

BLS TM
INTERNATIONAL

Corporate Presentation

March 2017

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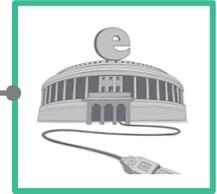
The Company’s financial year ends on March 31.



Company Vision



To become number one G-to-C Service Provider in the world partnering with Governments across the globe



Enabling the Indian Government in achieving the Digital India objective through e-Governance



Services Offered

- Visa
- Passport
- Consular Services
- Attestation & Biometric Services
- E-Governance Services



Target Customer Base

- Diplomatic Missions
- Ministry of Foreign/External Affairs
- State IT & e-Governance Departments
- Overseas e-Governance Market



Quick Highlights



1

Position with respect to visa/passport outsourcing contracts of Indian diplomatic missions



11+

Years of Global experience



9

Client Governments spread around the globe



48

Countries of operation



6,200+

Employee Strength (On-roll + associates)



127

Centers around the globe exclusively working for diplomatic missions



2,147

Citizen Service Centers*



1.7mn

Average applications processed annually **



16 mn

Total applications processed till date***

Note : The data provided here is till 31st January 2017

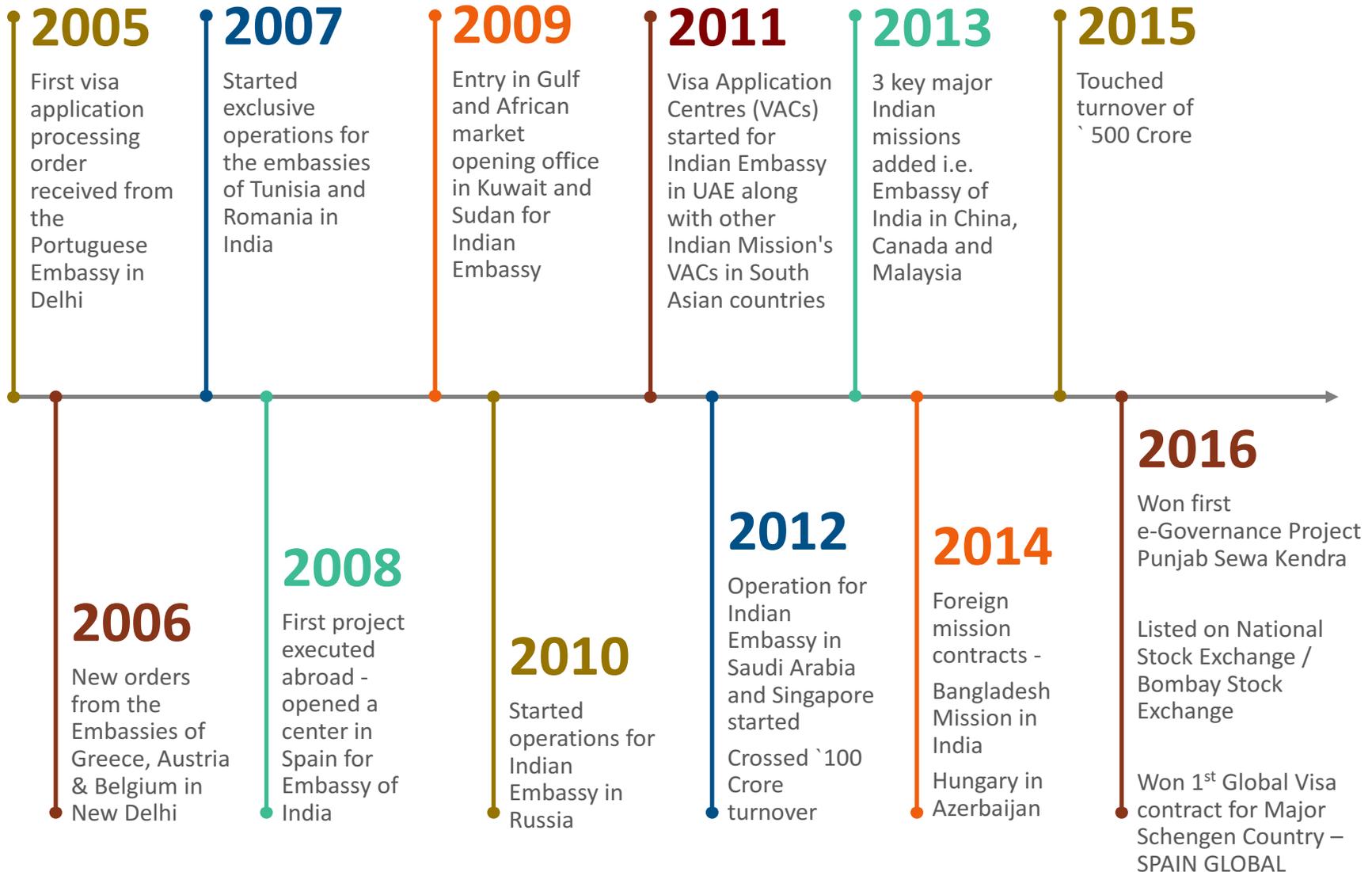
* As per RFP. Citizen Service Centers (CSCs) are constructed by Punjab Government, operated by BLS

** Average for the last 3 years of financial year 2013-14, 14-15, & 15-16

*** Application count consists of all type of applications i.e. Visa, Passport, Consular, Attestation till 31st March 2016



Evolution Timeline



A



Visa, Passport and Consular Application Processing Business



Visa, Passport and Consular Processing Overview

BLS - VISA/PASSPORT APPLICATIONS OUTSOURCING AND TECHNOLOGY SERVICES SPECIALIST

MANAGING ADMINISTRATIVE AND NON-JUDGEMENTAL TASKS FOR CLIENT GOVERNMENTS

Visa Application



- Establishing dedicated, Visa Application Centers (VACs)
- VACs manned by trained staff who:
 - receive visa applications
 - disseminate information
 - capture data digitally & physically
 - Capture Biometric fingerprint scans
 - schedule interviews
 - conduct financial reconciliation

Passport Processing



- Acceptance and processing of applications for:
 - issuance or renewal of passports
 - corrections to passports
 - issue of passports to Persons of Indian Origin
 - government contracts for Machine Readable Passports (MRPs)

Consular Services



- Acceptance and processing of applications for Consular Services, i.e.
 - issuance of birth certificate, marriage certificate, etc.
 - attestation of driving license, attestation of affidavit for obtaining child's passport from country of origin, etc.
- Services extended to Indian Citizen or Citizen of the Client Government

Attestation & Biometric



- Accept documents on behalf of the of the Govt. Ministry and facilitate the Ministry Attestation/Apostille process
- Extend services like translation, state attestation services, etc.
- Collection of finger prints, facial photo, retina scan, etc. with/without passport processing

Customer Convenience Services

BLS also offers a host of additional services for travellers' convenience;



Form Filling



Photograph Services



SMS Alerts



**Email/
Printing**



Travel Desk



Photocopy



Courier Services



Premium Lounge



Translation Services



Insurance

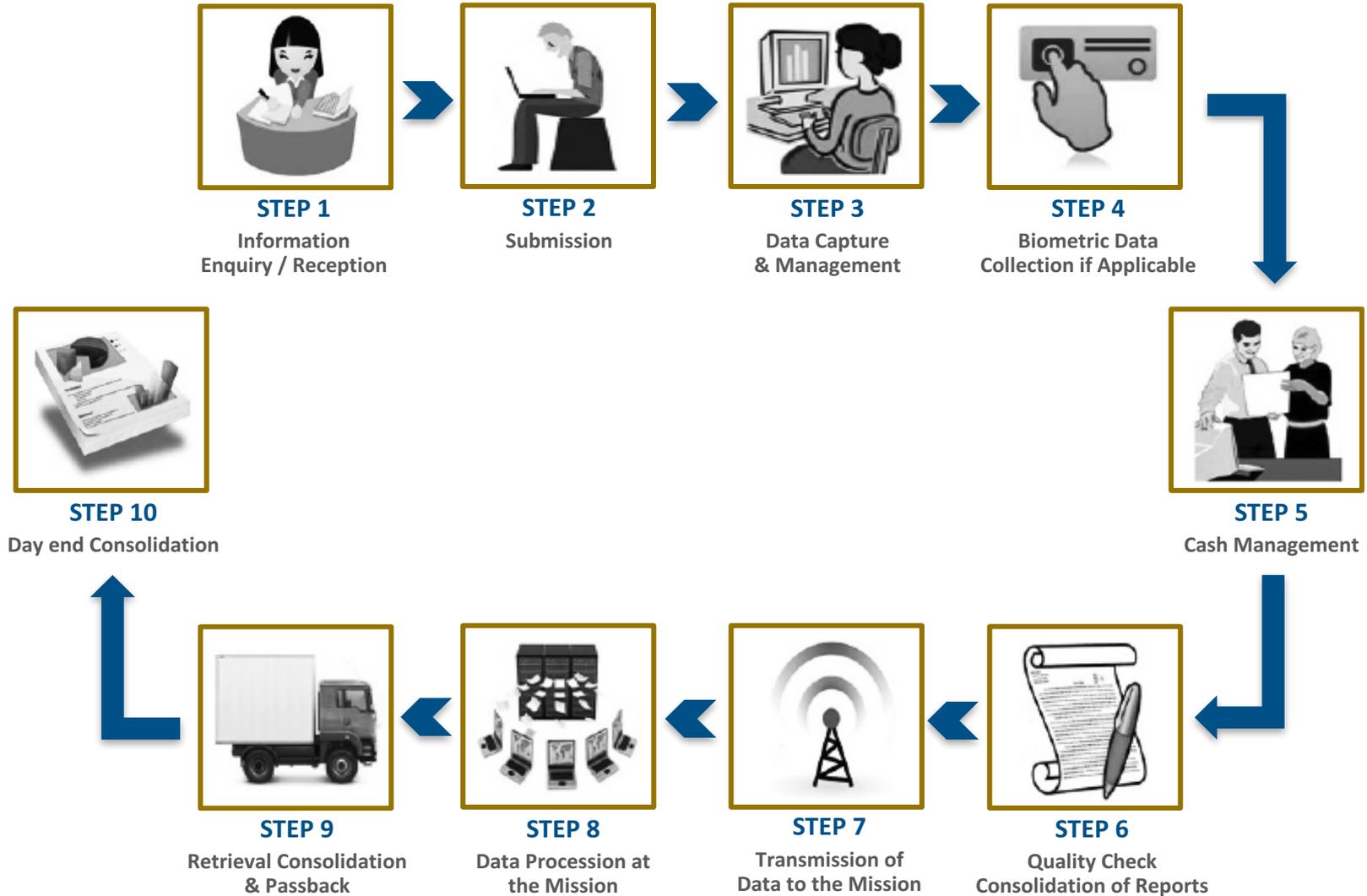


Help Desk



Call Center

Typical Process Flow For Visa, Passport & Consular Processing



Key Contract Terms: An Illustration

1. The contract signed between the Consulate/Ministry/Government and the Service provider is exclusive in nature
2. These projects are on a BOO (Build, Own and Operate) basis wherein:
 - All the expenses are borne by the company and the same is recovered/included within the service fee collected
 - BLS makes arrangements for physical as well as IT infrastructure and manpower as per the requirement laid down in RFP document
 - Service provider also collects the govt. fee and the same is remitted to the government, while retaining the company's service fee component
3. Typical Term: 3-5 years
4. Eligibility Criteria for Bidding Companies: High entry barriers, thus very few players meeting the eligibility conditions for bidding globally

Domain Experience

- Must have a minimum number of years of relevant industry experience
- Simultaneously they must have multi-country, multi-location (within a particular country) and multi-counter (within a particular center) operations of a minimum percentage

Strong Financials

- Should have a minimum net worth
- The average annual turnover should be at least a specified minimum





Operational Track Record

BLS Total application Count (Million)

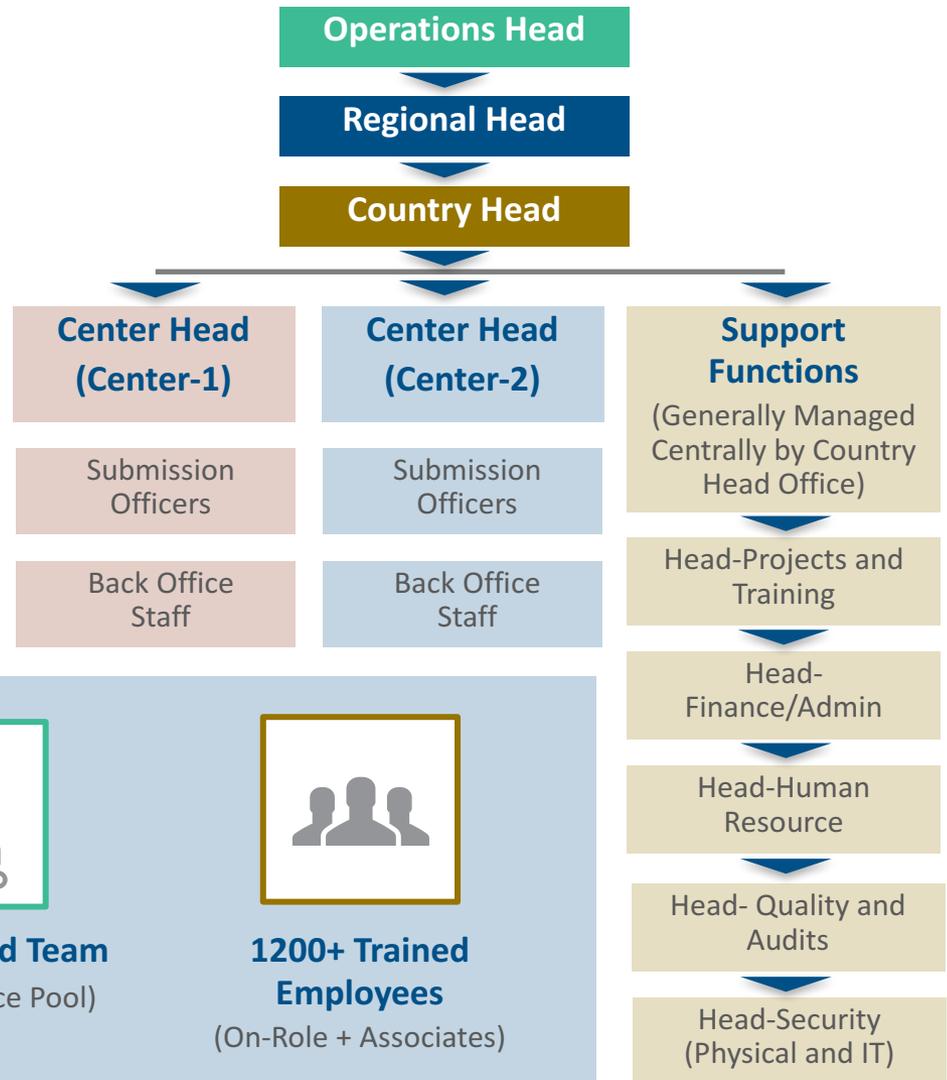


Revenue per Visa/Passport & Consular Services Application (in INR)



Human Resources For Visa, Passport & Consular Services Business

- Global resource pool of 5800+ employees
- Strong foothold in training, local legal compliances, staff retention
- Well organized and pre-defined hierarchy
- Attractive retention policies, local hiring & deployment
- Completely automated and computerized HR process



 <p>4 GTC (Global Training Centers)</p>	 <p>One Dedicated Team (Global Resource Pool)</p>	 <p>1200+ Trained Employees (On-Role + Associates)</p>
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SPAIN GLOBAL, Gateway to EU



**Signing of the First Global Visa outsourcing contract for any Indian Company from a Major European Nation
– SPAIN GLOBAL**



Key Highlights - SPAIN GLOBAL , Gateway to EU *



1st 
 Global Contract for
 Major Schengen
 Country by any
 Indian Company



38+
 Countries of
 operation



100+
 Global Consulate
 offices to be opened



1.8mn
 Average Annual
 Applications to
 be processed



1300+
 Global Employee
 Strength to be added
 (On-roll + associates)



€175mn**
 Contract Value

**BLS International Services Ltd has entered into contract with Spanish Government for processing the Spanish Visa globally on 12th December 2016.*

*** Estimated Revenue as per RFP – MAEC Spain Global.*

B



e-Governance Business



E-Governance Overview

Government of India has clear focus on increasing transparency, delivering benefits directly to citizen under the ambit of Digital India Program:



1. Aimed at providing electronic services to every citizen
2. 44 Mission Mode projects covering a wide range of domains, viz. agriculture, land records, health, education, passports, police, courts, municipalities, commercial taxes, treasuries etc.*
3. Indian Citizen to get benefits of Integration in terms of saving his/her time and money
4. State Governments implementing Single Window System, whereas departments will be integrated (under e-District project) and services will be outsourced to External Service Providers
5. Computerization of departments and roll out of the centers by delivering IT infrastructure, software, manpower and operation for 5-10 years tenure (depending upon the contractual terms)
6. Vision of Digital India **



Source:

*<http://www.digitalindia.gov.in/content/introduction>

**<http://www.digitalindia.gov.in/content/vision-and-vision-areas>



E-Governance Overview

The Company forayed into e-Governance with the Punjab Sewa Kendra Project

- Large & unique e-Governance project in India
- All government services to be provided through a single window system
- BLS will be delivering more than 223 services which come under Right To Services Act, in close coordination with more than 17 departments
- Punjab State e-Governance Society (PSeGS) were already running 160 “Suwidha Kendra” for last five years delivering 70 services in the State of Punjab; these are now part of the 2147 Sewa Kendras
- Sewa Kendras strategically located within 2.5 kilometers distance from one another
- BLS will collect government fee and service charges upfront along with the applications
- Physical infrastructure provided by PSeGS; IT infrastructure and manpower to be supplied by BLS
- All utility bills to be deposited through these Citizen Service Centers (CSCs)**

Note: The information published here is taken from the RFP, and can be viewed/downloaded from the below link: <http://www.dgpunjab.gov.in/>

*As per RFP

**Centers are constructed by Government and operated by BLS

2147

Sewa Kendras*

22

Districts

12.3

Million Applications in 5 months in FY16*

Punjab State e-Governance Project

Largest e-Governance project to be implemented under RTS Act in India

223

Govt. Services

Partnering with Market Leaders



CP PLUS
enhancing vision



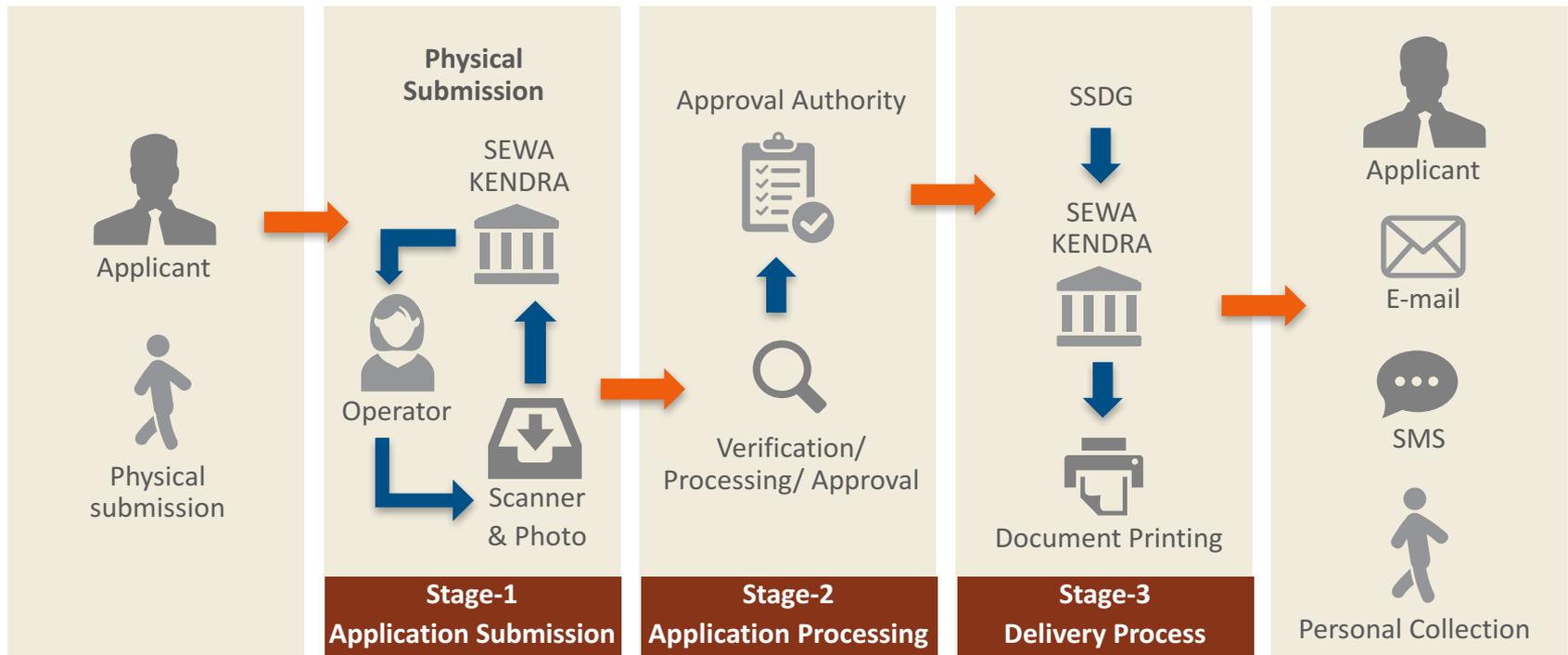
Our Services

Implementation

- Supply, installation and configuration of IT hardware, networking and other peripherals at Sewa Kendras
- Recruitment & training of required personnel

Operations

- Service delivery at Sewa Kendras using state portal
- Transaction management (including cash management & deposit)
- Facilities management (including Security & Insurance of Assets)
- Manpower management
- Consumables management
- Operation of 2,147 Sewa Kendras for 5 years



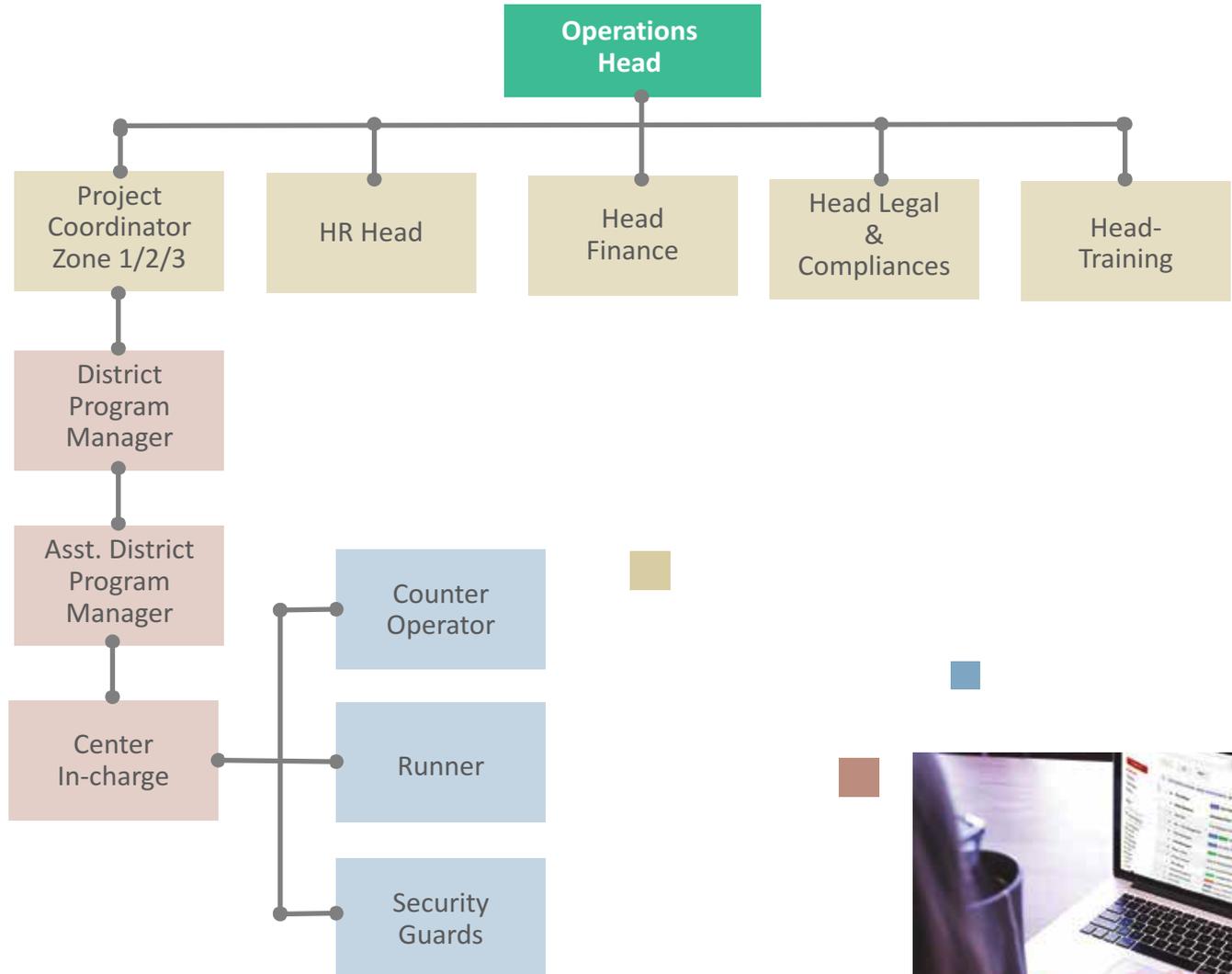


Human Resources For E-Gov Business

3
Zonal Training Centers

45
Key Operations Personnel

4500+
Total Manpower





Opening Citizen Service Centers at a Brisk Pace



323

Centers opened on 12th August, 2016.

485

Centers opened on 11th September, 2016.



376 + 919 + 44

Centers opened on 14th October & 4th November, 2016. Few in December 2016.



In total we have opened

2147*

Sewa Kendras (Centers) out of

2147

to be operational.

* As on 1st January 2017.



Global Operations



Global Footprint of Operations



List of Countries as under

- Russia
- Scotland
- Mauritania
- Bangladesh
- Thailand
- Nigeria
- Dominican Republic
- Algeria
- Morocco
- India
- Vietnam
- Senegal
- Turkey
- Egypt
- Oman
- Pakistan
- Cameroon
- South Africa
- Ukraine
- Jordan
- Qatar
- China
- Equatorial Guinea
- Austria
- United Kingdom
- Israel
- South Arabia
- Indonesia
- Ghana
- Ecuador
- Kuwait
- Tunisia
- Kazakhstan
- Philippines
- Bolivia
- Lebanon
- UAE
- Ivory Coast
- Kenya

Visa and Passport & Consular Services



Attestation Services



E-Governance Services



Tour and Travels



Manpower Services





Market Opportunity and Growth Strategy



Passport and Visa Application Services: Growth and Market

- International travel is consistently increasing with every passing year, fuelling the number of visa applications.
- 2015 marks the 6th consecutive year of above-average annual growth of 4% or more since 2010, as per the UNWTO.
- International tourist arrivals grew by 4.4% in 2015 to reach a total of 1,184 million, This translates to 50 million more international tourists in 2015 as compared to 2014.
- UNWTO forecasts international tourist arrivals to increase by 3.5% to 4.5% over the full year 2016.
- UNWTO's long-term projection stands at 3.8% growth a year for the period 2010 to 2020.
- Governments across the world are outsourcing handling of Visa and Passport Applications to Private Companies. In India, TCS was awarded the Passport Automation Project in 2008, opening the doors for more companies to be service providers to the government.

BLS well-positioned to seize the growing opportunities

- Presence in 48 countries
- Stringent prequalification criteria for all contracts restricting number of players worldwide



Source: <http://media.unwto.org/press-release/2016-01-18/international-tourist-arrivals-4-reach-record-12-billion-2015>

Upcoming Passport and Visa Business Opportunities

Upcoming Business Opportunities			
S. No.	Client Government	No. of Applications*	Year
1	Canada Global	15,00,000	2016
2	Thailand Global for 11 Countries	33,00,000	2016
3	Malaysia	1,90,000	2016
4	Germany	1,71,000	2016
5	Sri Lanka	1,93,000	2016
6	Israel	32,000	2016
7	Bulgaria	25,000	2016
8	Afghanistan	80,000	2016
9	Embassy of Brazil in US	3,00,000	2016
		55,73,000	
1	Swiss Global	35,00,000	2017
2	France Global	5,00,000	2017
3	Greece Global	11,00,000	2017
4	Australia Global	5,00,000	2017
		56,00,000	
1	UK Global	30,00,000	2018
2	Embassy of India, Bahrain	50,000	2018
3	Embassy of India, France	1,50,000	2018
4	Embassy of India, Japan	1,30,000	2018
5	Embassy of India, Saudi Arabia	5,00,000	2018
6	Embassy of India, UK	5,00,000	2018
7	Embassy of India, Washington D.C.	5,00,000	2018
		48,30,000	

Note: The above numbers are based on the internal workings and on the basis of information available on the internet for some of the RFPs
The list is Non-Exhaustive.

*Projected applications per year

6

Global Tenders
in 2017

(Canada, Thailand,
Swiss, UK, France,
Greece etc)*

12

Indian VAC
Tenders

16_{mn}

Annual Applications
to be awarded by
the various
Governments.

E-Governance Space: Growth and Market

- The Indian Government has shown intent and commitment to accelerate the promotion of the e-governance model for transforming the manner in which it renders public services.
- Projects being implemented in both Government-to-Citizen (G2C) and Government-to-Business (G2B) domains, across central ministries and state departments.
- Government leveraging solutions and services from specialist service providers and IT-BPO industry to realize the vision of Digital India.
- Revamping of Mission Mode and Other e-Governance Projects like Transport, PDS, e-Prisons, National Scholarship Portal, Payonline, Checkpost online, etc.
- Apart from India, South East Asian countries also opening up opportunities for players in the e-governance domain.



Upcoming E-Governance Business Opportunities

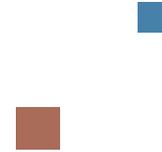
Sr.	Project Opportunity	Client	Annual Volume of Applications	Time Frame
1.	Madhya Pradesh (State wide)*	Dept. of IT & E-Govt. of MP	120 Million	2016-17
2.	ICT for Smart City Bhopal**	Bhopal Smart City Development Corporation Limited	2 Million	2017-18
3.	CSC-Haryana e-Seva **	Haryana State Electronics Development Corporation Limited	20 Million	2018-19
4.	Odisha e-Governance Project**	Odisha e-Governance Services Limited	25 Million	2018-19
5.	Delhi e-Governance ***	Delhi e-Governance Society (DeGS)	12 Million	2017
6.	Maharashtra**	Dept. of IT & E-Governance, Govt. of Maharashtra	120 Million	2018
7.	Jharkhand**	Department of Government Reform, Jharkhand	60 Million	2018-19

Source:

*http://esuvidha.goup.in/wp-content/uploads/2016/07/esuvidha_220716.pdf

**These are the major projects are in pipeline, and the data is based out on the primary consultation with the departments.

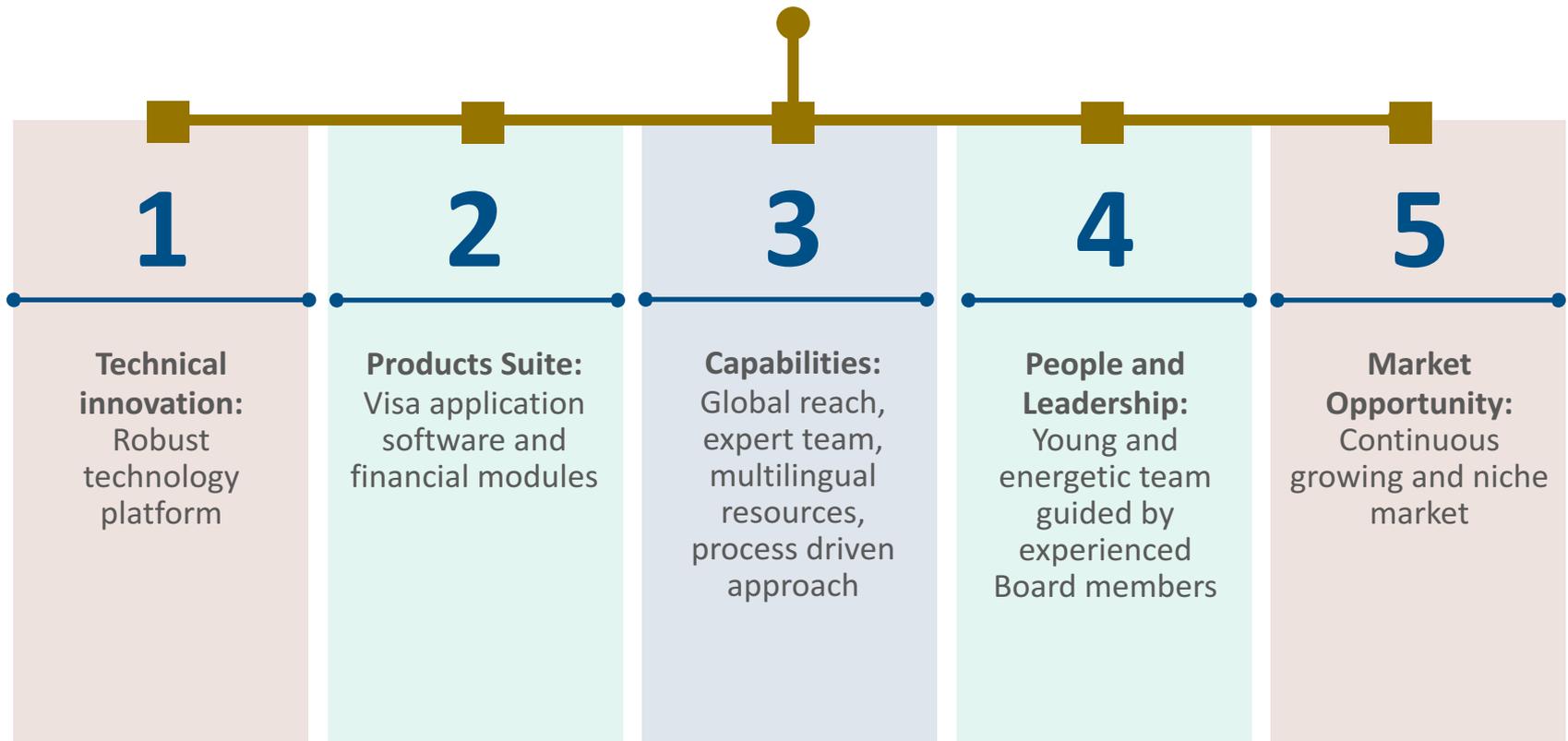
***A tender was published from the Delhi e-Gov Society for hiring Consultant, the process is already on, however there is no published information yet.



Key Business Drivers



Key Business Drivers



Strong Focus on Process

DATA SECURITY

Data collected is purged in accordance with rules defined by the Clients.
Applicant's information is kept confidential on the most secured servers in the world. Servers are established in Asia's largest Tier 4 data center company (CRTLS).

QUALITY CONTROL

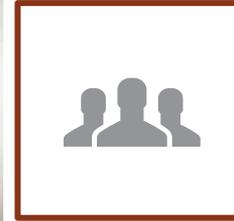
Regular surveys conducted to evaluate customer satisfaction. Internal audit helps in ensuring adherence and evaluating possible enhancements in the quality control systems.

TECHNOLOGY

Investments in technological advancement on regular basis to provide customized solutions to customers and add value to their business.

PHYSICAL SECURITY

Stringent practices followed for maintaining physical security at offices: metal safe for documents, load bag with pad locks, intruder alarm system, smoke detector, emergency exits, fire extinguishers, hand held detectors, metal detectors.



Management Team





Management Team

- **Mr. Nikhil Gupta**, *Managing Director*

Has more than 35 years of experience in all key aspects of business, including Finance, Sales and Marketing, Project Management, IT and Exports in particular to Manufacturing, Materials, Polymers, and Services. He has worked with RPG Cables as Managing Director, Executive Director and CEO. He is an Associate Member of the Institute of Chartered Accountants of India (Merit List) and BA (Hons.) in Economics from Delhi University. His association with BLS brings high value in terms of giving right direction and driving organization towards growth excellence.

- **Mr. Shikhar Aggarwal**, *Joint Managing Director*

A young and dynamic leader, Commerce graduate from Delhi University and a CA aspirant, he has a keen vision to drive BLS to the top. He is actively managing all international operations and is also instrumental in Business Development for new international projects.

- **Mr. Karan Aggarwal**, *Executive Director*

Has graduated in Finance & Management from University of Bradford, UK and has completed the specialization course in Finance from Harvard University. He has a decade-long experience across diversified fields and has also been involved in leading multiple organizations i.e. BLS Polymers, BLS Ecotech and BLS International. He is instrumental in setting up new subsidiaries and all its finances.

- **Mr. Mukul Harmilapi**, *CFO*

A Chartered Accountant by profession, has more than 27 years of experience in multinational corporations across sectors. With strong entrepreneurial and business partnering attitude has been instrumental in verticals of accountancy, risk management, compliance, currency & commodity hedging and fund raising.

- **Ms. Charu Khosla**, *Senior Vice President - Business Development*

Has experience of 16 years in business development and has been associated with BLS for more than a decade. She brings with her tremendous experience in the field of consular services support and has strong relations with key diplomatic personnel across various countries.

Management Team

- **Mr. Jitendra Sahu**, *Senior Vice President - Global Business*

Has over 15 years experience in managing global projects and significantly increasing the revenues from global businesses. He is a member of the core management team at BLS and has rich professional experience in the hospitality and consular services domains.

- **Mr. Merzban Majoo**, *Senior Vice President - Global Operations*

Has more than 25 years of experience and is responsible for managing the global operations. With his innovative ideas for enhancing employee productivity and customer satisfaction, BLS has achieved a benchmark in operational efficiency. He has a flair for languages and speaks Russian, German, Gujarati, English, Hindi and Arabic with ease.

- **Mr. Satish Kumar**, *HR Head*

Has over 13 years experience in all key aspects of Human Resource Management, Human Resources Information Systems, and Learning & Development. He has worked with Vayam Technology, Posco ICT, Intrepcon Services & Cosmic Softech Limited. He has done an MBA program in HR & IT from IIBM. He is responsible for bringing human resource values, managing cultural values of the organization, and leading a young and dynamic team to manage rich pool of expert resources world-wide.

- **Mr. Prabal Banerjee**, *Head - IT*

Has more than 15 years of experience in the field of information technology and has held the senior management position in multiple firms. He has an expert team of software developers and data base engineers, which has been instrumental in setting up the IT infrastructure and deploying the software applications successfully.

- **Mr. Vicky Jain**, *Operation Head - Call Center Operations*

Has more than 16 years of experience in companies like Serco and Spice. He is currently heading the Call Center operations.



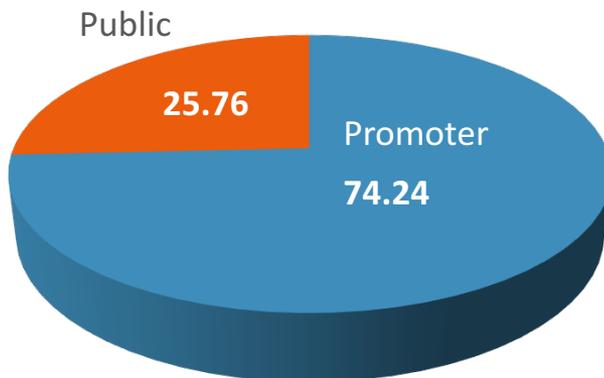
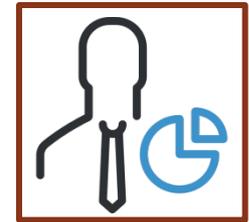


Corporate Structure, Shareholding Pattern and Promoter Group



Shareholding Pattern

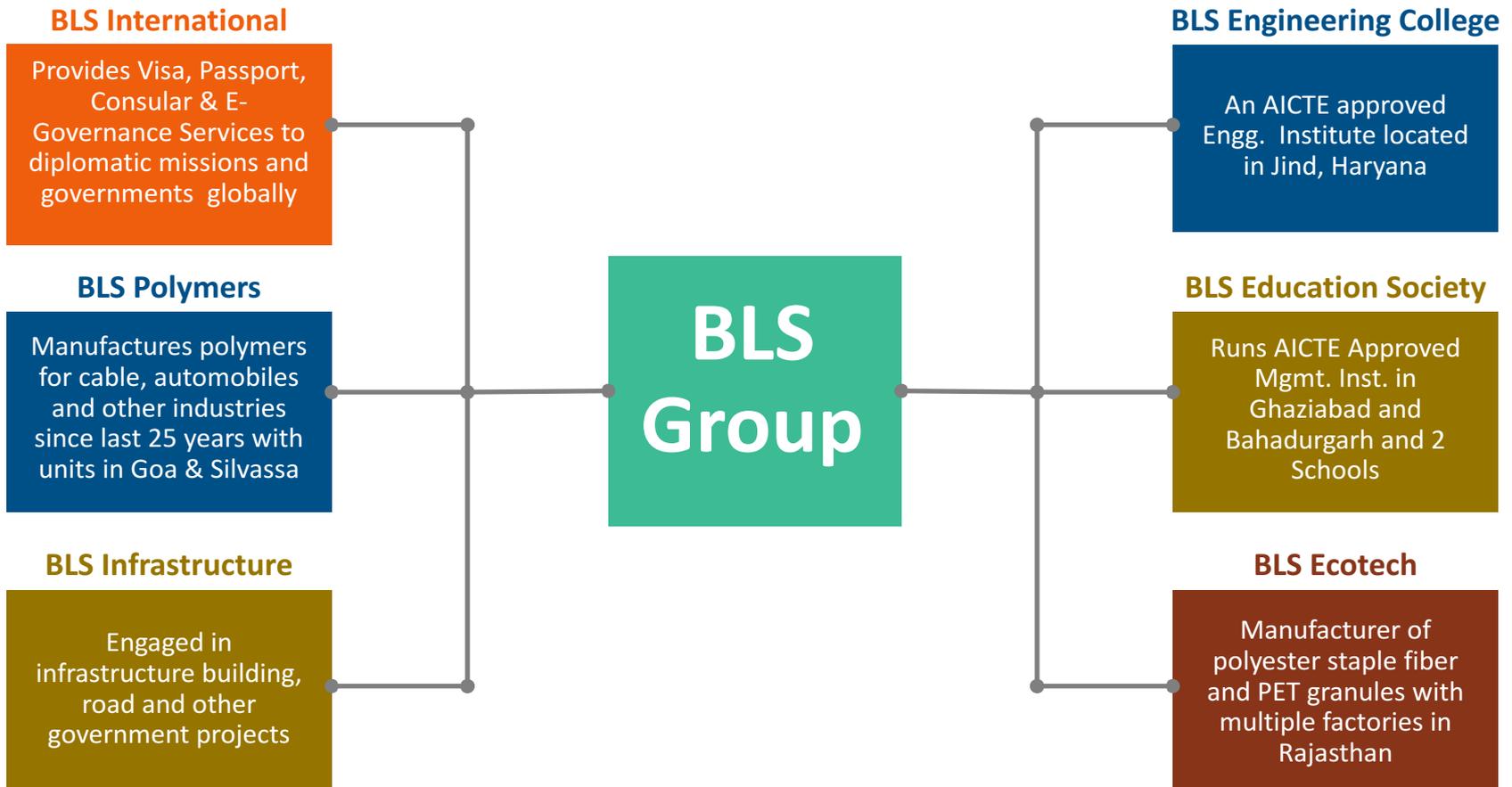
S. No.	Category	No. of equity shares	% of equity shares
1.	Promoter	7606000	74.24
2.	Public	2639000	25.76
Total		10245000	100.00





Promoters are a Diversified Business Group

BLS Group: Established in 1954, with interest in Education, Visa/Passport Processing, Polymers, Polyesters Staple Fiber, Infrastructure Solutions.





Financials



Operational Track Record

Revenue (in INR, Crore)



EBITDA (in INR, Crore)



EBITDA (Margin Ratio, %)



PAT (in INR, Crore)



PAT Margin %



Net Worth (in INR, Crore)



Return Ratios

Return on Capital Employed (%)

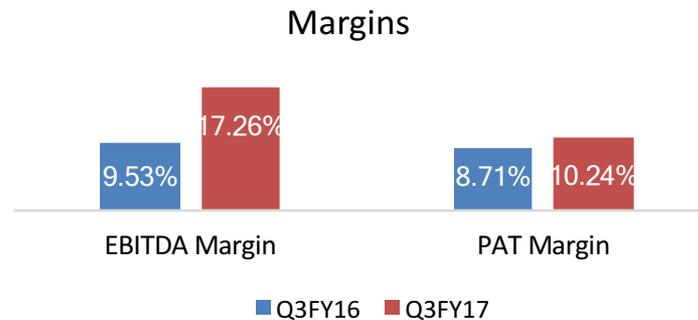
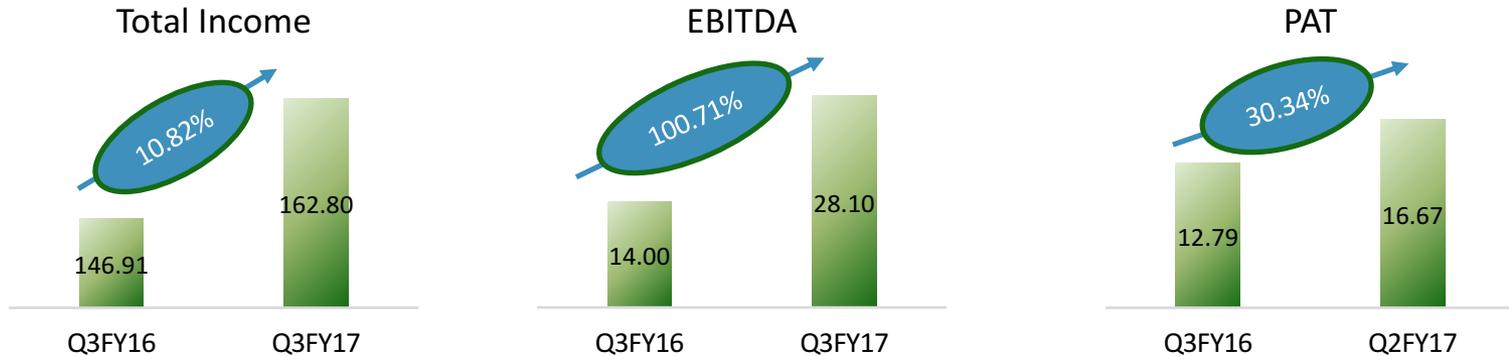


Return on Equity (%)



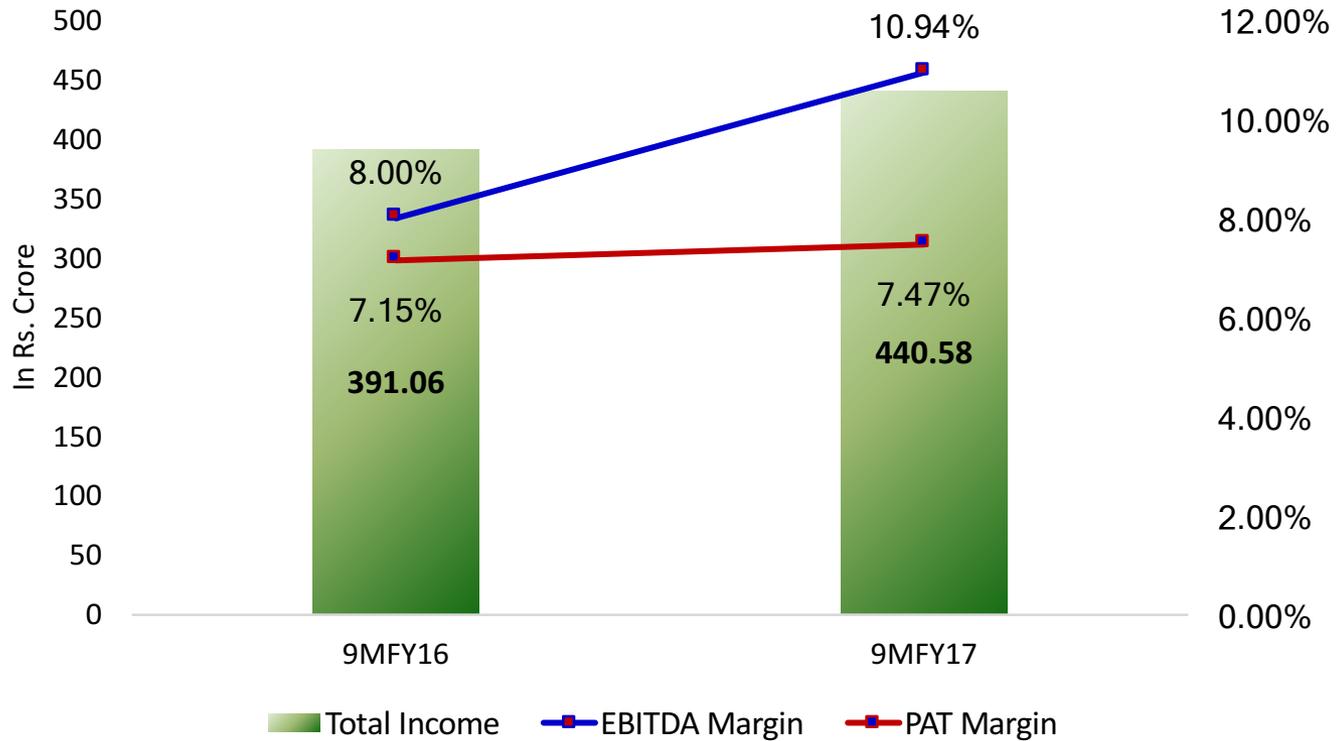
Quarterly Result Highlights

All figs. in Rs. Crore



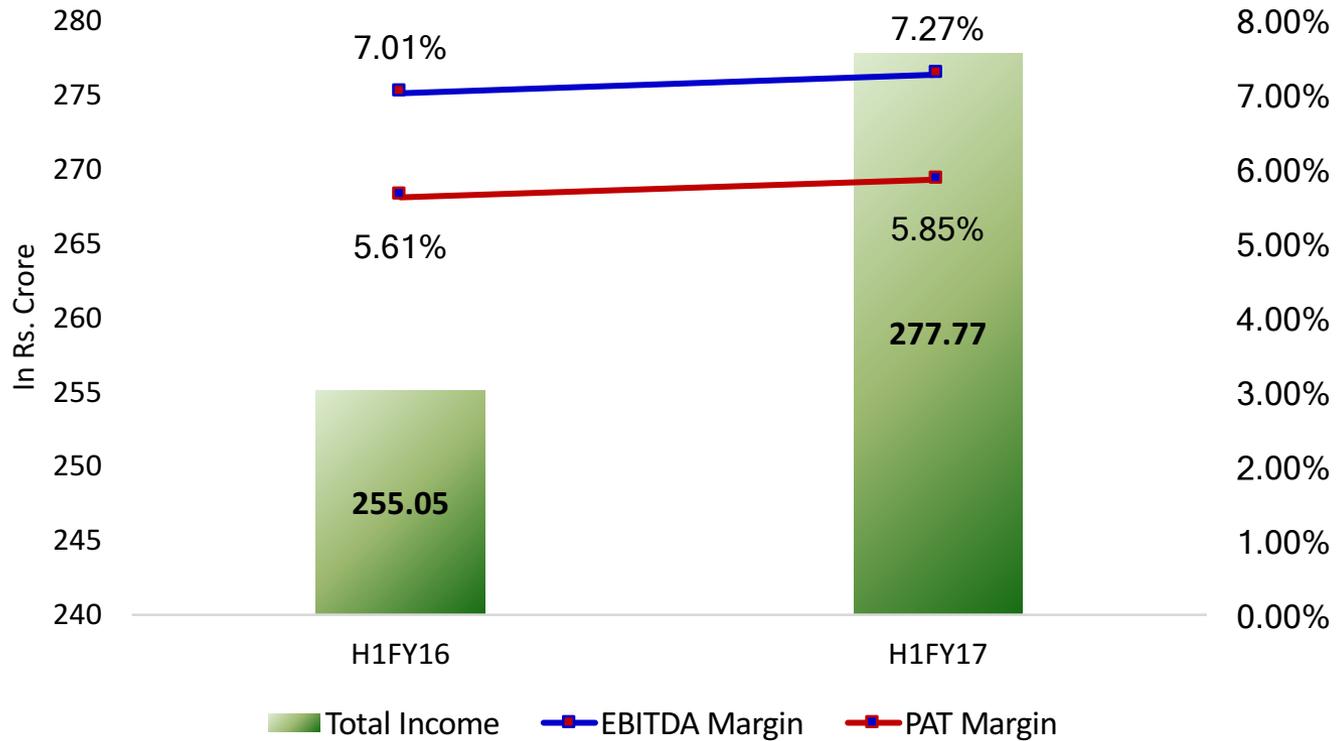
- The increase of Revenue and PAT this quarter has been on the back of significant operational performance improvement with existing contracts; also revenue has been posted on account of new eGovernance project which became fully operationalised in November 2016.
- The company has fully executed of the Punjab project by opening 2147 centres till 31st December 2016
- The improvement in the operating margins are on account of better yield per application in the visa business
- Due to increase in tax because of increase in Indian operations, the PAT margin has not been able to reflect the same

Nine-months Result Highlights





Half-yearly Highlights



Consolidated Income Statement

(in INR Crore)

Particulars	For the year ended 31.03.2016	For the year ended 31.03.2015	For the year ended 31.03.2014	For the year ended 31.03.2013
INCOME	505.45	450.39	385.99	166.24,
EXPENSES	468.56	421.36	361.66	150.70
(EBITDA)	36.89	29.02	24.32	15.54
Depreciation	5.52	5.10	3.52	1.13
Profit before tax	31.36	23.92	20.80	14.41
Tax expense	0.45	0.34	0.34	0.29
Net profit after tax	30.90	23.58	20.46	14.12

Note: Major operations outside India

Consolidated Balance Sheet

(in INR)

Particulars	31.03.2016	31.03.2015	31.03.2014	31.03.2013
EQUITY AND LIABILITIES				
Shareholders' funds	118.75	83.50	57.88	34.35
Minority Interest	0.10	0.08	0.09	-
Non-current liabilities	5.23	6.63	0.73	53.73
Current liabilities	13.06	13.23	7.97	7.95
Total	137.14	103.45	66.68	42.84
Assets				
Non-current assets	43.75	40.13	32.13	25.20
Current assets	50.80	47.46	25.28	9.47
Cash & Cash equivalent	42.59	15.85	9.27	8.17
Total	137.14	103.45	66.68	42.84

THANK YOU