

Annual Report  
2016-17

TeamLease Services Limited

# PUTTING INDIA TO WORK



We are among India's leading providers of human resource services in the organized segment delivering a broad range of services to various industries.

---

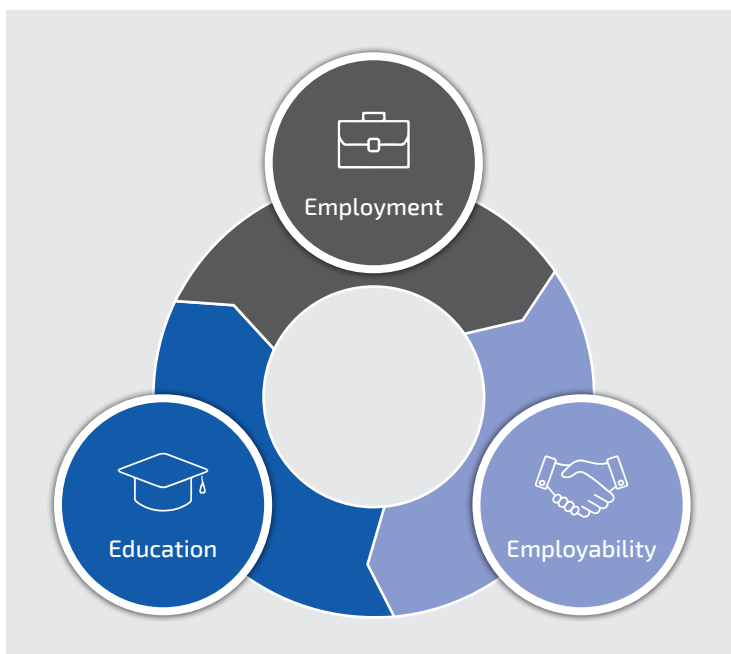
## Our Vision

Our long-term philosophy and goals are reflected in our purpose of 'Putting India to work'

---

## Our strategy

How we have evolved from being a staffing solutions provider to a more broad based training and learning human resource provider



📄 Strategic framework on pages **08-11**

---



📄 Financial statements on page **67-159**

---

## What's Inside

### Corporate overview

- 01** Growth with a focused strategy
- 02** TeamLease at a glance
- 03** Value drivers
- 04** An eventful journey
- 05** Worthy financial model
- 06** Why TeamLease delivers
- 08** Our strategy and strategic roadmap
- 12** Profile of Board of Directors
- 14** Corporate information

### Statutory reports

- 16** Report of the Board of Directors
- 40** Corporate Governance Report
- 56** Business Responsibility Report
- 60** Management Discussion and Analysis

### Financial statements

- 68** Standalone Financial Statements
- 113** Consolidated Financial Statements
- 158** Form AOC-1

### Notice to the AGM

- 160** Notice

# GROWTH WITH A FOCUSED STRATEGY

## Business highlights



### Leadership

# #1

People supply chain company in India among the organized sector



### Integrated

# #1

One stop shop for all HR related services



### Presence

# 29

States in India



### Portfolio

# 10

Services offered to discerning clients



### Associates / Trainee

# 1.50+ lakh


Placed as at March 31, 2017



### Clients

# 1900+

Associated with us as at March 31, 2017

 Read more on page **08**

## Financial highlights



### Revenue from Operations

# ₹3041 crore

+21.44% over 2015-16



### Profit before tax

# ₹61.31 crore

+62.10% over 2015-16



### EBIDTA margin

# 1.46%

+43 bps over 2015-16



### EBIDTA

# ₹44.30 crore

+71.83% over 2015-16



### Profit before tax margin

# 2%


+50 bps over 2015-16



### Adjusted EPS

# ₹38.80

+143.76 % over 2015-16

 Read more on page **05**

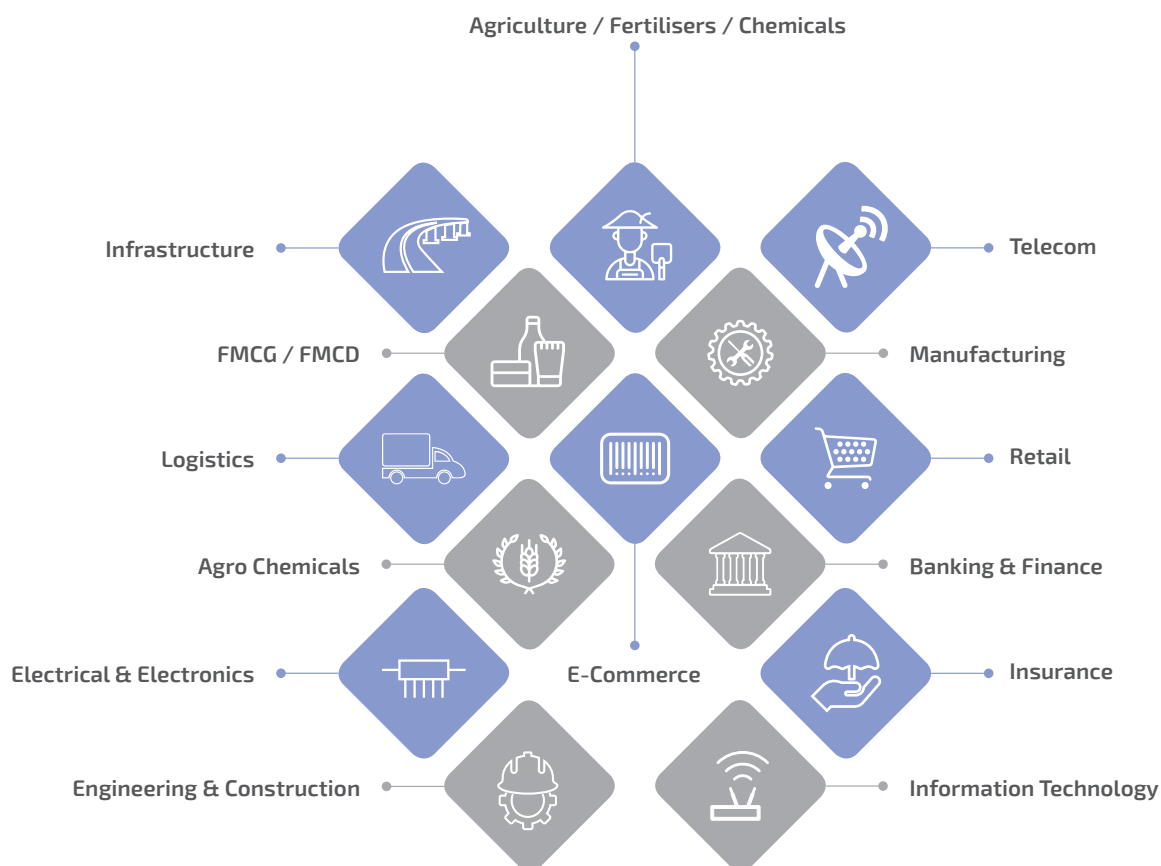
# TEAMLEASE AT A GLANCE

Started in 2002, TeamLease is amongst India's leading staffing and HR service companies, offering a range of solutions and services. Headquartered in Bengaluru, India, the Company is taking rapid strides towards its vision of 'Putting India to Work'. Having a pan-India presence, the Company's service suite helps serve more than 1900 clients, driven by a strong Board, management team and employees.

TeamLease as a brand provides multiple HR services ranging from temporary staffing (general & IT), permanent recruitment, payroll processing, training and regulatory consultancy of labour law compliance. Our expansion into IT staffing vertical, with recent acquisitions of ASAP Info Systems, Nichepro Technologies and Keystone Business Solutions, has helped us push for growth in revenue, reduce costs and improve margins.

## We cater to these downstream sectors

Our core staffing team of 737 people help us provide temporary employment to people across several sectors. Some of them being:



# VALUE DRIVERS

We strive to have a large formal employment structure in India. Effective and efficient employment solutioning has helped our clients achieve their goals.



## Scale

We have always believed in building a larger and more profitable enterprise with bigger footprints. This explains our strategic presence across 6000+ locations country-wide, with operations streamlined to drive higher productivity.

# 26.86%

5-year CAGR in revenue leading to 2016-17

# 30%

3-year CAGR in net profit leading to 2016-17



## Execution

Our focus continues to help us achieve our set targets and strategies. Our recent acquisitions puts us on a stronger path for our long-term vision, while continuing to maintain a strong, flexible balance sheet.

# ₹ 381.13 crore

Net worth of company as on March 31, 2017



## Learning

Our hunger to succeed is a result of our passion to learn newer things. We strive to learn, grow and change every day. We encourage our teams to analyse and learn from every activity or experience. This pro-activeness has helped us set higher goals and drive the Company ahead.



## Aggression

Our ambition to achieve growth is backed by our actions. We strive for perfection with high commitment levels and innovative services. Our passion is driven by our intent to build an institution to serve our customers timely and accurately.

# 73,000+

Addition of Associate Employees/Trainees over the last three years



## Futuristic

TeamLease is a growing enterprise with more than 1.50 lakhs Associate Employees /Trainees as on March 31, 2017. We have an integrated system to provide employment, ensure employability and enrich the education standards.

# 5%

Market share in organized staffing solutions

# 20.90%

5-year CAGR in Associate Employees leading to 2016-17



## A Social Enterprise

No business is successful or viable if it does not contribute positively to the society or stakeholders at large. At TeamLease we make a conscious effort to create a positive impact on the livelihoods we touch - be it through our business or non-business activities.

# 15.67 lakh

People put to employment by us till date

# AN EVENTFUL JOURNEY

**2002**

Incorporated the Company with operations beginning from four offices, 20 clients and 40 employees.

**2008**

We initiated discussions for the apprenticeship revamp and made compliance a separate strategic business unit

**2016**

Listed on BSE and NSE , with the IPO oversubscribed 67 times

**2005**

- Strengthened the technology infrastructure with centralizing the operations in head office at Bengaluru
- Published our first labour report

**2011**

- Signed a Memorandum of Understanding (MoU) for setting up the country's first skills university with State government of Gujarat
- We were the founding members to ISF (Indian Staffing Federation)

**2004**

Started the permanent recruitment business for one client

**2009**

Made our first inorganic acquisition of IIJT Education Private Limited which is into retail and institutional training

**2017**

Acquired ASAP Info Systems, Nichepro Technologies and Keystone Business Solutions adding IT staffing as a new service offering

**2007**

Started new service offerings

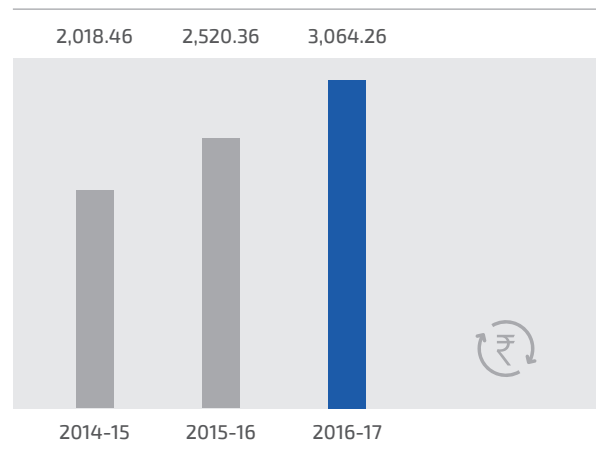
**2015**

Filed the DRHP with SEBI for listing on the Indian Stock Exchanges

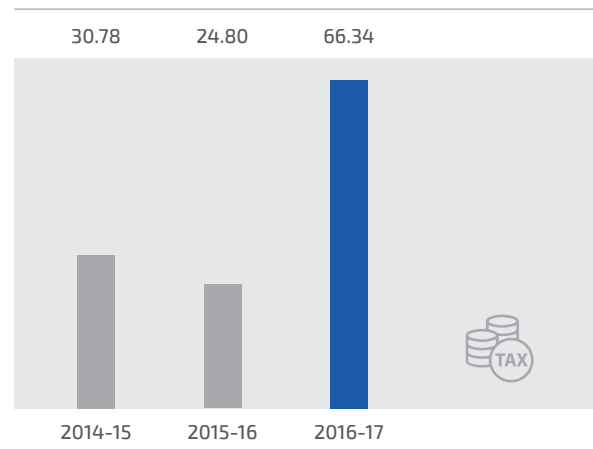


# WORTHY FINANCIAL MODEL

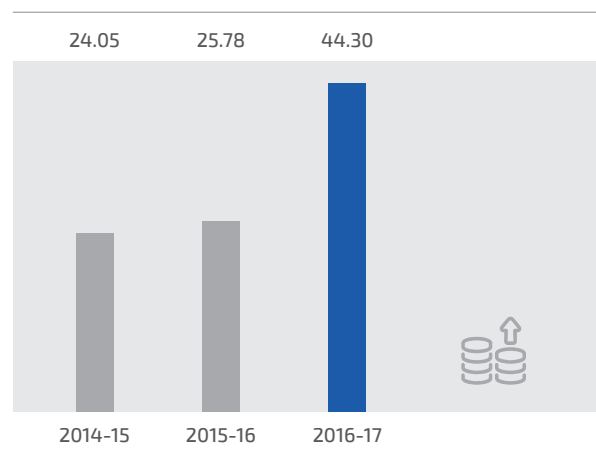
**Revenue** (₹ in crore)



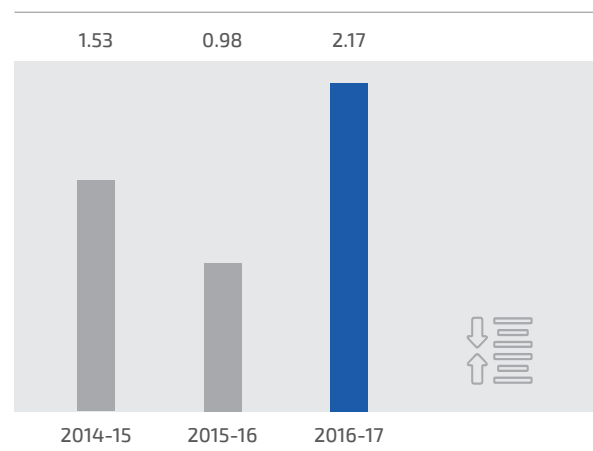
**Profit after tax** (₹ in crore)



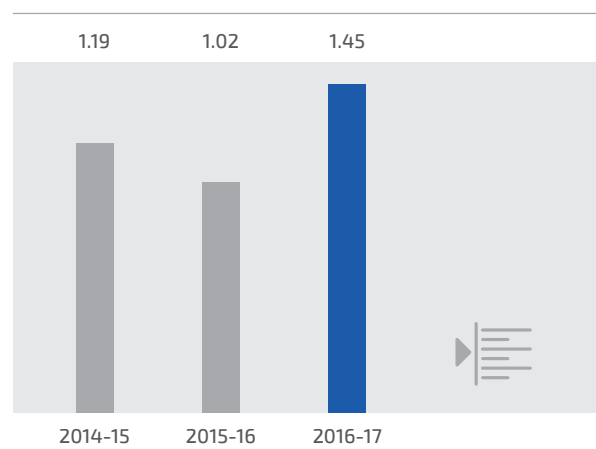
**EBIDTA** (₹ in crore)



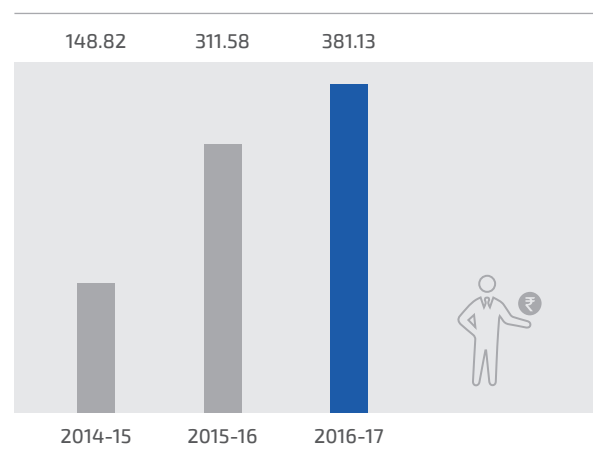
**Profit after tax margin (%)**



**EBIDTA margin (%)**



**Net worth** (₹ in crore)



# WHY TEAMLEASE DELIVERS



## Market share

In terms of Associate Employees and revenues, we are the largest organized staffing company with a market share of more than 5% as on March 31, 2017. Despite competition from domestic peers and global companies having their presence in India, we have grown our Associate Employee/Trainee base at a CAGR of 24.80% in last three years leading to 2016-17.



## Governance

Good governance is vital to any business success. Our transparent and efficient governance infrastructure provides the framework within which we implement our strategy and create further value for our stakeholders. Our strict adherence to labour and corporate laws, strong internal compliances and a dedicated legal team sets us apart from others. The result: More than 95% renewal rate with our clients on a year-on-year basis.



## Technology

We are more connected to our clients today than we were before. We have used the right technology and data insights to help us enhance our operational efficiencies. Our investments till date to the tune of ₹19.50 crore in continuous technological upgradation have helped us identify human resources that suit our diverse client requirements. Our advanced proprietary technological platforms have helped us scale our operations, reduce our turn-around time and ensure consistent client servicing.



## Knowledge-driven

We deliver our staffing services across various sectors, including consumer durables, chemicals, manufacturing, media and telecom, retail, banking, financial services, insurance, e-commerce, pharmaceuticals and healthcare. Our expertise across different sectors gives us the edge to enhance our client value proposition. Our efforts to strengthen our knowledge and handle complexities have enabled us reach out to more clients and expand our market presence.





## Management

We are a professionally managed company, backed by quality senior management team. Their guidance provides the right balance of experience, expertise and strategic vision, contributing significantly to our growth. Our Promoters, who have extensive experience in the human resources services industry in general and staffing industry in particular, have distinct, specific and defined roles in nurturing our Company. TeamLease was co-founded and promoted by Mr. Manish Sabharwal, our Chairman and Mr. Ashok Kumar Nedurumalli, our Managing Director and Chief Executive Officer. With their experience we have been able to achieve sustainable growth and strengthen our market share in India.



## Client portfolio

We provide diverse HR solutions to more than 1900 clients across the country. Being a market leader in the organized staffing solutions industry, our client portfolio comprises several Fortune 500 companies as well as several fast growing SMEs.



## Presence

Our technology platform and processes has enabled a pan India presence that has allowed us scale our business with increasing trust and reliability of our clients and Associate Employees. Our 8 branch office network as on March 31, 2017 has strengthened our operations across new verticals with more service offerings.



## Team

At TeamLease our intellectual capital forms a cornerstone for our success. Our performance-driven culture is the key to our outperformance. Execution of Board level strategies with excellence is largely credited to our exceptional team of more than 1400 members. Our team has been exceptional in delivering efficient, effective and scalable roll-outs of our new service offerings to our clients and driving customer satisfaction.

# OUR STRATEGY AND STRATEGIC ROADMAP

At TeamLease, we believe the 3E (Employment, Employability and Education) opportunity model is the foundation for our sustainable growth. We have aligned our strategies to capitalize on the opportunities rising around these three fundamentals.

