

WIPRO CRM SERVICES UK LIMITED

Report and Financial Statements
Period ended 31 March 2025

Company number - 08010708

WIPRO CRM SERVICES UK LIMITED

Report and financial statements the period ended 31 March 2025

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Directors

Omkar Bhalchandra Nisal
Elizabeth Loreen Parnell

Registered office

Kings Court, 185 Kings Road, Reading, United Kingdom, RG1 4EX

Company number
08010708

Auditors: Duncan & Toplis Audit Limited

WIPRO CRM SERVICES UK LIMITED

Strategic report for the period ended 31 March 2025

The directors present their strategic report with the audited financial statements of the company for the 12 months period ended 31 March 2025.

Principal activities

The principal activity of the company during the period was a provider of professional and managed IT software services.

Financial performance

The company recorded a net profit after tax of £1,116,575 (2024- profit of £895,105). The company had net Assets of £ 1,207,816 (2024 - £ 2,264,838 Liabilities - primarily due to amounts owed to group undertakings).

The company had turnover of £ 4,918,009 (2024- £8,281,487) and a gross profit of £ 1,327,510 (2024 – gross profit £1,768,793).

Reduction in revenue in the current year is primarily attributable to the following:

- Project completion of a customer with revenue of £ 2.6 Mn in FY 2023-24 while the revenue in current year is £ 1 Mn.
- Business focus on building and maintaining relations with larger customers and reducing reliance on small sized projects

Principal risks and uncertainties

The directors consider that the financial risk relevant to the company are credit risk, cash flow risk and liquidity risk. The company's credit risk is primarily attributable to its trade debtors. The company's cash flow risk is primarily attributable to its exposure to fluctuations in foreign currency exchange rates.

The directors have considered impact of Russia-Ukraine war, increase in inflation and cost of living during the year ended March 2025. However, the impact of these on future performance is expected to be insignificant. The directors anticipate that a stable customer profile and expected synergies from integration with the group will help mitigate economic uncertainties for the foreseeable future.

Future developments

Given the currently volatile economic environment, future developments in the industry are not yet certain. However, through a review of the revenue forecasts for coming years, the company would be able to navigate through such uncertainties, and hence we do not anticipate any major impact.

Financial key performance indicators

The key performance indicators that management monitors are turnover and operating result. These factors have been discussed in the Financial Performance section above.

The wider group has considerable financial resources together with long term contracts with several customers across different geographic area and industries as a consequence, the directors believe that the company is well placed to manage its business risk.

This report was approved by the board on 23rd May 2025 and signed on its behalf.

sd/-

Omkar Bhalchandra Nisal

Director

WIPRO CRM SERVICES UK LIMITED

Directors' report for the period ended 31 March 2025

The directors present their report and the audited financial statements of the company for the period ended 31 March 2025.

Principal activities

The principal activity of the company during the period was a provider of professional and managed IT software services.

Directors

The directors who served the company during the period and up to the date of this report were as follows:

Elizabeth Loreen Parnell (Appointed 04 December 2023)

Omkar Bhalchandra Nisal (Appointed on 07 April 2022)

Post balance sheet events

After the balance sheet date, there are no events that can have any significant impact on the entity's assets or on the company's ability to continue as a going concern.

Dividends

In the current period, no dividends were declared (2024 – £ Nil).

Going concern

There has been a reduction in headcount, but the company is able to rely on sub-contracting from group companies to continue to serve customers.

In consideration of the company's current financial position, the forecasted estimates of revenues, the Directors have a reasonable expectation that the company has adequate resources to continue in operational existence for at least 12 months from the approval of the financial statements. The Directors therefore believe it remains appropriate to continue to prepare the accounts on the going concern basis.

WIPRO CRM SERVICES UK LIMITED

Directors' report for the period ended March 31,2025 (*continued*)

Approval of reduced disclosures

The company, as a qualifying entity, has taken advantage of the disclosure exemptions in FRS 102 Reduced Disclosure Framework as listed in note 1 to these financial statements. The parent company has been notified about the intention to take advantage of the disclosure exemptions and no objections have been received.

Qualifying Indemnity provisions under section 236

None

There are no branches outside the UK.

Auditor

Each of the persons who are directors at the time when this Directors' Report is approved has confirmed that:

- So far as the director is aware, there is no relevant audit information of which the company's auditor is unaware.
- The director has taken all the steps that he/she ought to have taken as a director in order to make himself/herself aware of any relevant audit information and to establish that the company's auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of 418 of the Companies Act 2006.

Duncan & Toplis Audit Limited have expressed their willingness to continue in office and a resolution to re-appoint them will be proposed at the annual general meeting.

Signed on behalf of the directors

sd/-

Omkar Bhalchandra Nisal
Director

23rd May 2025

WIPRO CRM SERVICES UK LIMITED

Directors' responsibilities statement for the period ended 31 March 2025

The Directors are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law required the directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the Directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business; and
- state whether the financial statements have been prepared in accordance with the relevant financial reporting framework, identify those standards, and note the effect and the reasons for any material departure from those standards.

The Directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other regularities.

The Directors are responsible for the maintenance and integrity of the corporate and financial information on the company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

REPORT OF THE AUDITORS TO THE MEMBERS OF WIPRO CRM SERVICES UK LIMITED

Opinion

We have audited the financial statements of Wipro CRM Services UK Limited (the 'company') for the year ended 31 March 2025 which comprise the Income Statement, Statement of Financial Position, Statement of changes in equity and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2025 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Going concern

In auditing the financial statements, we have concluded that the director's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the director with respect to going concern are described in the relevant sections of this report.

Other information

The director is responsible for the other information. The other information comprises the information in the Report of the Director, but does not include the financial statements and our Report of the Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Director for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Director has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Director.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of director's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the director was not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Director.

Responsibilities of director

As explained more fully in the Statement of Director's Responsibilities set out on page one, the director is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the director determines 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, the director is responsible for assessing the company'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 the director either intends to liquidate the company or to cease operations, or has no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our 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 a Report of the Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We have identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial experience, knowledge of the sector, a review of regulatory and legal correspondence and through discussions with Director and other management obtained as part of the work required by auditing standards. We have also discussed with the Director and other management the policies and procedures relating to compliance with laws and regulations. We communicated laws and regulations throughout the team and remained alert to any indications of non compliance throughout the audit. The potential impact of different laws and regulations varies considerably.

Firstly, the Company is subject to laws and regulations that directly impact the financial statements (for example financial reporting legislation) and we have assessed the extent of compliance with such laws as part of our financial statements audit. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including risk of override of controls) and determined that the principal risks were related to management bias in accounting estimates as well as the risk of inappropriate journal entries to increase reported profitability. Audit procedures performed by the engagement team included the identification and testing of unusual material journal entries and challenging management on key estimates, assumptions and judgements made in the preparation of the financial statements. We carried out substantive tests on accounting estimates, including reviewing the methods and data used by management to make those estimates, reperforming the calculation and reviewing the outcome of current year estimates since the financial reporting date.

Secondly, the Company is subject to other laws and regulations where the consequence for non compliance could have a material effect on the amounts or disclosures in the financial statements. We identified the following areas as those most likely to have such an effect are the Health and Safety regulations, Anti Money Laundering legislation and Employment laws.

Our work included a review of the external audits conducted within the year for any evidence of non compliance, reading minutes of meetings of those charged with governance and correspondence held with regulators, in addition to an assessment of the Company's legal expenses and possible contingencies. Through these procedures, if we became aware of any non compliance, we considered the impact on the procedures performed on the related financial statement items.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. The further removed non compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. As with any audit, there is a greater risk of non detection of irregularities as these may involve collusion, intentional omissions of the override of internal controls. We are not responsible for preventing non compliance and cannot be expected to detect non compliance with all laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Auditors.

Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in a Report of the Auditors and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

sd/-

Rachel Rudkin FCCA (Senior Statutory Auditor)
for and on behalf of Duncan & Toplis Audit Limited
14 London Road
Newark
Nottinghamshire
NG24 1TW

WIPRO CRM SERVICES UK LIMITED

Income statement for the 12 month period ended March 31, 2025

	Notes	Period ended 31 March 2025 £	Period ended 31 March 2024 as restated £
Turnover	3	4,918,009	8,281,487
Cost of Sales	4	3,590,498	6,512,694
Gross Profit/(Loss)		1,327,510	1,768,793
Administrative expenses	5	(148,109)	(1,063,701)
Other Income	6	292,556	681,615
Operating Profit/ (Loss) on ordinary activities before taxation		1,471,958	1,386,707
Tax on loss /(profit) on ordinary activities	7	(355,382)	(491,602)
Profit/(Loss) for the period / year		1,116,575	895,105

Other gains and losses

The company has no other comprehensive income other than the profit for the current period and loss in previous year, as such a statement of other comprehensive income is not presented.

The notes on pages 13 to 24 form part of these financial statements

WIPRO CRM SERVICES UK LIMITED

Statement of financial position at March 31, 2025

Company number - 08010708	Note(s)	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Intangible assets	9		-		-
Tangible assets	10		1,662		3,112
Investments	11		-		-
			1,662		3,112
Current assets					
Debtors	12	779,681		1,580,574	
Cash at bank and in hand	13	1,944,851		999,001	
		<u>2,724,532</u>		<u>2,579,575</u>	
Creditors: amounts falling due within one year	14	(1,053,670)		(1,452,316)	
Amounts owed to group undertakings		(464,708)		(2,313,194)	
Short term loan	15	-		(1,186,944)	
Net Assets / (liabilities)			1,206,154		(2,372,880)
Debtors: amounts falling due within one year	17		-		-
Total assets less current liabilities			1,207,816		(2,369,768)
Deferred tax asset	18		-		104,930
Net Assets / (liabilities)			1,207,816		(2,264,838)
Capital and reserves					
Called up equity share capital	16		4,840,413		2,484,333
Share premium account			99,500		99,500
Profit and loss account			(3,732,096)		(4,848,671)
Shareholders' (deficit)			1,207,816		(2,264,838)

The financial statements were approved by the Board of Directors and authorised for issue on

sd/-

Omkar Bhalchandra Nisal
Director

23rd May 2025

WIPRO CRM SERVICES UK LIMITED

Statement of changes in equity for the period ended 31 March 2025

	Share capital	Share premium	Retained Earnings	Total equity
	£	£	£	£
Balance at March 31, 2023	2,484,333	99,500	(5,743,776)	(3,159,943)
Equity Infusion	0			0
Total profit / (loss) for the year	-	-	895,105	895,105
Balance at March 31, 2024	2,484,333	99,500	(4,848,671)	(2,264,839)
Equity Infusion	2,356,080			2,356,080
Total profit / (loss) for the year	-	-	1,116,575	1,116,575
Balance at March 31, 2025	4,840,413	99,500	(3,732,096)	1,207,816

Wipro CRM Services NV (formerly Wipro 4C NV), the parent company has made an investment of GBP 2,356,080 in Ordinary shares of £ 1.00 each in the capital of the Company in FY 2024-25

The notes on pages 13 to 24 form part of these financial statements.

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended March 31, 2025

Overview of the company

The company is a private company limited by shares and is incorporated in England. The address of its registered office is Kings Court, 185 Kings Road, Reading, United Kingdom, RG1 4EX, United Kingdom, WC1B4DA. The presentation currency of the financial statements is the Pound Sterling (£)

Accounting policies

1 *Basis of accounting*

The financial statements have been prepared under the historical cost convention and in accordance with the provisions of Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006.

Financial Reporting Standard 102 - reduced disclosure exemptions

The company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland":

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

This information is included in the consolidated financial statements of the ultimate parent company, Wipro Limited as at 31 March 2025. The company has taken advantage of the exemption under section 400 of the Companies Act 2006 not to prepare consolidate accounts. The financial statements present information about the company as an individual entity and not about its group.

Wipro CRM services UK limited is a wholly owned subsidiary of Wipro CRM services N.V with Wipro limited as the ultimate parent company and results are included in the consolidated financial statements of Wipro Limited which are available from www.wipro.com/investors/annual-reports/

Comparative information

During current financial period, the Company's financial year is from April 01, 2024 to March 31, 2025 consequently the results are for a 12-month period. The comparatives presented for the year ending from March 31, 2024 are also for the period of 12 months which are directly comparable with the balances presented as of March 31, 2025.

Going Concern

There has been a reduction in headcount, but the company is able to rely on sub-contracting from group companies to continue to serve customers.

In consideration of the company's current financial position, the forecasted estimates of revenues, the Directors have a reasonable expectation that the company has adequate resources to continue in operational existence for at least 12 months from the approval of the financial statements. The Directors therefore believe it remains appropriate to continue to prepare the accounts on the going concern basis.

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended March 31, 2025 (*continued*)

1 Accounting policies (*continued*)

Revenue

The revenue shown in the income statement represents amounts receivable for services provided in the period in the normal course of business, net of trade discounts, VAT and other sales and related taxes.

Revenue is spread over the term of the contract to reflect the level of performance achieved at any point in time. Revenue is recognised on the following basis:

- Managed services fees under annual retainer arrangements are recognised as the services are performed on a straight-line basis.
- Professional services fees are recognised on a time and materials basis.
- Inter company revenue is recognised based on the Transfer pricing arrangements.

Other Income

The other income in the income statement is made up of amounts receivable for any income outside of the normal course of business, this includes:

- Exchange gains on foreign currency receivables and payables.
- Provisions for doubtful debts written back on account of better than estimated collections.
- R&D Tax Incentive from HMRC.
- Any other income which would not fall under normal course of business.

Debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivables are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

Creditors

Short term trade creditors are measured at the transaction price. Other financial liabilities are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

Research and development

Research and development expenditure that does not qualify as an Intangible asset under FRS 102.18, is written off in the year in which it is incurred.

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended March 31, 2025 (*continued*)

1 Accounting policies (*continued*)

Intangible assets

Intangible assets are stated at cost less accumulated amortisation and accumulated impairment losses. Amortisation is calculated, using the straight-line method, to allocate the depreciable amount of the assets to their residual values over their estimated useful lives, as follows:

Software - 3 to 5 years

Amortisation is included in administrative expenses in the income statement. Where factors, such as technological advancement or changes in market price, indicate that residual value or useful life have changed, the residual value, useful life or amortisation rate are amended prospectively to reflect the new circumstances.

Tangible assets

Tangible assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of the fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

Fixtures and fittings	-	3 years straight line on cost
Equipment	-	3 years straight line on cost

At each reporting date the company assesses whether there is any indication of impairment. If such indication exists, the recoverable amount of the asset is determined which is the higher of its fair value less costs to sell and its value in use. An impairment loss is recognised where the carrying amount exceeds the recoverable amount.

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, or if there is an indication of a significant change since the last reporting date.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the income statement.

Operating lease agreements

Rentals applicable to operating leases where substantially all the benefits and risks of ownership remain with the lessor are charged against profits on a straight-line basis over the period of the lease.

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended March 31, 2025 (*continued*)

1 Accounting policies (*continued*)

Deferred taxation

Deferred tax is recognised in respect of all timing differences that have originated but not reversed at the statement of financial position date where transactions or events have occurred at that date that will result in an obligation to pay more, or a right to pay less or to receive more tax, with the following exceptions:

Provision is made for tax on gains arising from the revaluation (and similar fair value adjustments) of fixed assets, and gains on disposal of fixed assets that have been rolled over into replacement assets, only to the extent that, at the balance sheet date, there is a binding agreement to dispose of the assets concerned. However, no provision is made where, based on all available evidence at the balance sheet date, it is more likely than not that the taxable gain will be rolled over into replacement assets and charged to tax only where the replacement assets are sold.

Deferred tax assets are recognised only to the extent of deferred tax liability that the directors consider that it is more likely than not that there will be suitable taxable profits from which the future reversal of the underlying timing differences can be deducted.

Deferred tax is measured on an undiscounted basis at the tax rates that are expected to apply in the periods in which timing differences reverse, based on tax rates and laws enacted or substantively enacted at the statement of financial position date.

Government Grants

Grants are accounted for under the accruals model as permitted by FRS102. Grants of a revenue nature are recognised in "other income" within profit or loss in the same period as related expenditure.

Foreign currencies

Assets and liabilities in foreign currencies are translated into sterling at the rates of exchange ruling at the statement of financial position date. Transactions in foreign currencies are translated into sterling at the rate of exchange ruling at the date of the transaction. Exchange differences are considered in arriving at the operating result.

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended 31 March 2025 (*continued*)

1 Accounting policies (*continued*)

Debt instruments (other than those wholly repayable or receivable within one year), including loans and other debtors and creditors, are initially measured at present value of the future cash flows subsequently at amortised cost using the effective interest method. Debt instruments that are payable or receivable within one year, typically trade debtors and creditors, are measured, initially and subsequently, at the undiscounted amount of the cash or other consideration expected to be paid or received. However, if the arrangements of a short-term instrument constitute a financing transaction, like the payment of a trade debt deferred beyond normal business terms or in case of an out-right short-term loan that is not at market rate, the financial asset or liability is measured, initially at the present value of future cash flows discounted at a market rate of interest for a similar debt instrument and subsequently at amortised cost, unless it qualifies as a loan from a director in the case of a small company, or a public benefit entity concessionary loan.

Financial assets that are measured at cost and amortised cost are assessed at the end of each reporting period for objective evidence of impairment. If objective evidence of impairment is found, an impairment loss is recognised in the statement of comprehensive income.

For financial assets measured at amortised cost, the impairment loss is measured as the difference between an asset's carrying amount and the present value of estimated cash flows discounted at the asset's original effective interest rate. If a financial asset has a variable interest rate, the discount rate for measuring any impairment loss is the current effective interest rate determined under the contract.

For financial assets measured at cost less impairment, the impairment loss is measured as the difference between an asset's carrying amount and best estimate of the recoverable amount, which is an approximation of the amount that the company would receive for the asset if it were to be sold at the reporting date.

For financial assets, other than measured at cost less impairment, the impairment loss is measured as the difference between an asset's carrying amount and best estimate of the recoverable amount, which is an approximation of the amount that the company would receive for the asset if it were to be sold at the reporting date.

Financial assets and liabilities are offset, and the net amount reported in the statement of financial position when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Pensions

The company operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the company pays fixed contributions into a separate entity. Once the contributions have been paid the company has no further payment obligations.

The contributions are recognised as an expense in the income statement when they fall due. Amounts not paid are shown in accruals as a liability in the statement of financial position. The assets of the plan are held separately from the company in independently administered funds.

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended March 31, 2025 *(continued)*

1 Accounting policies *(continued)*

Investments

Investments in the subsidiary company is stated at cost less any identified impairment losses at the end of each reporting period.

Dividends

Equity dividends are recognised when they become legally payable. Interim equity dividends are recognised when paid. Final equity dividends are recognised when approved by the shareholders at an annual general meeting.

Reserves

The Company's reserves are as follows:

- called up share capital reserve represents the nominal value of the shares issued; and
- profit and loss account represents cumulative profits or losses, net of dividends paid and other adjustments.

The movement on reserves represents the profit for the period.

2 Judgments in applying accounting policies and key sources of estimation uncertainty.

The preparation of the financial statements requires management to make judgments, estimates and assumptions that affect the amounts reported for assets and liabilities as at the Statement of Financial Position date and the amounts reported for revenues and expenses during the period. The directors considered there to be no significant judgements or estimates apart from impairment losses recorded on subsidiary investment (Refer note 5).

	2025	2024
	£	£
3. Turnover		
Professional Services	3,425,763	5,729,917
Managed Services	692,331	962,354
Intercompany Revenue	799,914	1,589,216
	4,918,009	8,281,487
	2025	2024
		as restated
	£	£
4. Cost of Sales		
Subcontracting Charges	2,383,038	4,729,545
Employee related costs	1,207,460	1,783,149
Cost of sales	3,590,498	6,512,694

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended March 31, 2025 (continued)

	2025	2024
	£	£
5. Administrative expenses		
Utilities	23,933	311,537
Sales & Marketing costs	144	1,551
Payroll costs	1,333	502
Finance costs	52,251	75,198
General and administration costs	8,937	150,870
Legal and Professional fees	37,131	97,427
Other operating expenses	21,318	110,898
Impairment Loss	-	4,163
Rates, taxes and insurance	3,063	311,785
	148,109	1,063,931
	2025	2024
	£	as restated £
6. Other Income		
Other income	42,883	2,318
R&D Credit	204,843	145,742
Foreign Exchange Gains	31,254	284,261
Provision for doubtful debt written back	13,576	249,294
	292,556	681,614
	2025	2024
	£	£
7. Taxation charge		
Corporation Tax		
Current tax credit / (debit) for the period	(355,382)	(47,162)
Tax credit / (debit) in respect of previous period	-	(444,440)
Taxation credit / (charge) on loss from ordinary activities	(355,382)	(491,602)
	2025	2024
	£	£
Factor affecting tax credit / (charge) for the year		
Profit/ (loss) on ordinary activities before tax	1,471,958	1,386,707
Add : Impairment loss recorded	-	4,163
(Profit) / loss on ordinary activities multiplied by standard rate of corporation tax in the UK of 25% (2024 25%)	(367,989)	(347,718)

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended March 31, 2025 (continued)

Effects of:		
Tax effect of difference between capital allowance and depreciation	1,467	(249)
Expenses not deductible for tax purpose	-	-
Current tax adjustments in respect of the prior years	(269,671)	(444,440)
Adjustments to tax credit/(charge) in respect of previous periods- Deferred tax	25,711	-
Tax effect of Utilization of carry forward losses	255,100	300,805
Total tax credit / (charge) for the year	(355,382)	(491,602)

	2025	2024
		as restated
8. Employees and directors	£	£
Wages and salaries	1,036,306	1,543,634
Social security costs	123,878	175,221
Other pension costs	47,275	64,294
	1,207,460	1,783,149

The average number of employees, including directors, during the period were:

	2025	2024
Employees	8	12

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended March 31, 2025 (continued)

	£		
09. Intangible assets			
	Software		
Cost			
At March 31, 2024	528,941		
Additions	-		
Disposals	-		
At March 31, 2025	528,941		
Depreciation			
At March 31, 2024	528,941		
Charge for the period	-		
Disposals	-		
At March 31, 2025	528,941		
Net book value			
At March 31, 2025	-		
At March 31, 2024	-		
10. Tangible assets			
	£	£	£
	Fixtures and fittings	Equipment	Total
Cost			
At March 31, 2024	18,412	21,321	39,733
Additions		69	69
Disposals	(18,412)	(5,037)	(23,449)
At March 31, 2025	-	16,353	16,353
Depreciation			
At March 31, 2024	18,409	18,212	36,621
Charge for the period		1,516	1,516
Disposals	(18,409)	(5,037)	(23,446)
At March 31, 2024	-	14,691	14,691
Net book value			
At March 31, 2025	0	1,662	1,662
At March 31, 2024	3	3,109	3,112

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended March 31, 2025 *(continued)*

11. Investments

The company owns 100% of the ordinary share capital of its subsidiary, Cloudsocius DMCC an entity incorporated in the United Arab Emirates. The company had invested £10,300 for the 50 shares and further investment of £2,483,333 for £1 shares were made in FY 2022-23. During the FY 2022-23, Cloudsocius DMCC a subsidiary of the company, has ceased trading operations. Hence, the company has assessed and recorded an impairment loss of GBP 2,357,274 on its investment in FY 2022-23 and collected GBP 132,196 and balance GBP 4,163 recorded as an impairment loss in FY 2023-24. The principal activity of the company during the period was a provider of professional and managed IT software services. Cloudsocius DMCC has filed for liquidation and has been dissolved during the FY 2024-25.

	2025 £	2024 £
12. Debtors		
Trade debtors	147,105	1,300,848
Tax credit receivable	434,785	118,051
Other debtors	197,791	161,675
	779,681	1,580,574

Amounts owed by group undertakings are repayable on demand, unsecured and interest free.

	2025 £	2024 £
13. Cash at bank and in hand		
Cash at Bank	1,944,851	999,001
	1,944,851	999,001

	2025 £	2024 £
14. Creditors: amounts falling due within one year		
Trade creditors	-	45,894
Accruals and deferred income	411,354	1,058,076
Other taxation and social security	548,663	248,556
Other creditors	72,275	72,060
Advance from Customers	21,378	27,730
	1,053,670	1,452,316

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended March 31, 2025 (continued)

15. Short term loan	2025 £	2024 £
Borrowing from group undertakings	-	1,186,944
	-	1,186,944

Borrowings from group undertakings consist of loan taken from Wipro Holdings Hungary KFT amounting USD 1,096,000 and Wipro Holdings UK Limited amounting to GBP 300,000 and it has been settled during FY 2024-25

Loan from Wipro Holdings Hungary KFT

Terms of repayment:

The Borrower shall repay the entire amount of the loan along with an interest equal to 12-month USD SOFR rate as quoted on Bloomberg plus 85 basis points on the reducing balance to the Lender's bank account on the Expiration Date (i.e, August 27, 2024) and settled in FY 2024-25.

The Borrower is also entitled to repay a part or the entire amount of the loan to the Lender at any time prior to the Expiration Date without penalty or notice.

Loan from Wipro Holdings UK Limited

Terms of repayment:

The Borrower shall repay the entire amount of the loan along with an interest equal to 12-month GBP SONIA rate as quoted on Bloomberg plus 85 basis points on the reducing balance to the Lender's bank account on the Expiration Date (i.e, December 20, 2024) and settled in FY 2024-25.

The Borrower is also entitled to repay a part or the entire amount of the loan to the Lender at any time prior to the Expiration Date without penalty or notice.

16. Called up equity share capital	2025 £	2024 £
Called up share capital		
Allotted, issued and fully paid		
4,840,413 Ordinary shares of £1.00 each	4,840,413	2,484,333
	4,840,413	2,484,333

Wipro CRM Services NV (formerly Wipro 4C NV), the parent company has made an investment of GBP 2,356,080 in Ordinary shares of £ 1.00 each in the capital of the Company in FY 2024-25

17. Debtors amount falling due within one year	2025 £	2024 £
Other Debtors	-	-
	-	-

WIPRO CRM SERVICES UK LIMITED

Notes forming part of the financial statements for the period ended March 31, 2025 *(continued)*

	2025 £	2024 £
18. Deferred tax asset		
Brought forward	104,930	77,239
Addition/(deletion) during the year on account of R&D credits	(104,930)	27,691
Carried forward	<u>-</u>	<u>104,930</u>

Deferred tax asset pertains to unutilized R&D credits.

19. Commitments under operating lease

The company had future minimum lease payments due under cancellable operating leases for the below period

	2025 £	2024 £
Not later than one year	2,220	22,335
Later than one year but not later than five years	-	-
Later than five years	-	-
	<u>2,220</u>	<u>22,335</u>

20. Prior year adjustment

In the comparative period ending 31 March 2024, the company has adjusted for other income relating to R&D tax credits. The accounts have been restated to correct the treatment, resulting in changes to the following lines

	2024 £ Previously	2024 £ As restated
Payroll expense	1,637,407	1,783,149
Other income	536,103	681,674

This correction has not resulted in any change to the reserves of the company as at 31 March 2025

21. Pension contribution

The company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the company in an independent administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £47,275 (2024 £64,294). No commitment was outstanding as at 31 March 2025 (2024 - nil).

22. Related Party disclosures

The company has taken advantage of the exemption available under Financial Reporting Standard 102 "Related Party Disclosures", for subsidiaries with 100% of whose voting rights are controlled within the group, from the requirements to provide details of transactions with entities that are part of the group

23. Ultimate parent undertaking and controlling party

Since 16 December 2016, the Company is an immediate subsidiary of Wipro CRM Services NV (formerly Wipro 4C NV), a company incorporated in Belgium, with the registered address: Stations Street 60/5 2800, Mechelen, Belgium. Since 10 August 2020, the ultimate parent of the Company is Wipro Limited, a company incorporated under the Indian Companies Act, 1913, with its registered office at Doddakannelli, Sarjapur Road, Bangalore, India, and having the Corporate Identification Number (CIN) L32102KA1945PLC020800

24. Subsequent events

The directors are not aware of any significant matter or circumstance arising since the end of the period, not otherwise dealt within the financial statements, which significantly affect the financial position of the company or the result to the date of this audit report.

25. Figures for the previous year have been regrouped/reclassified wherever necessary to correspond with the current year's classification / disclosure.