KRYSTAL INTEGRATED SERVICES LIMITED (Formerly known as Krystal Integrated Services private Limited)



May 02, 2025

KISL/CS/SE/15/2025-26

The Department of Corporate Services	National Stock Exchange of India Limited
BSE Limited	Exchange Plaza, Plot no. C/1, G Block,
General Manager	Bandra-Kurla Complex,
Department of Corporate Services	Bandra (E),
Floor 25, Phiroze Jeejeebhoy Towers,	Mumbai - 400 051
Dalal Street, Mumbai 400 001	Scrip Symbol: KRYSTAL
Scrip Code: 544149	

Dear Sir/Madam,

Subject: Investors Presentation on Audited Financial Results of the Company for the quarter and financial year ended on March 31, 2025

Pursuant to Regulation 30(6) read with Para A of Part A of Schedule III of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith a copy of the Investors Presentation, proposed to be made at the Investor/Analyst call to be held on Monday, May 05, 2025 at 12 noon (IST), in connection with the Audited (Consolidated and Standalone) Financial Results of the Company for the quarter and financial year ended on March 31, 2025.

The presentation is also being hosted on the website of the Company at <u>https://krystal-group.com/</u> under the Investors section.

This is for your information and records.

Thanking You,

For Krystal Integrated Services Limited (Previously known as Krystal Integrated Services Private Limited)

Stuti Maru Company Secretary & Compliance Officer Membership Number: A45257

Encl.: as above



KRYSTAL INTEGRATED SERVICES LIMITED



Investor Presentation Q4 & FY25



DISCLAIMER (1/2)

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DISCLAIMER (2/2)

Certain data contained in this Presentation was obtained from various external data sources and the report titled "Industry Report on Integrated Facility Management, Staffing & Payroll Management, and Private Security/Manned Guarding Services Business in India" dated September 21, 2023 prepared and issued by Frost & Sullivan (the "F&S Report") which is subject to the following disclaimer:

"The report titled "Integrated Facility Management, Staffing and Payroll Management, and Private Security/Manned Guarding Services Business in India" dated September 21, 2023 has been prepared for the proposed initial public offering of equity shares by Krystal Integrated Services Limited (the "Company").

This study has been undertaken through extensive primary and secondary research, which involves discussing the status of the industry with leading market participants and experts, and compiling inputs from publicly available sources, including official publications and research reports. Estimates provided by Frost & Sullivan (India) Private Limited ("Frost & Sullivan") and its assumptions are based on varying levels of quantitative and qualitative analyses, including industry journals, company reports and information in the public domain.

Frost & Sullivan has prepared this study in an independent and objective manner, and it has taken all reasonable care to ensure its accuracy and completeness. We believe that this study presents a true and fair view of the industry within the limitations of, among others, secondary statistics and primary research, and it does not purport to be exhaustive. The results that can be or are derived from these findings are based on certain assumptions and parameters/conditions. As such, a blanket, generic use of the derived results or the methodology is not encouraged.

Forecasts, estimates, predictions, and other forward-looking statements contained in this Report are inherently uncertain because of changes in factors underlying their assumptions, or events or combinations of events that cannot be reasonably foreseen. Actual results and future events could differ materially from such forecasts, estimates, predictions, or such statements.

In making any decision regarding the transaction, the recipient should conduct its own investigation and analysis of all facts and information contained in the prospectus of which this Report is a part and the recipient must rely on its own examination and the terms of the transaction, as and when discussed. The recipients should not construe any of the contents in this Report as advice relating to business, financial, legal, taxation or investment matters and are advised to consult their own business, financial, legal, taxation, and other advisors concerning the transaction"

The information contained in this Presentation is not to be taken as any recommendation made by the Company or any other person to enter into any agreement with regard to any investment. You will be solely responsible for your own assessment of the market and the market position of the Company and you will conduct your own analysis and be solely responsible for forming your own view of the potential future performance of the business of the Company.

The Company is proposing, subject to the receipt of requisite approvals, market conditions and other considerations, to make an initial public offering of its equity shares and has filed a Draft Red Herring Prospectus dated September 27, 2023 (the "DRHP") filed with the Securities and Exchange Board of India (the "SEBI") on September 28, 2023. The DRHP is available on the website of the Company, the SEBI, BSE Limited and National Stock Exchange of India Limited at www.krystal-group.com, www.sebigov.in, www.bseindia.com and www.nseindia.com, respectively and the website of the book running lead manager at www.ingaventures.com.

Investors should note that investment in equity shares involves a high degree of risk. For details, potential investors should refer to the red herring prospectus that may be filed with the Registrar of Companies, Maharashtra at Mumbai in the future, including the section titled "Risk Factors". Potential investors should not rely on the DRHP filed with the SEBI for making any investment decision.

Capitalized terms and abbreviations used in this Presentation but not defined herein shall have the meaning given to such terms and abbreviations in the DRHP.



Q4 FY25 KEY FINANCIAL HIGHLIGHTS



Operational Highlights

- 139 new clients added in FY25, vis-à-vis 76 new client additions in FY24
- 41.4% YoY Growth in Quarterly Revenue
- 42.3% YoY Growth in EBITDA
- Improvement in EBITDA Margin by 4 basis points





COMPANY OVERVIEW



KRYSTAL AT A GLANCE







Strong track record of high employee satisfaction and retention rates

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26.6% Revenue CAGR (FY21-FY25)

59.3% PAT CAGR (FY21-FY25)

6.5% EBITDA Margin (FY25)

> 16.7% ROCE (FY25)

0.19 Debt/Equity (FY25)

KEY STRENGTHS





EXPERIENCED & DYNAMIC LEADERSHIP



Sanjay Suryakant Dighe CEO & Whole-time Director

- Previously associated with Birla Sun Life Insurance Company Limited. Associated with the Company as a Director since December 8, 2010. Involved in the core business management activities and focuses on the long-term growth and strategy planning
- Degree in mechanical engineering from Abhinava Abhiyantriki Mahavidyalaya, Pune



Barun Dey

- CFO and President Finance & Accounts
- Previously associated with G4S Secure the Company since July 4, 2019
- Associate member of Institute of Chartered Accountants of India



Solutions (India) Private Limited. Associated with



BUSINESS OVERVIEW



FOCUSED BUSINESS MODEL WHICH IS WELL-POSITIONED TO SERVICE DIVERSE SECTORS

Expertise in catering to the healthcare, education, airport, railways and metro infrastructure sectors









Manufacturing, Retail & Others

34.45

Revenue Mix (%)

Sites

1.882

Rising number of manufacturing sites, retail outlets & avenues requiring such services

COMPREHENSIVE PORTFOLIO OF SERVICES







Solid Waste Management

2.18 %



INTEGRATED FACILITY MANAGEMENT SERVICES

Company offers bundled solution of services customized as per needs, thus acting as a one-stop integrated solution provider



OTHER SERVICES



STAFFING SOLUTIONS & PAYROLL MANAGEMENT

Services comprise of recruitment, payroll, and human resource services. Provides skilled, semi-skilled and unskilled manpower as per customer's requirements

Key customer includes HDFC Bank, Federal Mogul, MP Electricity Board, D-Mart, Asian Paints





PRIVATE SECURITY & MANNED GUARDING

Services consist of providing security solutions including manned guarding, access control, surveillance, quick-response services and patrols

Top clients – Air India SATS, D-Mart, Knight Frank, Mumbai Cricket Association



Locations Serviced

CATERING

Offers full range of food and beverage services, including breakfast, lunch and dinner for corporates & Government; through subsidiary, Krystal Gourmet, which operates a central kitchen in Mumbai

Top clients – Bombay Gymkhana Ltd, Bain & Company India Pvt Ltd, Terna Speciality Hospital & Research Centre









DIVERSIFYING INTO NEW AVENUES

Water Treatment

- Since 2019, Company has been executing turnkey projects
- In FY25, core team of 20+ skilled members is formed
- Team's expertise covers solid & liquid waste management encompassing bio-mining of legacy waste, Common Effluent Treatment Plants (CETP) and Zero Liquid Discharge (ZLD) technologies
- Secured multi-year contract from Tindivanam Pharma Park Association (TPPA) in Chennai for effluent treatment at its Central Effluent Treatment Plant for ZLD
- This vertical fosters higher-margin, technology-driven growth
- Krystal is planning to expand into similar manufacturing clusters across the country
- The company strongly focuses on sustainable waste management and environmental responsibility



Technical Facility Management

Services consist of providing Level one maintenance. We will be responsible for the functioning of the facility.

- MEP services
- HVAC & AHU Maintenance

Key customers - Kohinoor, Tenneco and Nesco IT Park













Task Master (100% subsidiary)

This is a first step into B2C segment. Krystal shall provide deep cleaning services for the residential sector, among others.









WIDE GEOGRAPHIC PRESENCE



* As of March 31, 2025



KEY CLIENTELE

Longstanding relationship with customers across diverse sectors with recurring business





ROBUST WORKFORCE, COUPLED WITH STRONG RECRUITMENT AND TRAINING CAPABILITIES





• Leverage various channels like print media, digital advertisements and job fairs

Employee Training Initiatives 24,492 IFMS Established Krystal Integrated Training Academy (KITA) to train security guards, house keepers & facility attendants • Colonel (Retd.) Tushar Joshi heads training &

- Specific training programs including in-house & on-site training, based on customer needs & requirements
- Focus on upskilling workforce through technical training







Strong track record of high employee satisfaction & improving retention rates



Employee Welfare Initiatives

- registered credit cooperative society
- merit and quality of service



development functions

•



Provides fixed deposits to employees through a

Identification of high performing employees based on

• Policy to provide recognitions through letters of appreciation to employees based on their performance

FINANCIAL PERFORMANCE



MANAGEMENT COMMENT





Speaking on the Company's performance, **Mr. Sanjay Dighe,** CEO & Whole-time Director, said: "The Company has closed the fiscal year on a strong note, with performance in line with expectations during the last quarter. We have continued to build our order book with a wide array of projects which leverage our strengths as a diversified service provider.

The quarter and year gone by has been particularly eventful for us, with several major milestones. We made important strides in our strategy to strengthen our business model and diversify into new avenues – notably waste management and technical facility management. We won contracts for solid waste management as well as water treatment work, which will give us the requisite pre-qualification for larger projects in these fields in the coming times. Moreover, we are getting into technical facility management which will encompass specialized services requiring a higher skill set, which are expected to be more profitable in the longer run.

The contracts we won during this year cover a wide range of sectors, from airports and metro stations, to hospitals, retail establishments and other manufacturing sites. Some of the recent contract wins include a Rs. 349 cr contract for facility management from Tamil Nadu Medical Services Corp Ltd; a security services contract from SVC Co-op Bank; deployment of manpower at Mumbai Monorail stations; sanitization services at PGIMER worth Rs. 84 cr; and bundled services at various airports including Chandigarh, Chennai and Trivandrum; among others. The contract with TPPA, Chennai, marked our foray into waste water management and effluent treatment works.

We see tremendous growth opportunities in these verticals and Krystal is well positioned to capitalize on these opportunities by leveraging its strengths. Overall, we have entered the new fiscal year on a robust footing, and hope to sustain and grow the momentum through this year. I would like to thank the entire team at Krystal and all our stakeholders for their continued support."





QUARTERLY FINANCIAL PERFORMANCE



HISTORICAL FINANCIAL PERFORMANCE



MOVING TOWARDS SUSTAINABLE GROWTH WITH DIVERSIFICATION



towards building diversified and we have further **Technical Facility** Management



Over the years, we have successfully worked sustainable revenue streams. During this year, strengthened our portfolio by adding two new segments: Waste Management and

KEY FINANCIAL RATIOS



*ROCE = EBIT / (Shareholders Funds + Long-Term Borrowing - Non-Current Investments)

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PROFIT & LOSS					KRYST (₹ Mn)
Particulars	Q4 FY25	Q4 FY24	ΥοΥ	Q3 FY25	QoQ
Income from operations	4,131.02	2,921.67	41.39%	2,763.73	49.47%
Total Raw Material Expenses	697.97	581.99		265.71	
Employee Cost	2,914.44	2,032.34		2,279.96	
Other Expenses	251.09	119.31		41.12	
Total Expenditure	3,863.50	2,733.64		2,586.79	
EBITDA	267.52	188.03	42.28%	176.94	51.19%
EBITDA Margin %	6.48%	6.44%	4 Bps	6.40%	8 Bps
Depreciation	24.48	18.72		22.43	
Other Income	41.52	23.99		38.36	
Interest	27.84	29.68		22.09	
Profit Before Tax	256.72	163.63	56.90%	170.78	50.32%
Тах	87.58	6.18		19.65	
Profit After Tax*	169.14	157.45	7.43%	151.13	11.92%
PAT Margin	4.09%	5.39%	(130) Bps	5.47%	(138) Bps
Basic EPS	12.12	13.58	(10.76)%	10.84	11.77%

* Excluding profit from discontinued operations

ANNUAL CONSOLIDATED STATEMENT OF PROFIT & LOSS

Particulars	FY22	FY23	FY24	FY25
Revenue from operations	5,526.76	7,076.36	10,268.49	12,127.84
Other Income	21.81	33.29	80.01	164.92
Cost of material and store and spare consumed	242.26	323.04	1,623.14	1,357.40
Employee benefit expense	4,713.28	5,919.04	7,678.80	9,512.91
Finance costs	87.78	94.92	119.84	100.38
Depreciation and amortisation expense	42.95	46.57	71.45	86.35
Other expenses	191.24	335.93	279.74	480.41
Restated profit before tax from continuing operations	271.06	390.16	575.52	755.32
Tax (Current Tax + Deferred Tax)	62.71	52.45	85.25	132.00
Restated profit for the year from continuing operations after taxes	208.35	337.71	490.27	623.32
Restated profit from discontinued operations (after taxes)	53.16	46.42	-	-
Restated profit for the year after tax and before share of profit from joint venture	261.51	384.13	490.27	623.32
Share of profit of joint venture	1.23	0.31	0.42	1.84
Restated profit for the year	262.74	384.44	*494.43	626.93
Basic EPS (in ₹)	22.69	33.33	42.30	44.61

* Includes Other Comprehensive Income



(₹ Mn)

CONSOLIDATED BALANCE SHEET

Particulars	FY22	FY23	FY24
Equity Capital	57.62	57.62	139.72
Other Equity	1,580.93	1,576.50	3622.50
Borrowings (Current + Non-Current)	725.51	479.92	832.59
Lease Liabilities (Current + Non-Current)	14.08	25.46	44.35
Provisions (Current + Non-Current)	115.48	131.33	131.85
Trade Payable	514.97	158.49	562.11
Other Financial Liabilities (Current)	597.92	555.08	813.04
Other Current Liabilities	437.34	450.28	323.92
Total Equity & Liabilities	4,043.85	3,434.68	6,470.08
Fixed Assets (incl. PPE, CWIP, RoU Assets & Intangible Assets)	710.51	806.42	829.74
Investments (Non-Current)	18.54	28.94	30.65
Deferred Tax Assets (net) (Non-Current)	56.00	74.50	43.68
Income Tax Assets (net) (Current + Non-Current)	134.65	85.50	133.82
Other Non-current Assets	80.56	-	292.53
Inventory	58.81	6.11	6.35
Trade Receivable	2,411.60	1,496.10	2,323.64
Cash & Cash Equivalents (incl. Other Bank Balances)	233.65	191.65	1,800.16
Loans (Current)	18.02	251.51	726.72
Other Financial Assets (Current + Non-Current)	243.45	440.65	221.84
Other Current Assets	78.06	53.30	60.96
Total Assets	4,043.85	3,434.68	6,470.08



(₹ Mn)

FY25

139.72

4232.37

839.69

70.76

158.67

514.34

1266.13

384.99

7606.67

1011.95

91.74

43.34

140.53

318.64

10.70

3633.57

743.29

1091.46

348.89

172.55

7606.67

BUSINESS STRATEGIES

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KEY BUSINESS STRATEGIES

KRYSTAL



Retain, strengthen and grow customer base

- Aim to leverage wide range of offerings and presence to offer bundled services to customers across regions, thereby acting as a one-stop solution for customers, leading to increased wallet share
- Intend to further optimize bid selection and pricing strategies, and to meet the qualifying criteria for government contracts

Capitalize and build upon human resource strength, including recruiting & training capabilities

- Intend to focus on technology for recruitment of employees to meet the business needs
- Also intend to continue to focus on training and development needs to build employee capabilities and facilitate retention



Focus on operational efficiency

Focus on improving operational efficiency to improve returns, including by increased technology integration



Continue to improve profits and operating margins

Intend to continue to focus on improving profitability and operating margins, including ٠ by offering more value-added services to existing and to new customers



INDUSTRY OVERVIEW

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MARKET OPPORTUNITIES



1,823.05 CAGR

20.1%

Staffing & Payroll Management



- Industrial, Public Administration, Railways & Metros, Commercial Offices, Retail, Airports, Healthcare & Education are the top segments anticipated to drive demand for IFMS between FY23 & FY28
- These segments accounted for 88% of the total Outsourced IFM Market in FY23
- Key growth enablers for Staffing & Payroll Management Services Market in India are the need for flexible workforce, availability of large manpower resources, growth in gig economy & regulatory compliance
- Several initiatives by Govt. such as Make-in-India & PLI schemes are expected to create job opportunities & growth potential for staffing companies in manufacturing segment



- security related services
- have spurred growth



• Evolution of Manned Guarding Services through trends such as technology adoption & training resulted in improved service delivery, high confidence & willingness to outsource

• Availability of manpower due to migration of workforce from rural to urban areas, & regulations such as minimum wages



Strategic Focus Areas



Grow Core Business Organically

Krystal aims to expand its core IFMS portfolio, especially with technical services

Expanding into Waste Management

Company has ventured into solid waste management and water treatment services, to tap the huge opportunity in those segments





Expanding into New Geographies

Krystal aims to expand its footprint into new states across India

Technical Facility Management

Increasing focus on operations, maintenance and other services requiring relatively higher technical skills





Increasing Order Book & Enhancing Margins

Continuous endeavour to win new orders and invest in automation to improve margins



ABBREVIATIONS

IFMS	Integrated Facility Management Services
MEP	Mechanical, Electrical & Plumbing
PSARA license	License under The Private Securities Agencies Regulation Act, 2005
RISE	Revitalising Infrastructure and System in Education
EQUIP	Education Quality Upgradation and Inclusion Programme
NEP 2020	National Educational Policy 2020
UDAN	Ude Desh ka Aam Naagrik
Mn	Million
CAGR	Compounded Annual Growth Rate
EBITDA	Earnings before interest, taxes, depreciation & amortization expenses
РАТ	Profit after Tax
EPS	Earnings Per Share





