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Forward-looking statement

In this Annual Report, we have disclosed forward-looking information to enable investors to comprehend our prospects and take informed investment decisions. This report and other statements - written and oral - that we periodically make, contain forward-looking statements that set out anticipated results based on the management's plans and assumptions. We have tried wherever possible to identify such statements by using words such as 'anticipates', 'expects', 'expects', 'projects', 'intends', 'plans', 'believes' and words of similar substance in connection with any discussion of future performance. We cannot guarantee that these forward-looking statements will be realised, although we believe we have been prudent in our assumptions. The achievement of results is subject to risks, uncertainties and even inaccurate assumptions. Should known or unknown risks or uncertainties materialise, or should underlying assumptions prove inaccurate, actual results could vary materially from those anticipated, estimated or projected. Readers should bear this in mind. We undertake no obligation to publicly update any forward-looking statements, whether as a result of new information, future events or otherwise.

BEYOND BOUNDARIES

When ambitions spread their wings, we cross new milestones, set new benchmarks, go beyond boundaries.

BLS International first took flight in 2005 with a vision to become the global leader in citizen and consular services.

Keeping a sharp eye on the needs of the industry, we identified gaps, assessed business needs and swooped to deliver quality solutions.

Today, with world-class infrastructure, cutting-edge technology and a specialised workforce, we continue to deliver an uncompromising quality of service that takes value-addition to the next level.

1 of 3

One of the top 3 players with respect to global Visa/Passport/Consular/Citizen Services

14

Years of global experience

36Client-governments across the globe

62

Countries of operations

On-roll employees and associates

2325
Global offices working for governments / diplomatic missions

∼40mnEstimated applications processed till now

60+Nationalities of employees

RISING BEYOND THE SKIES

For us, meeting industry standards is not enough. We believe in setting standards of our own.

At BLS, quality is not only about the systematic measurement of operations, processes and services, but also their continuous development and overall assurance of top performance across platforms. Additionally, it also helps maintain a constant focus on the creation of business value that is sound and secure.

BLS International Services Limited (established in 2005) is a leader in Government-to-Citizen (G-to-C) services.

The organization partners 36 client governments to deliver focused technology-backed innovations and targeted services in the visa processing domain. It has scaled services and operations across 62 countries today.

BLS International created global benchmarks through the delivery of outsourced visa and passport, frontend and citizen, consular & passport, verification, attestation and e-visa services.

The Company expanded operations to provide front-end and citizen services to State Governments in India, facilitating transparent and accountable e-governance. The Company effectively supports state governments in empowering citizens through digitally delivered government services through a single window.

Vision

Touch the lives of a billion people globally by creating a differentiated service experience using innovation and technology.

Mission

Provide easy, innovative and agile solutions to citizens across the world.

Values

Passion | Customer Orientation | Entrepreneurship | Result Orientation | Integrity & Respect | Process Driven

HOW BLS HAS GROWN OVER THE YEARS

August 2014

Excellence in Visa, Passport Outsourcing and Allied Services award.

August 2017

Today's Traveler Award for Best Visa Service Provider

August 2017

Recognised by CMO Asia Best CSR Practices Award for Best Workplace Practices.

October 2017

Recognised by the Middle East Travel and Tourism Leadership Awards 2017 as the Best Visa Service Provider

November 2017

Most ethical company in Visa Outsourcing Award by India's Most Ethical Companies Awards

••••••

Recognised by Media Research Group (MRG) as per the Companies Research Report 2017 as India's Best Visa **Outsourcing Services Company**

July 2018

Young Achiever Award by the Times Network National Awards for Marketing Excellence in Travel & Tourism Industry.

August 2018

Recognised for Excellence in Travel SectorAugust 2018.

August, 2018

'Best under a Billion' company, Asia – Pacific, recognised by Forbes Asia magazine

October 2018

'Best Visa Facilitation Centres Award' at the Middle East Travel and Tourism Leadership Awards

December 2018

Awarded the Excellence in Visa Application Outsourcing at ET Now Stars of the Industry

March 2019

Entered the select club of 'Fortune India Next 500' companies



OUR GLOBAL FOOTPRINT

Abu Dhabi | Afghanistan | Ajman | Algeria | Armenia | Austria | Azerbaijan | Bahrain | Bangladesh | Bolivia | Belarus | Cameroon | Canada | China | Dominican Republic | Dubai | Ecuador | Egypt | Equatorial Guinea | Fujairah | Ghana | Hong Kong | India | Indonesia | Iraq | Ireland | Ivory Coast | Jordan | Kazakhstan | Kenya | Kuwait |



Lebanon | Lithuania | Malaysia | Mauritania | Morocco | Nepal | Nigeria | Norway | Oman | Pakistan | Palestine Territory | Philippines | Poland | Qatar | Ras Al Khaimah | Russia | Saudi Arabia | Senegal | Sharjah | Singapore | South Africa | Thailand | Tunisia | Turkey | Ukraine | Umm Al Quwain | UK | USA | Uzbekistan | Vietnam

WHAT WE HAVE ACHIEVED **OVER THE YEARS**

Awarded exclusive Visa outsourcing Started exclusive contract by Visa Application Embassy of Received first Centre for Indian Greece in India exclusive visa Embassy in UAE, accredited application Oman, Morocco, to Nepal, processing South Africa, Bangladesh order from the China, Sudan, & Sri Lanka. Portuguese & South Korea, Embassy in Started operations Saudi Arabia and New Delhi for Embassy of Singapore (India), Nepal, Austria, Belgium, Added seven Bangladesh and Romania and Started Indian missions Sri Lanka. Tunisia operations abroad, Authorization for the Indian including the received Embassy in prestigious and from High Spain, Kuwait, high volume Commission of Sudan and locations of US Malaysia in New Russia and Canada Delhi 2006-2007 2012 2013-2008-2010 2014 2005

Commenced operations for the Consulate General of India in Hong Kong, High Commission of India in Kuala Lumpur (Malaysia), **Embassy** of Hungary in Baku, (Azerbaijan)

Entered into a manpower contract with Embassy of UAE in Bangladesh

Citizen Services Contract received from the Embassy 1st ever Indian of Afghanistan. Visa Outsourcing Added contract Company to be from the Embassy listed on National of UAE in Senegal Stock Exchange for UAE Consular and Bombay Section Services Stock Exchange; awarded Punjab

e-Governance

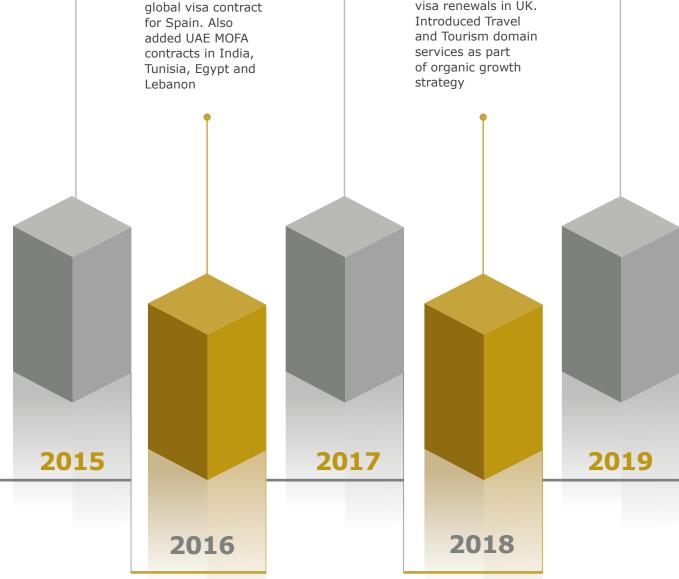
project; won first

stake in Delhibased Starfin India Pvt. Ltd. Commenced Italy's visa application processing in Singapore. Began operations for the French Embassy in Jordan. Selected in Forbes Asia's 200 'Best under a Billion' 2018 list. Commenced support for Sopra Steria and UKVI to enable visa renewals in UK. services as part of organic growth

Acquired a majority

Expanded operations in 11 more cities for attestation and Apostille services for India's Ministry of External Affairs.

Commenced operations for the embassy of Vietnam in India. Entered Fortune India's Next 500 Companies list of 2019.



HOW WE HAVE GROWN OVER THE YEARS

Number of Missio	ns served			
7	23	36	36	
2015-16	2016-17	2017-18	2018-19	
Applications processed (in Mn)				
1.5	4.1	10.7	7.7	
2015-16	2016-17	2017-18	2018-19	
Countries of presence				
12	22	60		
1 4	22	62	62	
2012-13	2014-15	2017-18	2018-19	
	2014-15			
2012-13	2014-15			