expenses		47,585,050	1,300,370	67,310,811	1,300,369
Total expenses		731,905,306	754,841,749	721,880,660	744,391,162
Operating profit (loss)		(46,815,012)	35,686,295	(56,256,701)	39,723,121
Finance cost		(2,712,942)	(126,005)	(2,634,670)	(100,816)
Profit (loss) before income tax expenses		(49,527,954)	35,560,290	(58,891,371)	39,622,305
Income tax (expenses) income	24	676,941	(2,551,423)	386,786	(2,530,153)
Profit (loss) for the year		(48,851,013)	33,008,867	(58,504,585)	37,092,152

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

One to One Contacts Public Company Limited and its subsidiaries
Statement of comprehensive income (continued)
For the year ended 31 December 2020

(Unit: Baht)

	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
<u>Note</u>	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</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	<u>27,692</u>	<u>(1,317)</u>	<u>-</u>	<u>-</u>
Other comprehensive income to be reclassified to profit or loss in subsequent periods	<u>27,692</u>	<u>(1,317)</u>	<u>-</u>	<u>-</u>
<i>Other comprehensive income not to be reclassified to profit or loss in subsequent periods</i>				
Actuarial gain on defined benefit plan	2,406,649	2,918,096	2,453,507	3,581,972
Less: Income tax effect	<u>(481,330)</u>	<u>(583,619)</u>	<u>(490,701)</u>	<u>(716,395)</u>
Other comprehensive income not to be reclassified to profit or loss in subsequent periods - net of income tax	<u>1,925,319</u>	<u>2,334,477</u>	<u>1,962,806</u>	<u>2,865,577</u>
Other comprehensive income for the year	<u>1,953,011</u>	<u>2,333,160</u>	<u>1,962,806</u>	<u>2,865,577</u>
Total comprehensive income for the year	<u>(46,898,002)</u>	<u>35,342,027</u>	<u>(56,541,779)</u>	<u>39,957,729</u>
Basic earnings (loss) per share				
	25			
Profit (loss) attributable to equity holders of the Company	<u>(0.18)</u>	<u>0.12</u>	<u>(0.21)</u>	<u>0.13</u>
Weighted average number of ordinary share (shares)	<u>280,000,000</u>	<u>280,000,000</u>	<u>280,000,000</u>	<u>280,000,000</u>

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

One to One Contacts Public Company Limited and its subsidiaries

Statement of changes in shareholders' equity

For the year ended 31 December 2020

(Unit: Baht)

	Consolidated financial statements					
					Other components of equity	
			Retained earnings		Exchange differences on translation of	Total
	Issued and paid up	Share premium	Appropriated - statutory reserve	Unappropriated (deficits)	financial statements in foreign currency	shareholders' equity
share capital	Share premium	statutory reserve	(deficits)	in foreign currency	equity	
Balance as at 1 January 2019	280,000,000	304,418,692	25,200,000	242,112,361	33,565	851,764,618
Profit for the year	-	-	-	33,008,867	-	33,008,867
Other comprehensive income for the year	-	-	-	2,334,477	(1,317)	2,333,160
Total comprehensive income for the year	-	-	-	35,343,344	(1,317)	35,342,027
Dividend paid (Note 26)	-	-	-	(19,599,999)	-	(19,599,999)
Transferred retained earnings to statutory reserve (Note 21)	-	-	1,900,000	(1,900,000)	-	-
Balance as at 31 December 2019	<u>280,000,000</u>	<u>304,418,692</u>	<u>27,100,000</u>	<u>255,955,706</u>	<u>32,248</u>	<u>867,506,646</u>
Balance as at 1 January 2020	280,000,000	304,418,692	27,100,000	255,955,706	32,248	867,506,646
Loss for the year	-	-	-	(48,851,013)	-	(48,851,013)
Other comprehensive income for the year	-	-	-	1,925,319	27,692	1,953,011
Total comprehensive income for the year	-	-	-	(46,925,694)	27,692	(46,898,002)
Dividend paid (Note 26)	-	-	-	(257,594,524)	-	(257,594,524)
Balance as at 31 December 2020	<u>280,000,000</u>	<u>304,418,692</u>	<u>27,100,000</u>	<u>(48,564,512)</u>	<u>59,940</u>	<u>563,014,120</u>

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

One to One Contacts Public Company Limited and its subsidiaries

Statement of changes in shareholders' equity (continued)

For the year ended 31 December 2020

(Unit: Baht)

	Separate financial statements				Total shareholders' equity
	Issued and paid up share capital	Share premium	Retained earnings		
			Appropriated - statutory reserve	Unappropriated (deficits)	
Balance as at 1 January 2019	280,000,000	304,418,692	25,200,000	258,156,737	867,775,429
Profit for the year	-	-	-	37,092,152	37,092,152
Other comprehensive income for the year	-	-	-	2,865,577	2,865,577
Total comprehensive income for the year	-	-	-	39,957,729	39,957,729
Dividend paid (Note 26)	-	-	-	(19,599,999)	(19,599,999)
Transferred retained earnings to statutory reserve (Note 21)	-	-	1,900,000	(1,900,000)	-
Balance as at 31 December 2019	<u>280,000,000</u>	<u>304,418,692</u>	<u>27,100,000</u>	<u>276,614,467</u>	<u>888,133,159</u>
Balance as at 1 January 2020	280,000,000	304,418,692	27,100,000	276,614,467	888,133,159
Loss for the year	-	-	-	(58,504,585)	(58,504,585)
Other comprehensive income for the year	-	-	-	1,962,806	1,962,806
Total comprehensive income for the year	-	-	-	(56,541,779)	(56,541,779)
Dividend paid (Note 26)	-	-	-	(257,594,524)	(257,594,524)
Balance as at 31 December 2020	<u>280,000,000</u>	<u>304,418,692</u>	<u>27,100,000</u>	<u>(37,521,836)</u>	<u>573,996,856</u>

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

One to One Contacts Public Company Limited and its subsidiaries

Cash flows statement

For the year ended 31 December 2020

(Unit: Baht)

	Note	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Cash flows from operating activities					
Profit (loss) before tax		(49,527,954)	35,560,290	(58,891,371)	39,622,305
Adjustments to reconcile profit (loss) before tax to net cash provided by (paid from) operating activities:					
Depreciation and amortisation	15, 16, 17	47,893,390	37,346,487	44,001,339	36,856,748
Gain on security investment measured at fair value to profit or loss	12	(450,000)	-	(450,000)	-
Loss on change in value of current investment in trading securities	12	-	360,000	-	360,000
Allowance for expected credit losses		46,260,844	-	46,260,844	-
Allowance for doubtful accounts		-	940,370	-	940,370
Allowance for other non-current financial assets		1,220,782	-	1,220,782	-
Allowance for impairment of investment in subsidiary	14	-	-	19,725,911	-
Provision for long-term employee benefits	20	1,531,550	6,255,158	1,147,844	6,083,077
Provision for projects loss		3,354,477	1,222,973	3,354,477	1,222,973
Loss on write-off withholding tax deduct at source		103,425	73	103,275	-
Transfer intangible assets to expense		173,282	-	173,282	-
Gain on disposal of equipment and intangible assets		(113,258)	(411,805)	(113,258)	(383,798)
Unrealised (gain) loss on exchange		(37,357)	6,456	(37,357)	(20,023)
Interest expense		2,558,533	-	2,513,946	-
Interest income		(5,465,774)	(31,323,372)	(5,779,741)	(31,320,886)
Profit from operating activities before changes in operating assets and liabilities		47,501,940	49,956,630	53,229,973	53,360,766
Operating assets (increase) decrease					
Trade and other receivables		(1,628,918)	58,464,098	(179,872)	57,511,328
Accrued income		22,119,393	25,916,782	23,345,831	26,088,181
Inventories		(8,457,871)	1,287,660	(1,753,015)	1,337,871
Other current financial assets		230,757	-	230,757	-
Other current assets		5,475,748	(3,079,305)	5,515,263	(1,912,791)
Other non-current assets		1,228,806	(374,031)	1,663,516	(404,785)
Other non-current financial assets		(585,582)	-	(660,891)	-
Operating liabilities increase (decrease)					
Trade and other payables		(34,865,182)	24,463,192	(35,475,322)	24,637,073
Other current liabilities		5,952,242	(6,780,745)	6,094,886	(6,439,163)
Other non-current liabilities		109,825	(1,540,517)	111,825	(1,540,517)
Cash flows from operating activities		37,081,158	148,313,764	52,122,951	152,637,963
Cash paid for income tax		(12,622,001)	(19,207,908)	(12,334,900)	(19,084,222)
Cash received from withholding tax refundable		14,583,661	38,505	14,583,661	-
Cash paid for provision for long-term employee benefits		(805,021)	-	(805,021)	-
Net cash flows from operating activities		38,237,797	129,144,361	53,566,691	133,553,741

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

One to One Contacts Public Company Limited and its subsidiaries

Cash flows statement (continued)

For the year ended 31 December 2020

(Unit: Baht)

	Note	<u>Consolidated financial statements</u>		<u>Separate financial statements</u>	
		<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Cash flows from investing activities					
Cash received (paid) for fixed deposit at bank		475,126,832	(475,126,832)	475,126,832	(475,126,832)
Cash paid for short-term loans to subsidiaries	7	-	-	(22,000,000)	(6,000,000)
Cash received from interest income		6,067,692	30,721,454	6,396,244	30,704,383
Cash paid for investment in subsidiaries	14	-	-	(3,000,000)	(4,904,000)
Proceeds from disposals of equipment		128,430	430,083	99,020	2,091,932
Cash paid for acquisition of equipment and intangible assets		<u>(19,497,188)</u>	<u>(27,213,826)</u>	<u>(10,016,424)</u>	<u>(22,276,517)</u>
Net cash flows from (used in) investing activities		<u>461,825,766</u>	<u>(471,189,121)</u>	<u>446,605,672</u>	<u>(475,511,034)</u>
Cash flows from financing activities					
Cash paid for lease liabilities		(13,653,780)	-	(12,714,269)	-
Dividend paid	26	<u>(257,594,524)</u>	<u>(19,599,999)</u>	<u>(257,594,524)</u>	<u>(19,599,999)</u>
Net cash flows used in financing activities		<u>(271,248,304)</u>	<u>(19,599,999)</u>	<u>(270,308,793)</u>	<u>(19,599,999)</u>
Net increase in translation adjustments		<u>22,689</u>	<u>40,509</u>	<u>-</u>	<u>-</u>
Net increase (decrease) in cash and cash equivalents		<u>228,837,948</u>	<u>(361,604,250)</u>	<u>229,863,570</u>	<u>(361,557,292)</u>
Cash and cash equivalents at beginning of year		<u>77,543,038</u>	<u>439,147,288</u>	<u>71,915,087</u>	<u>433,472,379</u>
Cash and cash equivalents at end of year	8	<u><u>306,380,986</u></u>	<u><u>77,543,038</u></u>	<u><u>301,778,657</u></u>	<u><u>71,915,087</u></u>

Supplement disclosures of cash flows information

Non-cash item

Decrease in payable for equipment

and intangible assets

(5,115) (3,461,343) (204,632) (3,461,343)

Increase in receivable for sale of equipment

190,004 - 2,340,000 -

Increase in lease liability for equipment purchase

16 416,558 - 416,558 -

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

One to One Contacts Public Company Limited and its subsidiaries
Notes to consolidated financial statements
For the year ended 31 December 2020

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. The Company is principally engaged in providing customer contact center services. Its registered address is at 99/10, Moo 4, Software Park Building, 26th Floor, Chaengwattana Road, Klong Glur, Pak-Kred, Nonthaburi.

On 9 December 2020, Samart Corporation Public Company Limited, former the Group’s parent company, disposed all of the Company’s shares to the individual group investors. Therefore, after the completion of this transaction, the Company is no longer be Samart Corporation Public Company Limited’s subsidiary.

1.2 Coronavirus disease 2019 Pandemic

A second wave of the Coronavirus disease 2019 pandemic has slowed down the economic recovery, adversely impacting most businesses and industries. This situation significantly affects] the Group’s business activities in terms of terms of service and customer payment abilities and this is significantly impacting the Group’s financial position, operating results, and cash flows at present, and is expected to do so in the future. The Group’s management has continuously monitored ongoing developments and assessed the financial impact in respect of the valuation of assets, provisions and contingent liabilities, and has used estimates and judgement in respect of various issues as the situation has evolved.

2. Basis of preparation

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

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

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

2.2 Basis of consolidation

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

Company’s name	Nature of business	Country of incorporation	Percentage of shareholding	
			<u>2020</u> Percent	<u>2019</u> Percent
One to One Professional Company Limited	Provide company personnel to perform work regarding providing information, news and information center on-site and off-site and cleaning service	Thailand	100	100
One to One (Cambodia) Company Limited	Provide customer contact center services	Cambodia	100	100
Inno Hub Company Limited	Provide research and development related to software program, robot, equipment, tooling and artefact innovation	Thailand	100	100

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

- 2.3 The separate financial statements present investments in subsidiaries under the cost method.

3. New financial reporting standards

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

During the year, the Group has adopted the revised (revised 2019) and new financial reporting standards and interpretations which are effective for fiscal years beginning on or after 1 January 2020. 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 use of the standards. The adoption of these financial reporting standards and interpretations does not have any significant impact on the Group's financial statements. However, the new standard involves 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, calculation of impairment using the expected credit loss method, and hedge accounting. These include stipulations regarding the presentation and disclosure of financial instruments.

These standards do not have any significant impact on the Group's financial statements.

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.

The Group recognised the cumulative effect of the adoption of this financial reporting standard as an adjustment to the statement of financial position as at 1 January 2020, and the comparative information was not restated. The cumulative effect of the change is described in Note 4 to the financial statements.

Accounting Guidance on Temporary Relief Measures for Accounting Alternatives in Response to the Impact of the COVID-19 Pandemic

The Federation of Accounting Professions announced Accounting Guidance on Temporary Relief Measures for Accounting Alternatives in Response to the Impact of the COVID-19 Pandemic. Its objectives are to alleviate some of the impacts of applying certain financial reporting standards, and to provide clarification about accounting treatments during the period of uncertainty relating to this situation.

On 22 April 2020, the Accounting Treatment Guidance was announced in the Royal Gazette and it is effective for the financial statements prepared for reporting periods ending between 1 January 2020 and 31 December 2020.

During the period from the first quarter to the third quarter of 2020, the Group elected to apply the temporary relief measures on accounting alternatives relating to measurement of expected credit losses using a simplified approach, and impairment of assets.

In the fourth quarter of 2020, the Group has assessed the financial impacts of the uncertainties of the COVID-19 Pandemic on the valuation of assets. As a result, in preparing the financial statements for the year ended 31 December 2020, the Group has decided to discontinue application of all temporary relief measures on accounting alternatives and recognised resulting losses, totaling Baht 46.3 million (for expected credit losses) (the Company only: Baht 66 million which are for expected credit losses of Baht 46.3 million and loss on impairment of investment in subsidiary of Baht 19.7 million), in other expenses in the statement of comprehensive income for the year ended 31 December 2020.

(b) Financial reporting standards that will become effective for fiscal years beginning on or after 1 January 2021

The Federation of Accounting Professions issued a number of revised financial reporting standards and interpretations, which are effective for fiscal years beginning on or after 1 January 2021. 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 management of the Group is currently evaluating the impact of these standards to the financial statements in the year when they are adopted.

4. Cumulative effects of changes in accounting policies due to the adoption of new financial reporting standards

As described in Note 3 to the financial statements, during the current year, the Group has adopted financial reporting standards related to financial instruments and TFRS 16. The cumulative effect of initially applying these standards was recognised as an adjustment to the current year financial statements. Therefore, the comparative information was not restated.

The impacts on the beginning balance of statement of financial position as at 1 January 2020 from changes in accounting policies due to the adoption of these standards are presented as follows:

(Unit: Thousand Baht)

	Consolidated financial statements			1 January 2020
	31 December 2019	The impacts of Financial reporting standards related to financial instruments	TFRS 16	
Statement of financial position				
Assets				
Current assets				
Current investments	475,737	(475,737)	-	-
Other current financial assets	-	477,598	-	477,598
Non-current assets				
Right-of-use assets	-	-	65,538	65,538
Other non-current financial assets	-	6,739	-	6,739
Other non-current assets	10,845	(8,600)	-	2,245

(Unit: Thousand Baht)

Consolidated financial statements				
The impacts of				
Financial reporting standards related				
	31 December 2019	to financial instruments	TFRS 16	1 January 2020
Current liabilities				
Current portion of lease liabilities	-	-	11,041	11,041
Non-current liabilities				
Lease liabilities, net of current portion	-	-	54,497	54,497

(Unit: Thousand Baht)

Separated financial statements				
The impacts of				
Financial reporting standards related				
	31 December 2019	to financial instruments	TFRS 16	1 January 2020
Statement of financial position				
Assets				
Current assets				
Current investments	475,737	(475,737)	-	-
Other current financial assets	-	477,598	-	477,598
Non-current assets				
Right-of-use assets	-	-	63,906	63,906
Other non-current financial assets	-	6,335	-	6,335
Other non-current assets	10,441	(8,196)	-	2,245
Current liabilities				
Current portion of lease liabilities	-	-	10,201	10,201
Non-current liabilities				
Lease liabilities, net of current portion	-	-	53,705	53,705

4.1 Financial instruments

As at 1 January 2020, classification and measurement of financial assets required by TFRS 9, in comparison with classification and the former carrying amount, are as follows:

	(Unit: Thousand Baht)	
	Consolidated financial statements	
	Carrying amounts under the former basis	Classification and measurement in accordance with TFRS 9
		Amortised cost
Financial assets as at 1 January 2020		
Current investment	475,737	-
Other current financial assets	-	477,598
Other non-current financial assets	-	6,739
Other non-current assets	10,845	2,245
Total financial assets	486,582	486,582

	(Unit: Thousand Baht)	
	Separated financial statements	
	Carrying amounts under the former basis	Classification and measurement in accordance with TFRS 9
		Amortised cost
Financial assets as at 1 January 2020		
Current investment	475,737	-
Other current financial assets	-	477,598
Other non-current financial assets	-	6,335
Other non-current assets	10,441	2,245
Total financial assets	486,178	486,178

As at 1 January 2020, the Group has not designated any financial liabilities at fair value through profit or loss.

4.2 Leases

On adoption of TFRS 16 the Group recognised lease liabilities in relation to leases that previously classified as operating leases measured, at the present value of the remaining lease payments, discounted using the Group's incremental borrowing rate at 1 January 2020. For leases previously classified as finance leases, the Group recognised the carrying amount of the lease assets and lease liabilities before transition as right-of-use assets and lease liabilities, respectively at the date of initial application.

	(Unit: Thousand Baht)	
	Consolidated financial statements	Separate financial statements
Operating lease commitments as at 31 December 2019	46,665	45,747
Less: Short-term leases and leases of low-value assets	(1,320)	(1,320)
Add: Option to extend lease term	62,507	61,743
Less: Contracts reassessed as service agreements	(32,307)	(32,307)
Less: Deferred interest expenses	(10,007)	(9,957)
Increase in lease liabilities due to the adoption of TFRS 16 as at 1 January 2020 (Note 16)	<u>65,538</u>	<u>63,906</u>
Weighted average incremental borrowing rate (percent per annum)	4.20%	4.23%
Comprise of:		
Current lease liabilities	11,041	10,201
Non-current lease liabilities	<u>54,497</u>	<u>53,705</u>
	<u>65,538</u>	<u>63,906</u>

5. Significant accounting policies

5.1 Revenue and expense recognition

Revenues from construction contracts

The Group accounts for a contract with a customer when it has entered into an agreement between counter parties that creates enforceable rights and obligations. The Group has to identify its performance obligations and allocate a transaction price to each obligation on an appropriate basis.

Revenue from contracts with customers is recognised when control of the goods or services is transferred to the customer at an amount that reflects the consideration to which the Group expects to be entitled in exchange for those goods or services, net of value added tax ("VAT"). Depending on the terms of the contract and the laws that apply to the contract, control of the asset may be transferred over time or at a point in time.

The Group principally earns revenue are as follows:

Revenue from customer contact center services

Customer contact center services comprise a comprehensive range of services, from project design and planning of customer contact center services and installation of hardware and/or software which are treated as a single performance obligation. Revenue is recognised over time when services have been rendered taking into account the stage of completion, using an input method, based on comparison of actual costs incurred up to the end of the period and total anticipated costs to be incurred to completion.

Rendering of service

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

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

Sales of goods

Sales of goods are recognised at the point in time when control of the goods is transferred to the customer, generally upon delivery of the goods. Sales is measured at the amount of consideration received or receivable, excluding value added tax, of goods supplied after deducting returns, discounts and allowances to customers.

Interest income

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

Finance cost

Interest expense from financial liabilities at amortised cost is calculated using the effective interest method and recognised on an accrual basis.

5.2 Costs to fulfil contracts with customers

The Group recognises costs to fulfil a customer contract as an asset provided that the costs generate or enhance resources of the entity that will be used in satisfying performance obligations in the future and the costs are expected to be recovered. The asset recognised is amortised to expenses on a systematic basis that is consistent with the pattern of revenue recognition. An impairment loss is recognised to the extent that the carrying amount of an asset recognised exceeds the remaining amount of consideration that the entity expects to receive less direct costs.

5.3 Cash and cash equivalents

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

5.4 Inventories

Finished goods and supplies are valued at the lower of cost (under the weighted average method) and net realisable value.

5.5 Investment

Investment in subsidiaries are accounted for in the separate financial statements using the cost method.

5.6 Equipment and depreciation

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

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

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

Depreciation is included in determining income.

No depreciation is provided on equipment under installation.

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

5.7 Intangible asset

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

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

No amortization is provided on computer software under installation.

5.8 Related party transactions

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

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

5.9 Lease

At inception of contract, the Group assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

The Group as a lessee

Accounting policies adopted since 1 January 2020

The Group applied a single recognition and measurement approach for all leases, except for short-term leases and leases of low-value assets. At the commencement date of the lease (i.e. the date the underlying asset is available for use), the Group recognises right-of-use assets representing the right to use underlying assets and lease liabilities based on lease payments.

Right-of-use assets

Right-of-use assets are measured at cost, less accumulated depreciation, any accumulated impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities initially recognised, initial direct costs incurred, and lease payments made at or before the commencement date of the lease less any lease incentives received.

Depreciation of right-of-use assets are calculated by reference to their costs, on the straight-line basis over the shorter of their estimated useful lives and the lease term.

Building and building's improvement 2 - 10 years

If ownership of the leased asset is transferred to the Group at the end of the lease term or the cost reflects the exercise of a purchase option, depreciation is calculated using the estimated useful life of the asset.

Lease liabilities

Lease liabilities are measured at the present value of the lease payments to be made over the lease term. The lease payments include fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, and amounts expected to be payable under residual value guarantees. Moreover, the lease payments include the exercise price of a purchase option reasonably certain to be exercised by the Group and payments of penalties for terminating the lease, if the lease term reflects the Group exercising an option to terminate. Variable lease payments that do not depend on an index or a rate are recognised as expenses in the period in which the event or condition that triggers the payment occurs.

The Group discounted the present value of the lease payments by the interest rate implicit in the lease or the Group's incremental borrowing rate. After the commencement date, the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made. In addition, the carrying amount of lease liabilities is remeasured if there is a change in the lease term, a change in the lease payments or a change in the assessment of an option to purchase the underlying asset.

Short-term leases and leases of low-value assets

A lease that has a lease term less than or equal to 12 months from commencement date or a lease of low-value assets is recognised as expenses on a straight-line basis over the lease term.

Accounting policies adopted before 1 January 2020

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

5.10 Impairment of non-financial assets

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

The Group will recognise an impairment loss in profit or loss.

5.11 Foreign currencies

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

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

Gains and losses on exchange are included in determining income.

5.12 Employee benefits

Short-term employee benefits

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

Post-employment benefits

Defined contribution plans

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

Defined benefit plans

The Group has obligations in respect of the severance payments it must make to employees upon retirement under labor law. The Group treats these severance payment obligations as a defined benefit plan.

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

Actuarial gains and losses arising from defined benefit plans are recognised immediately in other comprehensive income.

Provision for vacation

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

5.13 Provisions

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

5.14 Income tax

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

Current tax

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

Deferred tax

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

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

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

The Group records deferred tax directly to shareholders' equity if the tax relates to items that are recorded directly to shareholders' equity.

5.15 Financial instruments

Accounting policies adopted since 1 January 2020

The Group initially measures financial assets at its fair value plus, in the case of financial assets that are not measured at fair value through profit or loss, transaction costs. However, trade receivables, that do not contain a significant financing component are measured at the transaction price as disclosed in the accounting policy relating to revenue recognition.

Classification and measurement of financial assets

Financial assets are classified, at initial recognition, as to be subsequently measured at amortised cost or fair value through profit or loss ("FVTPL"). The classification of financial assets at initial recognition is driven by the Group's business model for managing the financial assets and the contractual cash flows characteristics of the financial assets.

Financial assets at amortised cost

The Group measures financial assets at amortised cost if the financial asset is held in order to collect contractual cash flows and the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Financial assets at amortised cost are subsequently measured using the effective interest rate ("EIR") method and are subject to impairment. Gains and losses are recognised in profit or loss when the asset is derecognised, modified or impaired.

Financial assets at FVTPL

Financial assets measured at FVTPL are carried in the statement of financial position at fair value with net changes in fair value recognised in profit or loss.

These financial assets include derivatives, security investments held for trading and financial assets with cash flows that are not solely payments of principal and interest.

Dividends on listed equity investments are recognised as other income in profit or loss.

Classification and measurement of financial liabilities

At initial recognition the Group's financial liabilities are recognised at fair value net of transaction costs and classified as liabilities to be subsequently measured at amortised cost using the EIR method. Gains and losses are recognised in profit or loss when the liabilities are derecognised as well as through the EIR amortisation process. In determining amortised cost, the Group takes into account any fees or costs that are an integral part of the EIR. The EIR amortisation is included in finance costs in profit or loss.

Derecognition of financial instruments

A financial asset is primarily derecognised when the rights to receive cash flows from the asset have expired or have been transferred and either the Group has transferred substantially all the risks and rewards of the asset, or the Group has neither transferred nor retained substantially all the risks and rewards of the asset but has transferred control of the asset.

A financial liability is derecognised when the obligation under the liability is discharged or cancelled or expires. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as the derecognition of the original liability and the recognition of a new liability. The difference in the respective carrying amounts is recognised in profit or loss.

Impairment of financial assets

An allowance for expected credit losses ("ECLs") are based on the difference between the contractual cash flows due in accordance with the contract and all the cash flows that the Group expects to receive, discounted at an approximation of the original effective interest rate.

For credit exposures for which there has not been a significant increase in credit risk since initial recognition, ECLs are provided for credit losses that result from default events that are possible within the next 12-months (a 12-month ECL). For those credit exposures for which there has been a significant increase in credit risk since initial recognition, a loss allowance is required for credit losses expected over the remaining life of the exposure (a lifetime ECL).

The Group considers a significant increase in credit risk to have occurred when contractual payments are more than 60 days past due and considers a financial asset in default when contractual payments are 90 days past due. However, in certain cases, the Group may also consider a financial asset to have a significant increase in credit risk and to be in default using other internal or external information, such as credit rating of issuers.

For trade receivables and contract assets, the Group applies a simplified approach in calculating ECLs. Therefore, the Group does not track changes in credit risk, but instead recognises a loss allowance based on lifetime ECLs at each reporting date. It is based on its historical credit loss experience and adjusted for forward-looking factors specific to the debtors and the economic environment.

Offsetting of financial instruments

Financial assets and financial liabilities are offset, and the net amount is reported in the statement of financial position if there is a currently enforceable legal right to offset the recognised amounts and there is an intention to settle on a net basis, to realise the assets and settle the liabilities simultaneously.

Accounting policies adopted before 1 January 2020

Contract assets

A contract asset is the excess of cumulative revenue earned over the billings to date. Allowance for impairment loss is provided for the estimated losses that may be incurred in customer collection. Contract assets are transferred to receivables when the rights become unconditional (i.e. services are completed and delivered to customer).

Trade receivables

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

Contract liabilities

A contract liability is recognised when the billings to date exceed the cumulative revenue earned and the Group has an obligation to transfer goods or services to a customer. Contract liabilities are recognised as revenue when the Group fulfils its performance obligations under the contracts.

Investment

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

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

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

5.16 Fair value measurement

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

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

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

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

6. Significant accounting judgements and estimates

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

6.1 Identification of performance obligations

In identifying performance obligations relating to the provision of customer contract center services, the management is required to use judgement regarding whether each promise to deliver goods or services is considered distinct, taking into consideration terms and conditions of the arrangement. In other words, if a good or service is separately identifiable from other promises in the contract and if the customer can benefit from it, it is accounted for separately.

6.2 Leases

Determining the lease term with extension and termination options - The Group as a lessee

In determining the lease term, the management is required to exercise judgement in assessing whether the Group is reasonably certain to exercise the option to extend or terminate the lease considering all relevant facts and circumstances that create an economic incentive for the Group to exercise either the extension or termination option.

Estimating the incremental borrowing rate - The Group as a lessee

The Group cannot readily determine the interest rate implicit in the lease, therefore, the management is required to exercise judgement in estimating its incremental borrowing rate to discount lease liabilities. The incremental borrowing rate is the rate of interest that the Group would have to pay to borrow over a similar term, and with a similar security, the funds necessary to obtain an asset of a similar value to the right-of-use asset in a similar economic environment.

6.3 Allowance for expected credit losses of trade receivables and contract assets

In determining an allowance for expected credit losses of trade receivables and contract assets, the management needs to make judgement and estimates based upon, among other things, past collection history, aging profile of outstanding debts and the forecast economic condition for groupings of various customer segments with similar credit risks. The Group's historical credit loss experience and forecast economic conditions may also not be representative of whether a customer will actually default in the future.

6.4 Equipment and depreciation

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

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

6.5 Deferred tax assets

Deferred tax assets are recognised for deductible temporary differences and unused tax losses to the extent that it is probable that taxable profit will be available against which the temporary differences and losses can be utilised. Significant management judgement is required to determine the amount of deferred tax assets that can be recognised, based upon the likely timing and level of estimate future taxable profits.

6.6 Post-employment benefits under defined benefit plans

The obligation under the defined benefit plan is determined based on actuarial techniques. Such determination is made based on various assumptions, including discount rate, future salary increase rate, mortality rate and staff turnover rate.

7. Related party transactions

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

1. Sales and service prices are determined at market price, if there is unknown market price, sales and service prices will be determined at cost plus a margin not over 15 percent. However, the pricing policy is subject to change depending on the type of business and market competition at the time being.
2. Outsourced Contact Center Services are determined at cost plus a margin not less than 10 percent.
3. IT service fees expenses to parent company are charged at the amount stated in the agreement which parent company sets base on cost plus a margin not over 5 percent.
4. Management fees and rental expenses are charged at the amount stated in the agreement.

5. Other service income and expenses are charged at a mutually agreed price.
6. Guarantee fee is charged between the parties at a rate of 0.3 percent per annum.
7. Directors and management's benefit expenses are charged as approved by shareholders' meeting or contractually agreed price.

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

	(Unit: Million Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
<u>Transactions with subsidiary company</u>				
(eliminate from the consolidated financial statements)				
Revenue from contract work	-	-	-	0.4
Cost of contract work	-	-	7.1	0.5
Other income	-	-	0.5	0.1
Cost of service	-	-	0.6	0.4
Interest income	-	-	0.3	-
Purchase of fixed assets	-	-	-	1.6
Disposal of fixed assets and intangibles assets	-	-	-	1.7
<u>Transactions with parent company</u>				
(Until 9 December 2020 which was date of non-controlling by the parent company)				
Service income	-	14.3	0.3	14.3
Cost of service	0.2	0.3	0.2	0.3
Management fee expenses	4.5	4.8	4.5	4.8
IT service fee expenses	14.5	15.4	14.5	15.4
Rental and utility expenses	10.6	6.5	10.6	6.5
Other expenses	4.0	4.9	4.0	4.9
<u>Transactions with related companies</u>				
Revenue from contract work	-	2.2	-	0.8
Sales and service income	18.7	14.0	18.7	14.0
Purchase of goods and service	2.6	4.3	2.6	4.3
Rental and utility expenses	19.8	25.7	19.8	25.7
Other expenses	1.3	1.1	1.3	1.1

The balances of the accounts as at 31 December 2020 and 2019 between the Company and its related parties were as follows:

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
<u>Trade accounts receivable - related parties (Note 9)</u>				
Parent company	-	31	-	31
Related companies (related by directors)	76	2,292	76	2,292
Total trade accounts receivable - related parties	76	2,323	76	2,323
<u>Other receivables - related parties (Note 9)</u>				
Subsidiary companies	-	-	6,462	3,819
Total other receivables - related parties	-	-	6,462	3,819
<u>Accrued income - related parties (Note 10)</u>				
Subsidiary companies	-	163	-	163
Related companies (related by directors)	1,087	994	1,087	994
Total accrued income - related parties	1,087	1,157	1,087	1,157
<u>Deposit - related parties</u>				
Parent company	-	2,105	-	2,105
Related companies (related by directors)	6,801	4,292	6,801	4,292
Total deposit - related parties	6,801	6,397	6,801	6,397
Less: Allowance for assets impairment	(192)	-	(192)	-
Total deposit-related parties-net	6,609	6,397	6,609	-
<u>Trade accounts payable - related parties (Note 18)</u>				
Parent company	-	69	-	69
Subsidiary companies	-	-	191	567
Related companies (related by directors)	2,292	12,093	2,292	12,093
Total trade accounts payable - related parties	2,292	12,162	2,483	12,729
<u>Other payables - related parties (Note 18)</u>				
Parent company	-	18,161	-	18,147
Subsidiary companies	-	-	140	214
Related companies (related by directors)	6,742	214	6,742	214
Total other payables - related parties	6,742	18,375	6,882	18,575
<u>Customer deposit - related parties</u>				
Related companies (related by directors)	-	505	-	505
Total customer deposit - related parties	-	505	-	505
<u>Short-term loan to related parties</u>				
Subsidiary companies	-	-	28,000	6,000
Total short-term loan to related parties	-	-	28,000	6,000

Short-term loans to related parties

As at 31 December 2020 and 2019, the balances of loans between the Group and the movement in loans are as follows:

(Unit: Thousand Baht)

Subsidiary companies	Separate financial statements			Balance as at 31 December 2020
	Balance as at 31 December 2019	During the year		
		Increase	Decrease	
Inno Hub Company Limited	5,000	6,000	-	11,000
One to One Professional Company Limited	1,000	16,000	-	17,000
Total	6,000	22,000	-	28,000

Directors and management's benefits

During the years ended 31 December 2020 and 2019, the Company had employee benefit expenses payable to their directors and management as below.

(Unit: Thousand Baht)

	Consolidated and Separate financial statements	
	<u>2020</u>	<u>2019</u>
Short-term employee benefits	20,696	21,998
Post-employment benefits	168	576
Total	<u>20,864</u>	<u>22,574</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 Smart Corporation Public Company Limited (the former parent company) and a related company for its operation. These contracts were expired in April 2021. The Company has to pay a monthly rental and service fee totaling Baht 3.2 million (2019: Baht 3.2 million).

The commitment under the operating lease agreements with the related parties are disclosed in Note 29.1 to the financial statements.

- b) In January 2020, the Company entered into a one-year management agreement with Smart Corporation Public Company Limited, the former parent company under which the Company has to pay a monthly service fee of Baht 0.4 million (2019: Baht 0.4 million). On 16 December 2020, the Company terminated the above management agreement.
- c) In May 2020, the Company entered into one-year information technology management agreement with Smart Corporation Public Company Limited, the former parent company. The Company has to pay a monthly service fee of Baht 1.3 million (2019: Baht 1.3 million).

8. Cash and cash equivalents

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Cash	73	111	39	100
Bank deposits	306,308	77,432	301,739	71,815
Total	<u>306,381</u>	<u>77,543</u>	<u>301,778</u>	<u>71,915</u>

As at 31 December 2020, bank deposits carried interests between 0.10 and 1.30 percent per annum (2019: between 0.10 and 1.30 percent per annum).

9. Trade and other receivables

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
<u>Trade accounts receivable - related parties</u>				
(Note 7)				
Aged on the basis of due dates				
Not yet due	76	833	76	833
Past due				
Up to 3 months	-	152	-	152
3 - 6 months	-	21	-	21
6 - 12 months	-	1,317	-	1,317
Total trade accounts receivable - related parties	<u>76</u>	<u>2,323</u>	<u>76</u>	<u>2,323</u>
<u>Trade accounts receivable - unrelated parties</u>				
Aged on the basis of due dates				
Not yet due	58,602	57,712	56,933	57,182
Past due				
Up to 3 months	53,467	57,192	52,809	57,147
3 - 6 months	17,964	27,908	17,964	27,908
6 - 12 months	35,330	22,302	35,330	22,302
Over 12 months	5,963	2,890	5,963	2,890
Total trade accounts receivable - unrelated parties	<u>171,326</u>	<u>168,004</u>	<u>168,999</u>	<u>167,429</u>
Total trade accounts receivable	171,402	170,327	169,075	169,752
Less: Allowance for expected credit losses (2019: Allowance for doubtful debts)	<u>(49,037)</u>	<u>(2,776)</u>	<u>(49,037)</u>	<u>(2,776)</u>
Total trade accounts receivable - net	<u>122,365</u>	<u>167,551</u>	<u>120,038</u>	<u>166,976</u>
<u>Other receivables</u>				
Other receivables - related parties (Note 7)	-	-	6,462	3,819
Accrued interest income	-	602	-	616
Other receivables	<u>588</u>	<u>5</u>	<u>588</u>	<u>5</u>
Total other receivables	<u>588</u>	<u>607</u>	<u>7,050</u>	<u>4,440</u>
Total trade and other receivables - net	<u>122,953</u>	<u>168,158</u>	<u>127,088</u>	<u>171,416</u>

As at 31 December 2020, trade accounts receivable - unrelated parties of the Company included amounts of Baht 36.6 million, receivable from a public company that filed a petition with the Court for business rehabilitation. In addition, there are 2 accounts receivable of Baht 11.2 million submitted letters requesting the extension of payments to the Company which were approved by the Company's management.

The Company has evaluated the situation and chance that it may not receive repayments from such debtors in full amount of debts. Therefore, the allowance for expected credit losses, considering for the current situation, as at 31 December 2020 was recorded of Baht 46.3 million which was sufficient and appropriate, and the Company's management believes that they will be able to collect the remaining debts. Although the Company has evaluated and has exercised its best estimate, there are still uncertainties regarding the current situation and future changes in circumstances, which is normal for future events that have not yet occurred.

Set out below is the movement in the allowance for expected credit losses of trade and other receivables.

	(Unit: Million Baht)
	Consolidated /Separate financial statements
As at 1 January 2020	2.7
Increase in allowance for expected credit losses	46.3
As at 31 December 2020	49.0

10. Accrued income

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
<u>Accrued income - related parties</u> (Note 7)				
Aged on the basis of record dates				
Up to 3 months	1,087	1,157	1,087	1,157
Total accrued income - related parties	1,087	1,157	1,087	1,157
<u>Accrued income - unrelated parties</u>				
Aged on the basis of record dates				
Up to 3 months	48,294	67,563	46,896	67,391
3 - 6 months	1,203	3,538	1,203	3,538
6 - 12 months	1,384	1,830	1,384	1,830
Total accrued income - unrelated parties	50,881	72,931	49,483	72,759
Total	51,968	74,088	50,570	73,916

11. Inventories

	(Unit: Thousand Baht)			
	Consolidated financial statements		Separate financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Service contracts in process	4,954	3,252	4,954	3,201
Finished goods	5,940	-	-	-
Supplies	815	-	-	-
Total	<u>11,709</u>	<u>3,252</u>	<u>4,954</u>	<u>3,201</u>

12. Other current financial assets/Current investment

	(Unit: Thousand Baht)	
	Consolidated and Separate financial statements	
	<u>2020</u>	<u>2019</u>
<u>Debt instruments at amortised cost</u>		
Fixed deposits	-	475,127
Deposits	1,630	-
Total debt instruments at amortised cost	<u>1,630</u>	<u>475,127</u>
<u>Financial assets at FVTPL</u>		
Listed equity investments (Note : 12.1)	1,060	610
Total financial assets at FVTPL	<u>1,060</u>	<u>610</u>
Total other current financial assets	<u>2,690</u>	<u>475,737</u>

As at 31 December 2019, maturity of 3 - 12 months fixed deposits with a bank carried interests between 1.35 to 1.70 percent per annum (2020: None).

12.1 Listed equity investments

Common stock	Consolidated and separate financial statements					
	2020			2019		
	Shares	Cost	Fair value	Shares	Cost	Fair value
(Thousand Shares)	(Thousand Baht)	(Thousand Baht)	(Thousand Shares)	(Thousand Baht)	(Thousand Baht)	
Samart Digital Plc.	3,000	4,430	970	3,000	4,430	570
Less: Change in value		(3,460)			(3,860)	
Total		<u>970</u>			<u>570</u>	
Samart Digital Plc. (SDC-W1)	500	30	90	500	30	40
Add: Change in value		<u>60</u>			<u>10</u>	
Total		<u>90</u>			<u>40</u>	

Movements of the listed equity investments account for the year ended 31 December 2020 and 2019 were summarised below.

	(Unit: Thousand Baht)	
	Consolidated and separate financial statements	
	<u>2020</u>	<u>2019</u>
Balance at beginning of the year	610	970
Profit (loss) on change in fair value	450	(360)
Balance as at end of the year	<u>1,060</u>	<u>610</u>

13. Other current assets

	(Unit: Thousand Baht)			
	Consolidated financial statements		Separate financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Withholding tax deducted at source	48,121	50,392	47,814	50,324
Prepaid expenses	10,172	13,478	9,004	13,390
Undue input value added tax	692	1,028	693	1,076
Others	936	2,770	815	1,562
Total	<u>59,921</u>	<u>67,668</u>	<u>58,326</u>	<u>66,352</u>

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

However, the management has used judgement to assess the outcome of the refund claims and believes that no loss will result. Therefore, no allowance for diminution in value of withholding tax deducted at sources is recorded as at the end of reporting period.

14. Investment in subsidiaries

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

Company's name	Paid-up capital		Shareholding percentage		Cost		Allowance for impairment of investment		Carrying amounts based on cost method-net	
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019
			(%)	(%)						
One to One Professional Company Limited	Baht 5 Million	Baht 2 Million	100	100	5,000	2,000	(35)	(35)	4,965	1,965
One to One (Cambodia) Company Limited	600,000 USD	600,000 USD	100	100	19,725	19,725	(19,725)	-	-	19,725
Inno Hub Company Limited	Baht 3 Million	Baht 3 Million	100	100	3,000	3,000	-	-	3,000	3,000
Total					<u>27,725</u>	<u>24,725</u>	<u>(19,760)</u>	<u>(35)</u>	<u>7,965</u>	<u>24,690</u>

During the year, the Company recognised allowance for impairment of investment in One to One (Cambodia) Company Limited, (a subsidiary company), of Baht 19.7 million as other expenses in the separate comprehensive income statement due to current economic uncertainty and the subsidiary's continuing operating loss.

Addition registered share capital

On 24 February 2020, a meeting of the Board of Director of the Company passed a resolution to approve the increase of One to One Professional Company Limited, a subsidiary company, share capital from Baht 2 million (200,000 ordinary shares of Baht 10) to Baht 5 million (500,000 ordinary shares of Baht 10 each) through an issuance of addition 300,000 ordinary shares of Baht 10 each. The Company fully paid in March 2020. The subsidiary company registered the addition share capital with the Ministry of Commerce on 20 March 2020.

15. Equipment

(Unit: Thousand Baht)

	Consolidated financial statements					Total
	Office equipment	Tools and equipment	Computer	Motor vehicles	Equipment under installation	
Cost						
1 January 2019	39,679	703,182	220,620	4,858	9,450	977,789
Additions	7,600	1,923	3,199	-	-	12,722
Disposals and write-off	(3,306)	(47,188)	(24)	(2,617)	-	(53,135)
Transfer in/(Transfer out)	-	9,450	-	-	(9,450)	-
Translation adjustment	(126)	(190)	(191)	-	-	(507)
31 December 2019	43,847	667,177	223,604	2,241	-	936,869
Additions	80	10,592	72	-	431	11,175
Disposals and write-off	(2,260)	(3,745)	(1,020)	-	-	(7,025)
Transfer in/(Transfer out)	(15)	15	-	-	-	-
Translation adjustment	(6)	(10)	(11)	-	-	(27)
31 December 2020	41,646	674,029	222,645	2,241	431	940,992
Accumulated depreciation						
1 January 2019	29,849	665,826	196,853	4,858	-	897,386
Depreciation for the year	3,690	17,059	10,983	-	-	31,732
Accumulated depreciation on disposals and write-off	(3,294)	(47,187)	(19)	(2,617)	-	(53,117)
Translation adjustment	(118)	(177)	(190)	-	-	(485)
31 December 2019	30,127	635,521	207,627	2,241	-	875,516
Depreciation for the year	3,764	17,257	8,058	-	-	29,079
Accumulated depreciation on disposals and write-off	(2,258)	(3,744)	(1,020)	-	-	(7,022)
Translation adjustment	958	(979)	(10)	-	-	(31)
31 December 2020	32,591	648,055	214,655	2,241	-	897,542
Net book value						
31 December 2019	13,720	31,656	15,977	-	-	61,353
31 December 2020	9,055	25,974	7,990	-	431	43,450
Depreciation for the year						
2019 (Baht 29.2 million included in cost of services, and the balance in selling and administrative expenses)						31,732
2020 (Baht 26.4 million included in cost of services, and the balance in selling and administrative expenses)						29,079

(Unit: Thousand Baht)

	Separate financial statements					Total
	Office equipment	Tools and equipment	Computer	Motor vehicles	Equipment under installation	
Cost						
1 January 2019	37,931	700,319	217,090	4,858	9,450	969,648
Additions	7,356	1,923	3,163	-	-	12,442
Disposals and write-off	(3,152)	(47,187)	(1,714)	(2,617)	-	(54,670)
Transfer in/(Transfer out)	-	9,450	-	-	(9,450)	-
31 December 2019	42,135	664,505	218,539	2,241	-	927,420
Additions	-	3,560	1,385	-	431	5,376
Disposals and write-off	(2,260)	(6,056)	(1,020)	-	-	(9,336)
31 December 2020	39,875	662,009	218,904	2,241	431	923,460
Accumulated depreciation						
1 January 2019	28,162	663,272	193,498	4,858	-	889,790
Depreciation for the year	3,626	16,847	10,895	-	-	31,368
Accumulated depreciation on disposals and write-off	(3,139)	(47,187)	(19)	(2,617)	-	(52,962)
31 December 2019	28,649	632,932	204,374	2,241	-	868,196
Depreciation for the year	3,709	15,301	7,961	-	-	26,971
Accumulated depreciation on disposals and write-off	(2,258)	(3,745)	(1,020)	-	-	(7,023)
31 December 2020	30,100	644,488	211,315	2,241	-	888,144
Net book value						
31 December 2019	13,486	31,573	14,165	-	-	59,224
31 December 2020	9,775	17,521	7,589	-	431	35,316
Depreciation for the year						
2019 (Baht 28.9 million included in cost of services, and the balance in selling and administrative expenses)						31,368
2020 (Baht 24.4 million included in cost of services, and the balance in selling and administrative expenses)						26,971

As at 31 December 2020, certain equipment items of the Group has been fully depreciated but are still in use. The gross carrying amount before deducting accumulated depreciation of those assets amounted to approximately Baht 814 million (2019: Baht 807 million) and separate financial statements: Baht 808 million (2019: Baht 801 million).

16. Leases

16.1 The Group as a lessee

The Group has lease contracts for various items of assets used in its operations. Leases generally have lease terms between 2 - 10 years.

a) Right-of-use assets and lease liabilities

Movements in the right-of-use assets accounts during the year ended 31 December 2020 are summarised below.

	(Unit: Thousand Baht)	
	Building and improvement	
	Consolidated financial statements	Separate financial statements
As at 1 January 2020	65,538	63,906
Additions	417	-
Depreciation for the year	(13,204)	(12,295)
As at 31 December 2020	<u>52,751</u>	<u>51,611</u>

b) Lease liabilities

	(Unit: Thousand Baht)	
	Consolidated financial statements	Separate financial statements
Lease payments	62,334	61,148
Less: Deferred interest expenses	(7,474)	(7,443)
Total	<u>54,860</u>	<u>53,705</u>
Less: Current Portion	<u>(11,958)</u>	<u>(11,030)</u>
Liabilities under lease agreements - net of current portion	<u>42,902</u>	<u>42,675</u>

A maturity analysis of lease payments is disclosed in Note 31.1 under the liquidity risk.

Movements in lease liabilities during the year ended 31 December 2020 are summarised below.

	(Unit: Thousand Baht)	
	Consolidated financial statements	Separate financial statements
Balance as at 1 January 2020	65,538	63,906
Add: Accretion of interest	2,559	2,514
Increase during the year	417	-
Less: Payments during the year	(13,654)	(12,715)
Balance as at 31 December 2020	<u>54,860</u>	<u>53,705</u>

c) Expenses relating to leases that are recognised in profit or loss

	(Unit: Thousand Baht)	
	For the year ended 31 December 2020	
	Consolidated financial statements	Separate financial statements
Depreciation expenses of right-of-use assets	13,204	12,294
Interest expenses on lease liabilities	2,559	2,514
Expense relating to short-term leases	4,036	4,036
Expenses relating to leases of low-value assets	17	17

d) Other

The Group had total cash outflows for leases for the year ended 31 December 2020 of Baht 17.7 million, including the cash outflow related to short-term lease, leases of low-value assets. Moreover, the Group had non-cash additions to right-of-use assets and lease liabilities of 0.4 million

17. Intangible assets

(Unit: Thousand Baht)

	Consolidated financial statements			Separate financial statements		
	Computer software		Total	Computer software		Total
	Computer software	under installation		Computer software	under installation	
Cost						
1 January 2019	79,339	105	79,444	78,131	105	78,236
Additions	4,935	5,896	10,831	4,935	1,439	6,374
Transfer in/(Transfer out)	4,044	(4,044)	-	-	-	-
Translation adjustment	(86)	-	(86)	-	-	-
31 December 2019	88,232	1,957	90,189	83,066	1,544	84,610
Additions	1,562	7,098	8,660	1,184	3,251	4,435
Disposals	(32)	-	(32)	(32)	-	(32)
Transfer in/(Transfer out)	6,301	(6,474)	(173)	2,114	(2,287)	(173)
Translation adjustment	(4)	-	(4)	-	-	-
31 December 2020	96,059	2,581	98,640	86,332	2,508	88,840
Accumulated amortisation						
1 January 2019	55,047	-	55,047	54,164	-	54,164
Amortisation for the year	5,614	-	5,614	5,489	-	5,489
Translation adjustment	(65)	-	(65)	-	-	-
31 December 2019	60,596	-	60,596	59,653	-	59,653
Amortisation for the year	5,954	-	5,954	4,736	-	4,736
Disposals	(20)	-	(20)	(20)	-	(20)
Translation adjustment	(6)	-	(6)	-	-	-
31 December 2020	66,524	-	66,524	64,369	-	64,369
Net book value						
31 December 2019	27,636	1,957	29,593	23,413	1,544	24,957
31 December 2020	29,535	2,581	32,116	21,963	2,508	24,471

As at 31 December 2020, certain intangible assets items have been fully amortised but are still in use. The gross carrying amount before deducting accumulated amortisation of those assets amounted to approximately Baht 44.7 million (2019: Baht 43.7 million) and the Company only Baht 44.0 million (2019: Baht 43.1 million).

18. Trade and other payables

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements	financial statements	financial statements	financial statements
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Trade accounts payable - unrelated parties	4,860	4,144	4,752	4,144
Trade accounts payable - related parties (Note 7)	2,292	12,162	2,483	12,729
Other payables - unrelated parties	2,968	3,054	2,231	2,656
Other payables - related parties (Note 7)	6,742	18,375	6,882	18,575
Accrued project cost	1,706	420	449	420
Accrued expenses	20,185	35,476	20,572	34,533
Total trade and other payables	<u>38,753</u>	<u>73,631</u>	<u>37,369</u>	<u>73,057</u>

19. Other current liabilities

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements	financial statements	financial statements	financial statements
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Undue output VAT	11,051	10,534	11,044	10,658
Value added tax payable	156	2,580	820	2,793
Others	13,978	2,765	13,699	2,663
Total other current liabilities	<u>25,185</u>	<u>15,879</u>	<u>25,563</u>	<u>16,114</u>

20. Provision for long-term employee benefits

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

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Provision for long-term employee benefits at beginning of year	16,977	13,640	16,141	13,640
Included in profit or loss:				
Current service cost	1,272	1,159	1,177	1,159
Interest cost	260	370	244	370
Past service cost	-	4,726	-	4,726
Transfer employees	-	-	(273)	(172)
Benefit paid during the year	(805)	-	(805)	-
Included in other comprehensive income:				
Actuarial (gain) loss arising from				
Demographic assumptions changes	-	(2,841)	-	(2,563)
Financial assumptions changes	(347)	1,682	(267)	1,529
Experience adjustments	(2,060)	(1,759)	(2,187)	(2,548)
Provision for long-term employee benefits at end of year	<u>15,297</u>	<u>16,977</u>	<u>14,030</u>	<u>16,141</u>

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 was effective from 5 May 2019. This change was considered a post-employment benefits plan amendment and the Group had additional long-term employee benefit liabilities of Baht 4.7 million (The Company: Baht 4.7 million) as a result. The Group reflected the effect of the change by recognising past service costs as expenses in the comprehensive income statement of for the year ended 31 December 2019.

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

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Cost of service	1,026	5,207	898	5,081
Selling expenses	22	38	14	38
Administrative expenses	484	1,010	236	964
Total expenses recognised in profit or loss	<u>1,532</u>	<u>6,255</u>	<u>1,148</u>	<u>6,083</u>

The Group expects, that there is no long-term employee benefits payment during the next year.

As at 31 December 2020, the weighted average duration of the liabilities for long-term employee benefit is 13 years (2019: 14 years).

Significant actuarial assumptions are summarised below:

	Consolidated and Separate	
	financial statements	
	<u>2020</u>	<u>2019</u>
	(% per annum)	(% per annum)
Discount rate	1.1 - 1.6	1.6
Salary increase rate	2.5 - 5.0	2.5 - 5.5
Turnover rate	0 - 32	0 - 32

The result of sensitivity analysis for significant assumptions that affect the present value of the long-term employee benefit obligation as at 31 December 2020 and 2019 are summarised below:

	(Unit: million Baht)			
	Consolidated financial statements			
	Increase 1 %		Decrease 1%	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Discount rate	(1.6)	(1.7)	1.8	1.9
Salary increase rate	1.6	1.8	(1.4)	(1.6)
	Increase 20%		Decrease 20%	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Turnover rate	(2.4)	(2.8)	3.3	3.3

(Unit: million Baht)

	Separate financial statements			
	Increase 1 %		Decrease 1%	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Discount rate	(1.4)	(1.7)	1.6	1.9
Salary increase rate	1.4	1.8	(1.3)	(1.6)
	Increase 20%		Decrease 20%	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Turnover rate	(2.1)	(2.8)	2.9	3.3

21. Statutory reserve

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

During the year 2019, the Company set aside an additional statutory reserve of its net profit of Baht 1.9 million (2020: nil).

22. Revenue from contracts with customers

22.1 Revenue recognised in relation to contract balances

	(Unit: Thousand Baht)	
	Consolidated and Separate financial statements	
	<u>2019</u>	<u>2020</u>
Revenue recognised in during the year that was included in contract liabilities at the beginning of the year	55	134
	<u>55</u>	<u>134</u>

22.2 Revenue to be recognised for the remaining performance obligations

As at 31 December 2020, revenue of the Group totaling Baht 525.3 million (2019: Baht 673.8 million) is expected to be recognised in the future in respect of performance obligations under contracts with customers that are incompleting which the Group expects to respect of the performance obligations under contracts within 5 years (2019: 4 years).

22.3 Other income

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. Finally on 2 August 2019, the Supreme Court affirmed the judgment and ordered such government agency was to repay the full amount of debt with interest and court fees totaling of Baht 104.5 million which include the interest charged by Baht 25.6 million on 13 September 2019, to the Company. The Company recorded this interest as included in other income in the comprehensive income statement for the year 2019.

23. Expenses by nature

Significant expenses classified by nature are as follows:

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Salaries and wages and other employee benefits	463,434	560,159	438,907	554,460
Depreciation	41,376	31,734	39,268	31,371
Purchase equipment and service of project for sales	21,214	2,346	20,903	1,960
Rental expenses from operating lease agreements	26,500	41,235	25,204	39,239
Repair and maintenance expenses	37,259	28,671	36,264	28,220
Changes in work in process	1,702	1,288	1,753	1,338
Amortisation expenses	5,610	5,614	4,736	5,488
Expected credit losses (2019: loss on doubtful debts)	46,261	940	46,261	940
Loss on impairment of investment in subsidiary	-	-	19,725	-

24. Income tax

Income tax expenses for the years ended 31 December 2020 and 2019 are summarised below:

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Current income tax:				
Current income tax charge	203	1,416	158	1,361
Deferred tax:				
Relating to origination and reversal of temporary differences	(880)	1,135	(545)	1,169
Income tax expense (income) reported in the statement of comprehensive income	(677)	2,551	(387)	2,530

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

	(Unit: Thousand Baht)			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Accounting profit (loss) before tax	(49,528)	35,560	(58,891)	39,622
Applicable tax rate	20%	20%	20%	20%
Accounting profit before tax multiplied by applicable tax rate	(9,906)	7,112	(11,778)	7,924
Effects of:				
Non-deductible expenses	60	63	60	63
Additional expense deductions allowed	(1,857)	(1,822)	(1,857)	(1,822)
Unrecognised tax losses from the Group	(2,162)	777	-	-
Deferred tax assets not recognised	13,199	-	13,199	-
Utilisation of tax loss carried forward	-	(3,635)	-	(3,635)
Others	(11)	56	(11)	-
Total	9,229	(4,561)	11,391	(5,394)
Income tax expenses (income) reported in the statement of comprehensive income	(677)	2,551	(387)	2,530

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

(Unit: Thousand Baht)

	Statements of financial position			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Deferred tax assets				
Unrealised loss from revaluation of temporary investment	680	770	680	770
Accrued project cost	341	84	90	84
Provision for long-term employee benefits	3,060	3,395	2,806	3,228
Accrued vacation leave	142	149	138	149
Depreciation difference from tax rate	729	1,027	729	1,027
Allowance for expected credit losses (2019: Allowance for doubtful debts)	548	555	548	555
Leases	422	-	419	-
Others	1,277	820	1,277	820
Total deferred tax assets	<u>7,199</u>	<u>6,800</u>	<u>6,687</u>	<u>6,633</u>

As at 31 December 2020, the Group had deductible temporary differences and unused temporarily differences tax losses of Baht 78.99 million and USD 0.28 million (equivalent to Baht 8.4 million) (2019: Baht 3.66 million and USD 0.47 million (equivalent to Baht 16 million)) on which deferred tax assets have not been recognised as the Group believes future taxable profits may not be sufficient to allow utilization of temporary differences and unused tax losses. The unused tax losses will expire by 2025.

25. Earnings (loss) per share

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

26. Dividends

	Approved by	Total dividends (Million)	Dividends per share (Baht)	Paid on
2020				
Dividends from 2019 earnings	A meeting of Board of Directors on 10 April 2020	36.4	0.13	
Less: Interim dividend on earnings for the period as from January to June 2019	A meeting of Board of Directors on 6 August 2019	(8.4)	(0.03)	5 September 2019
Dividends from earnings for the year 2019 paid in 2020		28.0	0.10	5 May 2020
Add: Interim dividend on earnings for the period as from January to June 2020	A meeting of Board of Directors on 10 August 2020	5.6	0.02	3 September 2020
Interim dividend on retain earnings as at 31 October 2020	A meeting of Board of Directors on 20 November 2020	224.0	0.80	18 December 2020
Total dividends for 2020		<u>257.6</u>	<u>0.92</u>	
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	(11.2)	(0.04)	6 September 2018
Dividends from earnings for the year 2018 paid in 2019		11.2	0.04	22 May 2019
Add: Interim dividend on earnings for the period as from January to June 2019	A meeting of Board of Directors on 6 August 2019	8.4	0.03	5 September 2019
Total dividends for 2019		<u>19.6</u>	<u>0.07</u>	

27. Segment information

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

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

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

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

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

The following tables present revenue and profit information regarding the Group' operating segments for the year ended 31 December 2020 and 2019.

(Unit: Thousand Baht)

	Outsourced Contact Center Services and System Maintenance		Turnkey Total Solutions		Total reportable segments		Adjustments and eliminations		Consolidated	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
	Sale, contract work and service income									
Revenue from external customers	620,303	725,843	39,572	9,513	659,875	735,356	-	-	659,875	735,356
Revenue from related parties	19,836	18,672	7,052	4,744	26,888	23,416	(7,928)	(2,489)	18,960	20,927
Total sale, contract work and service income	640,139	744,515	46,624	14,257	686,763	758,772	(7,928)	(2,489)	678,835	756,283
Cost of sales, contract work and services	(563,963)	(662,902)	(46,356)	(11,628)	(610,319)	(674,530)	7,928	2,457	(602,391)	(672,073)
Segment profit	76,176	81,613	268	2,629	76,444	84,242	-	(32)	76,444	84,210
Other income									6,256	34,244
Selling and services expenses									(6,742)	(2,510)
Administrative expenses									(75,188)	(78,958)
Other expenses									(47,585)	(1,300)
Finance cost									(2,713)	(126)
Operating profit (loss)									(49,528)	35,560
Income tax (expense) income									677	(2,551)
Profit (loss) for the year									<u>(48,851)</u>	<u>33,009</u>
Timing of revenue recognition:										
Revenue recognised at a point in time									-	-
Revenue recognised over time									678,835	756,283
Total revenue from contracts with customers									<u>678,835</u>	<u>756,283</u>

Geographic information

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

	(Unit: Thousand Baht)	
	<u>2020</u>	<u>2019</u>
<i>Revenue from external customers</i>		
Thailand	674,325	750,773
Cambodia	4,510	5,510
Total	<u>678,835</u>	<u>756,283</u>
<i>Non-current assets (Other than financial instruments and deferred tax assets)</i>		
Thailand	129,097	100,818
Cambodia	236	974
Total	<u>129,333</u>	<u>101,792</u>

Major customers

For the year 2020, the Company obtained revenue from one major customer in an amount of Baht 131.4 million (2019: Baht 66.5 million), arising from Outsourced Contact Center Services and System Maintenance.

28. Provident fund

The Group and its employees have jointly established a provident fund in accordance with the Provident Fund Act B.E. 2530. The Group contributed to the fund monthly at the rate of 3 percent to 10 percent of basic salary, and the employees contributed to the fund monthly at the rate 3 percent to 15 percent of basic salary, the fund, which is managed by Bangkok Bank Public Company Limited, will be paid to the employees upon termination in accordance with the fund rules. During the year 2020, the Group contributed amounting to Baht 6.1 million (2019: Baht 6.4 million) were recognised as expenses.

29. Commitments and contingent liabilities

The Group has commitments and contingent liabilities other than those disclosed in other notes as follow:

29.1 Operating lease and services commitments

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

As at 31 December 2020 and 2019, future minimum lease payments required under these non-cancelable operating leases contracts were as follows.

	(Unit: Million)			
	Consolidated		Separate	
	financial statements		financial statements	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Currency: Baht				
Payable within				
1 year	38.7	30.6	38.3	30.6
2 - 3 years	40.9	15.2	40.2	15.2
	<u>79.6</u>	<u>45.8</u>	<u>78.5</u>	<u>45.8</u>
Currency: US dollar				
Payable within				
1 year	-	0.04	-	-
	<u>-</u>	<u>0.04</u>	<u>-</u>	<u>-</u>

29.2 Guarantees

As at 31 December 2020, there were outstanding bank guarantees of approximately Baht 74.8 million (2019: Baht 92 million) issued by banks on behalf of the Company in respect of certain performance bonds as required in the normal course of business. The details of bank guarantees are as follows:

	(Unit: Million Baht)	
	Consolidated and Separate financial statements	
	<u>2020</u>	<u>2019</u>
Performance guarantees	74.5	91.7
Guarantee electricity use	0.3	0.3
	<u>74.8</u>	<u>92.0</u>

30. Fair value of financial instruments

As at 31 December 2020 and 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	
	<u>2020</u>	<u>2019</u>
Assets measured at fair value		
Financial assets measured at FVTPL		
Equity instruments	1.10	0.61
(2019: Held for investments Equity instruments)		

31. Financial instruments

Financial risk management objectives and policies

The Group's financial instruments principally comprise cash and cash equivalents, trade accounts receivable, loans and investments in Equity instruments. The financial risks associated with these financial instruments and how they are managed is described below.

31.1 Credit risk

The Group is exposed to credit risk primarily with respect to trade accounts receivable, loans, deposits with banks and financial institutions and other financial instruments. The maximum exposure to credit risk is limited to the carrying amounts as stated in the statement of financial position. The Group's maximum exposure relating to derivatives is noted in the liquidity risk topic.

Trade receivables and contract assets

The Group manages the risk by adopting appropriate credit control policies and procedures and therefore does not expect to incur material financial losses. Outstanding trade receivables. In addition, the majority of sales and services of the Group are supplied to creditworthy customers such as state enterprises, government agencies and financial institutions. It has a large customer base.

An impairment analysis is performed at each reporting date to measure expected credit losses. The provision rates are based on days past due for groupings of various customer segments with similar credit risks. The Group classifies customer segments by customer type. The calculation reflects the probability-weighted outcome, the time value of money and reasonable and supportable information that is available at the reporting date about past events, current conditions and forecasts of future economic conditions.

Financial instruments and cash deposits

The Group manages the credit risk from balances with banks by making investments only with approved counterparties and within credit limits assigned to each counterparty. Counterparty credit limits are reviewed by the Group's Board of Directors on an annual basis, and may be updated throughout the year subject to approval of the Group's Executive Committee. The limits are set to minimise the concentration of risks and therefore mitigate financial loss through a counterparty's potential failure to make payments.

The credit risk on debt instruments and derivatives is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies.

31.2 Market risk

There are two types of market risk comprising interest rate risk and currency risk.

Interest rate risk

The Group's exposure to interest rate risk relates primarily to its cash at banks and short-term loan to related parties. Most of the Group's financial assets and liabilities bear floating interest rates or fixed interest rates which are close to market rate.

As at 31 December 2020 and 2019, significant financial assets and liabilities classified by type of interest rate are summarised in the table below, with those financial assets and liabilities that carry fixed interest rates further classified based on the maturity date, or the repricing date if this occurs before the maturity date.

(Unit: Million Baht)

Consolidated financial statements										
	Fixed interest rates		Floating interest rate				Total		Effective interest rate	
	within 1 year		Floating interest rate		Non- interest bearing		Total		(% per annum)	
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019
Financial Assets										
Cash and cash equivalent	-	-	306.3	77.4	0.1	0.1	306.4	77.5	0.05 - 0.65	0.10 - 1.30
Fixed deposits	-	475.1	-	-	-	-	-	475.1	-	1.35 - 1.70
Trade and other receivables	-	-	-	-	122.9	168.2	122.9	168.2	-	-
Accrued income	-	-	-	-	52.0	74.1	52.0	74.1	-	-
	-	475.1	306.3	77.4	175.0	242.4	481.3	794.9		
Financial liabilities										
Trade and other payables	-	-	-	-	38.8	73.6	38.8	73.6	-	-
	-	-	-	-	38.8	73.6	38.8	73.6		

(Unit: Million Baht)

Separate financial statements										
	Fixed interest rates						Total		Effective interest rate	
	within 1 year		Floating interest rate		Non- interest bearing				(% per annum)	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
Financial Assets										
Cash and cash equivalent	-	-	301.7	71.8	0.1	0.1	301.8	71.9	0.05 - 0.65	0.10 - 1.30
Fixed deposits	-	475.1	-	-	-	-	-	475.1	-	1.35 - 1.70
Trade and other receivables	-	-	-	-	127.1	171.4	127.1	171.4	-	-
Short-term loans to related parties	28.0	6.0	-	-	-	-	28.0	6.0	1.95	1.95
Accrued income	-	-	-	-	50.6	73.9	50.6	73.9	-	-
	<u>28.0</u>	<u>481.1</u>	<u>301.7</u>	<u>71.8</u>	<u>177.8</u>	<u>245.4</u>	<u>507.5</u>	<u>798.3</u>		
Financial liabilities										
Trade and other payables	-	-	-	-	37.4	73.1	37.4	73.1	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>37.4</u>	<u>73.1</u>	<u>37.4</u>	<u>73.1</u>		

Foreign currency risk

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

The balances of financial liabilities denominated in foreign currencies as at 31 December 2020 and 2019 are summarised below.

Foreign currency	Consolidated		Separate		Exchange rate as at	
	financial statements		financial statements		31 December	
	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>	<u>2020</u>	<u>2019</u>
	(Million)		(Million)		(Baht per 1 foreign currency unit)	
Financial liabilities						
US dollar	0.01	0.09	0.01	0.09	30.2068	30.3313

Foreign currency sensitivity

As at 31 December 2020 and 2019, the Company's exposure to foreign currency changes is not material.

31.3 Liquidity risk

The Group monitors the risk of shortage of liquidity position by maintain level of cash and cash equivalent and has credit lines with various banks. As at 31 December 2020, the Group has assessed the sufficient of the group's net working capital to refinancing its debt in financial statements and concluded it is to be low.

The table below summarises the maturity profile of the Company's non-derivative financial liabilities and derivative financial instruments as at 31 December 2020 based on contractual undiscounted cash flows:

	(Unit: Thousand Baht)		
	Consolidated financial statements		
	Within 1 year	More than 1 - 5 years	Total
Non-derivatives			
Trade and other payables	38,753	-	38,753
Lease liabilities (Note 16)	11,958	42,902	54,860
Total non-derivatives	50,711	42,902	93,613

	(Unit: Thousand Baht)		
	Separate financial statements		
	Within 1 year	More than 1 - 5 years	Total
Non-derivatives			
Trade and other payables	37,369	-	37,369
Lease liabilities (Note 16)	11,030	42,675	53,705
Total non-derivatives	48,399	42,675	91,074

31.4 Fair values of financial instruments

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

32. Capital management

The primary objectives of the Company's capital management is to ensure that it has an appropriate financing structure in order to support its business and maximise shareholder value. As at 31 December 2020, the Group's debt-to-equity ratio was 0.2.:1 (2019: 0.1:1) and the Company's debt-to-equity ratio was 0.2:1 (2019: 0.1:1).

33. Approval of financial statements

These financial statements were authorised for issue by the Company's authorised directors on 23 February 2021.