



# **EMBRACING CHANGE. ENDURING GROWTH.**

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### Notice

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For additional details about the company, please log on to:

**[www.blsinternational.com](http://www.blsinternational.com)**

### Forward-looking statements

Some information in this report may contain forward-looking statements which include statements regarding Company's expected financial position and results of operations, business plans and prospects etc. and are generally identified by forward-looking words such as "believe," "plan," "anticipate," "continue," "estimate," "expect," "may," "will" or other similar words. Forward-looking statements are dependent on assumptions or basis underlying such statements. We have chosen these assumptions or basis in good faith, and we believe that they are reasonable in all material respects. However, we caution that actual results, performances or achievements could differ materially from those expressed or implied in such forward-looking statements. We undertake no obligation to update or revise any Forward-looking statement, whether as a result of new information, future events, or otherwise.



## **For years, our success was driven by our desire to design and deliver unique solutions.**

Today, we aspire for flexibility and agility – inculcating methods to derive exceptional outcomes.

At BLS International, we have systematically crafted strategies to fortify our position and have focused on the needs of tomorrow, to emerge as a trusted partner for stakeholders across verticals. We are aware that our ability and willingness to tweak and recalibrate our approach lays the premises for progression.

Keeping our values and visions aligned, we are embracing change to colour our ambitions and fulfil our objectives. Our enthusiasm to constantly identify opportunities, address unmet needs and provide exceptional services allows us to consistently expand our focus areas and rejuvenate avenues of growth.

# BLS International – Who we are

**Established in 2005, BLS International Services Limited (BLS International) today is a market leader in visa processing and Tech enabled Government to Citizen Services.**

BLS International has partnered with more than 36 governments across the world to offer outsourced visa, passport, consular services, verification and attestation and E-Visa services. We also manage various administrative tasks for foreign missions, enabling our clients to experience greater productivity, efficiency and speed of operation. Over the past 15 years, we have scaled services to reach over 62 countries across the globe.

Our proven domain knowledge and extensive expertise has enabled us to collaborate with State Governments in India and government in other countries to facilitate front-end citizen services with greater ease and transparency. It also helps us to empower citizens with digitally enhanced government services, conveniently and consistently.



## 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.





## KEY STATISTICS FOR FY 2019-20

# 1 of 3

Players in global visa, passport  
and citizen services

# 15

Years of global experience

# ~47 million

Applications processed

# ₹239 Crore

Net cash (FY 2019-20)

# 62+

Countries of operation

# 36+

Government as a client  
across the globe

## NOTABLE ACHIEVEMENT FOR THE YEAR

- BLS International was felicitated with 'Quality Excellence Award for the Best Operational Process in Visa Outsourcing' at the World Quality Congress & Awards
- Our Joint Managing Director, Shikhar Aggarwal, was awarded 'Excellence in Business Leadership' at the 10th CMO Asia Awards for 'Excellence in Marketing and Branding' at Pan Pacific, Singapore.
- Honoured with 'India's Most Trusted Visa Outsourcing Services Company' for excellence in visa process outsourcing and allied services at India's Most Trusted Companies Award 2019.
- Felicitated with 'Brand Excellence Award in the Visa Outsourcing Service Sector' by ABP News for our excellence in visa process outsourcing and allied services.
- Honoured with 'Digital Technology Award in Visa Outsourcing Service Sector' at the Business Leader Awards



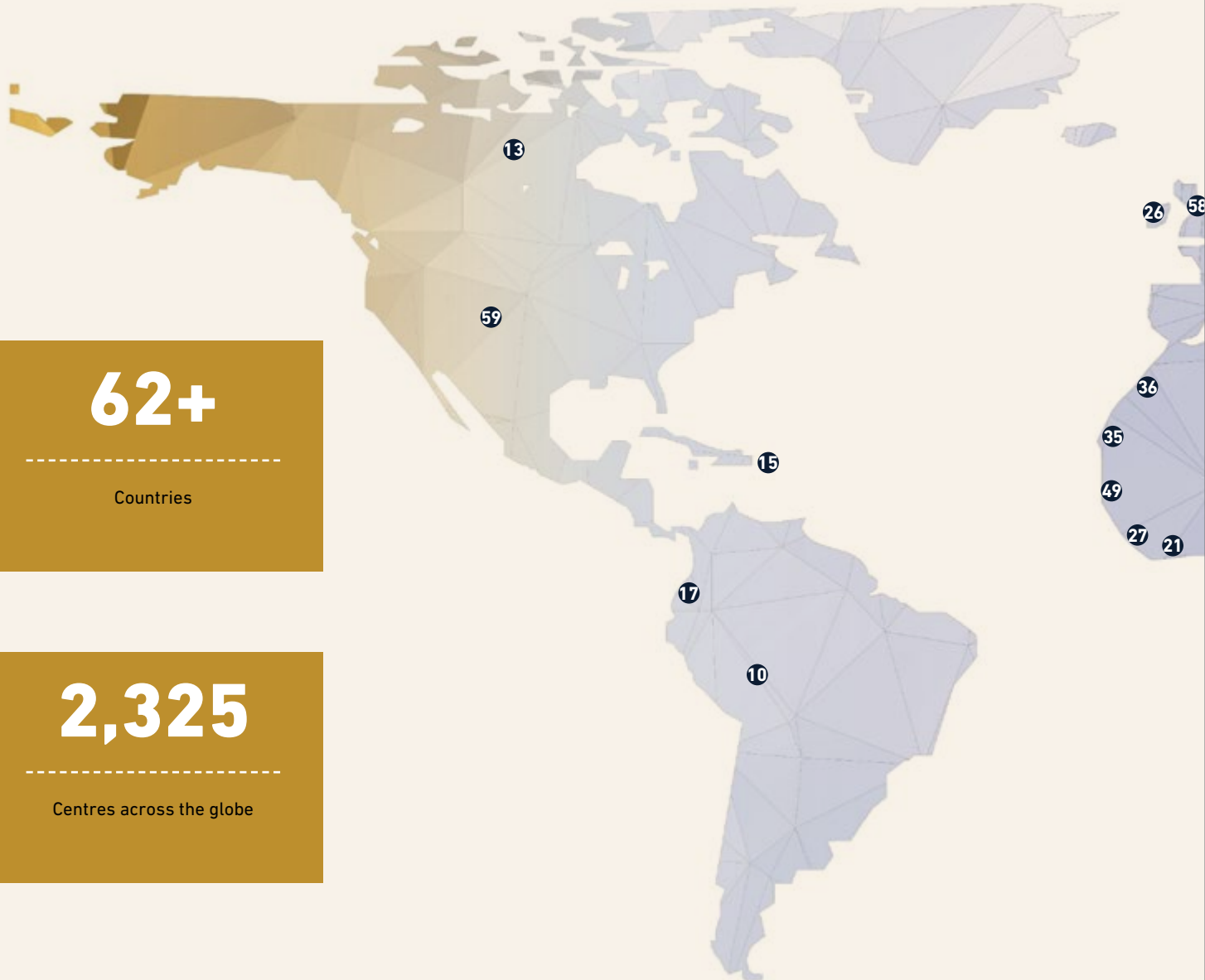
# Where we operate

**62+**

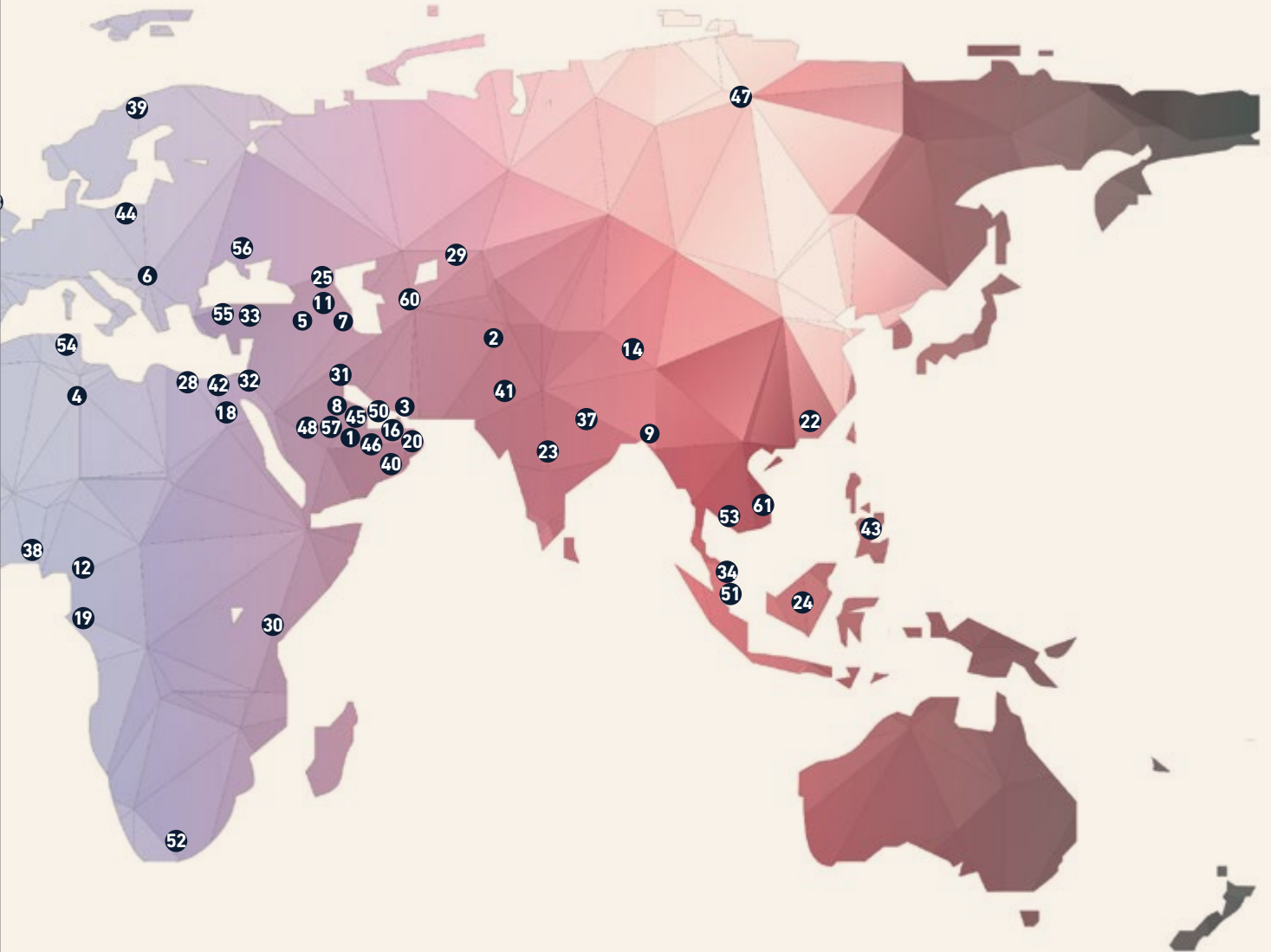
Countries

**2,325**

Centres across the globe



AbuDhabi	1	Belarus	11	Ghana	21	Kuwait	31
Afghanistan	2	Cameroon	12	Hong Kong	22	Lebanon	32
Ajman	3	Canada	13	India	23	Lithuania	33
Algeria	4	China	14	Indonesia	24	Malaysia	34
Armenia	5	Dominican Republic	15	Iraq	25	Mauritania	35
Austria	6	Dubai	16	Ireland	26	Morocco	36
Azerbaijan	7	Ecuador	17	Ivory Coast	27	Nepal	37
Bahrain	8	Egypt	18	Jordan	28	Nigeria	38
Bangladesh	9	EquatorialGuinea	19	Kazakhstan	29	Norway	39
Bolivia	10	Fujairah	20	Kenya	30	Oman	40



Pakistan	41	Singapore	51
Palestine Territory	42	South Africa	52
Philippines	43	Thailand	53
Poland	44	Tunisia	54
Qatar	45	Turkey	55
Ras Al Khaimah	46	Ukraine	56
Russia	47	Umm Al Quwain	57
Saudi Arabia	48	UK	58
Senegal	49	USA	59
Sharjah	50	Uzbekistan	60
		Vietnam	61

# ~5,000

On-roll employees and  
associates

# Business Model – **Creating Value through Sustainable Transformations**

	Financial capital	Manufactured capital
 <b>INPUTS</b>	<b>₹ 10.25 crore</b> Equity share capital  <b>₹ 418 crore</b> Retained earnings	<b>2,325</b> Total number of centres
 <b>OUR OFFERINGS AND VALUES</b>	<b>Tech enabled Government to Citizen Services</b> <ul style="list-style-type: none"> <li>• National Identification Cards</li> <li>• Verification &amp; Attestation</li> <li>• Public services</li> <li>• Identity Management services</li> <li>• Passport renewal</li> <li>• E-passport application</li> </ul>	<b>Visa processing</b> <ul style="list-style-type: none"> <li>• Outsourced visa processing</li> <li>• Verification of documents</li> <li>• Attestation of documents</li> <li>• Passport services</li> <li>• E-visa services</li> <li>• Other allied services</li> </ul>
 <b>OUTCOMES</b>	<b>₹ 786 crore</b> Revenue from operations  <b>₹ 83 crore</b> EBITDA  <b>₹ 52 crore</b> PAT  <b>₹ 239 crore</b> Cash and Bank balance  <b>₹ 299 crore</b> Market capitalisation as on 31st March 2020  <b>19.54%</b> RoCE  <b>Zero</b> Debt company	<b>~47mn</b> Applications processed  <b>62+</b> Countries of presence  One of the <b>Leading Players</b> in global visa, passport and citizen services  Capabilities of handling <b>large and complex data</b>  Solutions with <b>top-in-class security</b> features  <b>Asset light</b> business model
 <b>KEY STAKEHOLDERS</b>	<b>Citizens of various nations</b>  <b>Governments</b>	<b>Industry and regulatory bodies</b>

EBITDA and EBITDA margin is calculated excluding other income



Intellectual capital	Social and relationship capital	Human capital
<p>State-of-the-art <b>digital infrastructure</b></p> <p><b>₹ 682.35 lakhs</b></p> <p>Invested in technology</p> <p><b>Technical know-how</b> and <b>expertise</b></p> <p><b>18 years</b></p> <p>Average experience of top management</p> <p><b>15 years</b> of global experience possessed by the company</p>	<p><b>₹ 81.50 lakhs</b></p> <p>Spent towards CSR activities</p> <p><b>Long-term</b> partnerships with key stakeholders</p> <p><b>17378</b></p> <p>No of shareholders as on 31 March 2020</p>	<p><b>~5000</b></p> <p>No. of employees across the globe</p>
<p><b>Value added services</b></p> <ul style="list-style-type: none"> <li>● Photocopy</li> <li>● Courier Services</li> <li>● Internet Facility</li> <li>● Premium Lounge</li> <li>● Form Filling</li> <li>● Insurance</li> </ul>	<ul style="list-style-type: none"> <li>● SMS Alert</li> <li>● Translation Services</li> <li>● Mobile Biometric</li> <li>● Prime Time Visa Appointment</li> <li>● Walk-in Without Appointment</li> </ul>	<p><b>These are underpinned by our values, which include</b></p> <ul style="list-style-type: none"> <li>● Passion</li> <li>● Customer Orientation</li> <li>● Entrepreneurship</li> <li>● Result Orientation</li> <li>● Integrity &amp; Respect</li> <li>● Process Driven</li> </ul>
<p>One of the <b>first</b> to introduce innovative and new technologies such as mobile biometrics</p> <p>Established <b>Brand name</b></p> <p>Strong <b>brand recall</b></p> <p><b>ISO 9001, ISMS 27001, ISO 23026</b></p> <p>Certified company</p> <p><b>National Security Framework Scheme</b> (ENS) Certification received</p>	<p><b>10</b></p> <p>New client/ project won in FY 2019-20</p> <p><b>Thousands of lives</b> impacted through our CSR initiatives</p> <p><b>36+</b></p> <p>Governments in our clientele</p>	<p><b>31%</b></p> <p>Female employees</p> <p><b>5-10%</b></p> <p>Attrition rate</p> <p><b>₹ 67.5 crore</b> spent on employee remuneration and benefits</p> <p><b>60+</b></p> <p>Nationalities</p>
<b>Investors and shareholders</b>	<b>Employees Business partners</b>	<b>Communities</b>

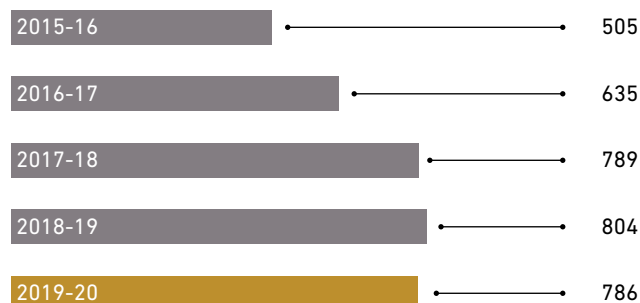
# Financial Highlights

## Accelerating Growth, Delivering Results

### PROFIT & LOSS METRICS

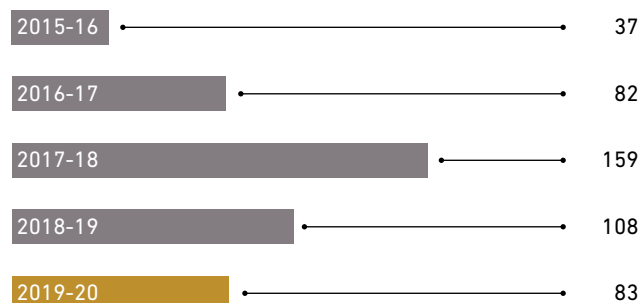
Revenue from operations  
(₹ in crores)

**11.7%**  
5 year CAGR growth

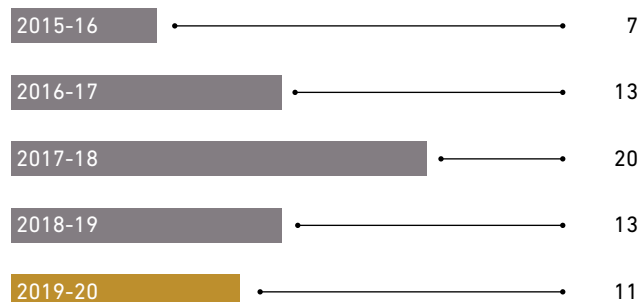


EBIDTA  
(₹ in crores)

**22.8%**  
5 year CAGR growth

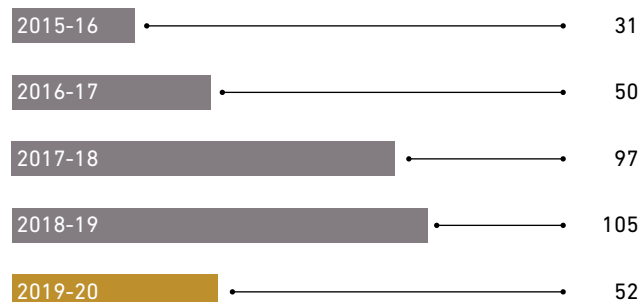


EBITDA Margin  
(in %)

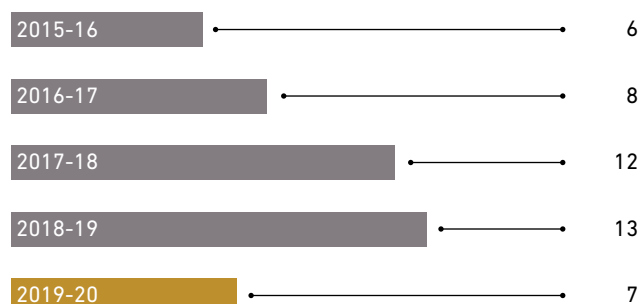


PAT  
(₹ in crores)

**14.1%**  
5 year CAGR growth



PAT Margin  
(in %)



EBITDA and EBITDA margin is calculated excluding other income

