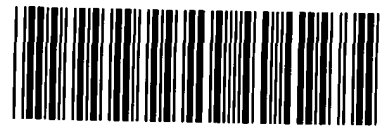


Intervoice Limited

Directors' report and financial statements
30 November 2021
Registered number 02601740

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Contents

Directors and Other Information	2
Strategic Report	3
Directors' Report	5
Statement of directors' responsibilities	6
Independent Auditor's Report to the members of Intervoice Limited	7
Profit and Loss Account and Other Comprehensive Income	11
Balance Sheet	12
Statement of Changes in Equity	13
Notes	14

Directors and Other Information

Registered No. 02601740

Directors

Andrew Albert Farwig
Jane Catherine Fogarty

Secretary

A G Secretarial Limited

Auditors

KPMG
The Soloist Building
1 Lanyon Place
Belfast, BT1 3LP

Bankers

Citibank N.A.
Canada Square, Canary Wharf
London E14 5LB
United Kingdom

Registered Office

Concentrix Bredbury
2 Horsfield Way
Bredbury Park Industrial Estate
Stockport
SK6 2SU

Strategic Report

The directors present their Strategic Report for the 11 month period ended 30 November 2021.

Principal activity

The company is a world leader in unified communications, providing scalable, switch-independent software and professional services that power standards-based voice portals, multi-channel IP contact centres, and next-generation mobile-enhanced services; more recently adding intelligence to all its offerings through the provision of a Dynamic Decisioning engine (DDS).

Business review

The company has changed its accounting period end date to 30 November from 31 December.

The profit for the year after taxation was £393k (2020: loss £1,026k).

During the period the company completed the sale of its Mobile Network Solutions (MNS) activities to a third party. All assets, liabilities and employees related to MNS were transferred as part of the sale. A gain on the sale of £95k was recognised as other operating income. The Directors do not foresee any impact on the going concern status of the company as a result of the sale.

Key performance indicators

The directors have determined that the following financial key performance indicators (KPI's) are the most effective measures of progress towards achieving the company's objectives:

	2021 £000	2020 £000
Turnover	2,951	5,325
Gross profit	2,733	4,675
Operating profit/(loss)	893	(1,155)

Turnover decreased to £2,951k (45%) due to the sale of the MNS business part way through the period. The directors expect turnover to decrease further moving forward with the company maintaining its enterprise solutions for the foreseeable future. The operating profit for the period of £893k includes the £95k gain on the sale of the MNS business along with significant period-on-period savings following the business sale.

Principal risks and uncertainties

The company's strategy is to follow an appropriate risk policy, which effectively manages exposures related to the achievement of business objectives. The key risks which the company faces are detailed as follows:

Covid-19

The continuing global COVID-19 pandemic may have a significant and prolonged impact on global economic conditions, specifically in relation to business closure, labour shortage and price inflation. Failure to adapt to changes brought about by this may adversely affect the competitiveness and financial results of the company. The Directors believe that governmental measures and vaccination programmes along with policies and procedures adapted by the company and the related parties within Concentrix Corporation mitigate these risks to the fullest extent possible.

Strategic Report (continued)

Principal risks and uncertainties (continued)

Business performance risk

Business performance risk is the risk that the company may not perform as expected either due to internal factors or due to competitive pressures in the markets in which the company operates. This risk is managed through several measures: ensuring that the appropriate management team is in place; budget and business planning; monthly reporting and variance analysis; financial controls; key performance indicators and regular forecasting.

Business continuity risk

The company does ensure that there is adequate knowledge throughout the management team and sufficient IT support available should an unforeseen event occur. Management are in the process of identifying and implementing business continuity and IT disaster recovery plans to ensure that any increase in risk arising from future activities is managed.

Health and safety risk

The company is committed to ensuring a safe working environment. The risks arising from inadequate management of health and safety matters are the exposure of employees and third parties to the risk of injury, potential liability and/or loss of reputation. These risks are managed by the company through: the strong promotion of a health and safety culture and well defined health and safety policies.

Staff and management development

Long-term growth of the business depends on the company's ability to retain and attract personnel of high quality. This risk is managed through development plans which are regularly reviewed and updated. These are accompanied by specific policies in areas such as training, management development and performance

Financial and business control

Strong financial and business controls are necessary to ensure the integrity and reliability of financial and other information on which the company relies for day-to-day operations, external reporting and for long term planning. The company exercises financial and business control through a combination of: qualified and experienced financial teams; performance analysis; budgeting and cash flow forecasting and clearly defined approval limits.

Loss of key customers

Long-term growth of the business depends on the company's ability to retain key customers. The risk of customer attrition is managed by developing and maintaining strong relationships with customers through regular contact and striving for continuous improvement.

Social, ethical and environmental risk

Due to the company's nature and size no significant social, ethical or environmental risks have been identified by management.

On behalf of the board



Jane Catherine Fogarty
Director

1 June 2022

Directors' Report

The directors present their report for the 11 month period ended 30 November 2021.

Dividends

No dividend has been paid during the period (2020: £nil).

Directors

The directors who served the company during the year and thereafter were as follows:

Andre Scott Valentine	- resigned 12 November 2021
Steven Linley Richie	- resigned 12 November 2021
Andrew Albert Farwig	- appointed 12 November 2021
Jane Catherine Fogarty	- appointed 12 November 2021

Political contributions

The company made no political contributions during the year (2020: £Nil).

Future developments

Management's objectives are to maintain the enterprise offerings of the company following the sale of the MNS business and to consolidate the financial position of the company during the next 12 months.

Going concern

The directors believe that there are no material uncertainties that cast significant doubt about the company's ability to continue as a going concern.

Disclosure of information to the auditors

The directors who held office at the date of approval of this Directors' Report confirm that, so far as they are each aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditor is unaware; and each director has taken all the steps that they ought to have taken as a director to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

Auditors

Pursuant to Section 487 of the Companies Act 2006, the auditors will be deemed to be reappointed and KPMG will therefore continue in office.

On behalf of the board



Jane Catherine Fogarty
Director

1 June 2022

Statement of directors' responsibilities

The directors are responsible for preparing the Directors' Report, Strategic Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law they 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;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- assess the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern; and
- use the going concern basis of accounting unless they either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

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 enable them to ensure that the financial statements comply with the Companies Act 2006. They are responsible for such internal controls as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error, and have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

On behalf of the board



Jane Catherine Fogarty
Director

1 June 2022



KPMG
Audit
The Soloist Building
1 Lanyon Place
Belfast BT1 3LP
Northern Ireland

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INTERVOICE LIMITED

Report on the audit of the financial statements

Opinion

We have audited the financial statements of Intervoice Limited ('the Company') for the period ended 30 November 2021, which comprise the profit and loss account and other comprehensive income, the balance sheet, the statement of changes in equity and related notes, including the summary of significant accounting policies set out in note 1. The financial reporting framework that has been applied in their preparation is UK Law and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

In our opinion:

- the financial statements give a true and fair view of the state of the Company's affairs as at 30 November 2021 and of its profit for the period then ended;
- the financial statements have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and
- the financial statements 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Company in accordance with ethical requirements that are relevant to our audit of financial statements in the UK, including the Financial Reporting Council (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.

Conclusions relating to going concern

The directors have prepared the financial statements on the going concern basis as they do not intend to liquidate the Company or to cease its operations, and as they have concluded that the Company's financial position means that this is realistic. They have also concluded that there are no material uncertainties that could have cast significant doubt over its ability to continue as a going concern for at least a year from the date of approval of the financial statements ("the going concern period").

In our evaluation of the directors' conclusions, we considered the inherent risks to the Company's business model and analysed how those risks might affect the Company's financial resources or ability to continue operations over the going concern period.

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



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INTERVOICE LIMITED *(continued)*

Conclusions relating to going concern (continued)

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 the date when the financial statements are authorised for issue.

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

However, as we cannot predict all future events or conditions and as subsequent events may result in outcomes that are inconsistent with judgements that were reasonable at the time they were made, the absence of reference to a material uncertainty in this auditor's report is not a guarantee that the Company will continue in operation.

Detecting irregularities including fraud

We identified the areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements and risks of material misstatement due to fraud, using our understanding of the entity's industry, regulatory environment and other external factors and inquiry with the directors. In addition, our risk assessment procedures included: inquiring with the directors as to the Company's policies and procedures regarding compliance with laws and regulations and prevention and detection of fraud; inquiring whether the directors have knowledge of any actual or suspected non-compliance with laws or regulations or alleged fraud; inspecting the Company's regulatory and legal correspondence; and reading Board minutes.

We discussed identified laws and regulations, fraud risk factors and the need to remain alert among the audit team.

The Company is subject to laws and regulations that directly affect the financial statements including companies and financial reporting legislation. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items, including assessing the financial statement disclosures and agreeing them to supporting documentation when necessary.

The company is not subject to other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements.

Auditing standards limit the required audit procedures to identify non-compliance with these non-direct laws and regulations to inquiry of the directors and other management and inspection of regulatory and legal correspondence, if any. These limited procedures did not identify actual or suspected non-compliance.

We assessed events or conditions that could indicate an incentive or pressure to commit fraud or provide an opportunity to commit fraud. As required by auditing standards, we performed procedures to address the risk of management override of controls. On this audit we do not believe there is a fraud risk related to revenue recognition. We did not identify any additional fraud risks.

In response to risk of fraud, we also performed procedures including: identifying journal entries to test based on risk criteria and comparing the identified entries to supporting documentation; evaluating the business purpose of significant unusual transactions; assessing significant accounting estimates for bias; and assessing the disclosures in the financial statements.



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INTERVOICE LIMITED *(continued)*

Detecting irregularities including fraud (continued)

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. For example, the further removed non-compliance with laws and regulations (irregularities) 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.

In addition, as with any audit, there remains a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or 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.

Other information

The directors are responsible for the other information presented in the Annual Report together with the financial statements. The other information comprises the information included in the strategic report and the directors' report. The financial statements and our auditor's report thereon do not comprise part of the other information. Our opinion on the financial statements does not cover the other information and, accordingly, we do not express an audit opinion or, except as explicitly stated below, any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether, based on our financial statements audit work, the information therein is materially misstated or inconsistent with the financial statements or our audit knowledge. Based solely on that work we have not identified material misstatements in the other information.

Opinions on other matters prescribed by the Companies Act 2006

Based solely on our work on the other information undertaken during the course of the audit:

- we have not identified material misstatements in the directors' report or the strategic report;
- in our opinion, the information given in the directors' report and the strategic report is consistent with the financial statements;
- in our opinion, the directors' report and the strategic report have been prepared in accordance with the Companies Act 2006.

Matters on which we are required to report by exception

Under the Companies Act 2006 we are required 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

We have nothing to report in these respects.



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INTERVOICE LIMITED (continued)

Respective responsibilities and restrictions on use

Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement set out on page 6, the directors are responsible for: the preparation of the financial statements including being satisfied that they give a true and fair view; such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error; 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 they either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's 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, other irregularities or error, and to issue an opinion in an auditor's report. 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, other irregularities 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.

A fuller description of our responsibilities is provided on the FRC's website at www.frc.org.uk/auditorsresponsibilities.

The purpose of our audit work and to whom we owe our responsibilities

Our 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 an auditor's report 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.

02 June 2022

Eamon Dillon (*Senior Statutory Auditor*)
for and on behalf of KPMG, Statutory Auditor
Chartered Accountants
The Soloist Building
1 Lanyon Place
Belfast
BT1 3LP

Profit and Loss Account and Other Comprehensive Income
for the 11 month period ended 30 November 2021

		11 months to 30 November	
		2021	2020
	Note	£000	£000
Turnover	2	2,951	5,325
Cost of sales		(218)	(650)
Gross profit		2,733	4,675
Other operating expenses		(2,017)	(5,945)
Other operating income		95	-
Operating profit/(loss)	3	811	(1,270)
Interest receivable and similar income	6	82	115
(Loss)/profit on ordinary activities before taxation		893	(1,155)
Tax on profit / (loss)	7	500	(77)
(Loss)/profit for the financial year		393	(1,078)

All amounts generated in the 11 month period ended 30 November 2021 relate to discontinuing operations of the company.

The company has no other comprehensive income in the current or previous financial year other than those dealt with in the profit and loss account and accordingly, a statement of other comprehensive income has not been presented.

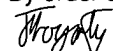
The notes on page 14 to 25 form part of these financial statements.

Balance Sheet
at 30 November 2021

	Note	2021 £000	2020 £000
Fixed assets			
Tangible assets	8	-	137
Investments	9	17	17
		<u>17</u>	<u>154</u>
Current assets			
Stocks		1	43
Debtors (including £nil due after more than one year)	10	6,428	7,293
Cash at bank and in hand		86	751
		<u>6,515</u>	<u>8,087</u>
Creditors: amounts falling due within one year	11	<u>(871)</u>	<u>(2,973)</u>
Net current assets		5,644	5,114
Total assets less current liabilities		<u>5,661</u>	<u>5,268</u>
Provisions for liabilities	12	-	-
Net assets		<u><u>5,661</u></u>	<u><u>5,268</u></u>
Capital and reserves			
Called up share capital	14	2,500	2,500
Capital contribution reserve		3,401	3,401
Profit and loss account		(240)	(633)
Shareholders' funds		<u><u>5,661</u></u>	<u><u>5,268</u></u>

The financial statements were approved by the board of directors on 1 June 2022 and were signed on its behalf by:

By order of the board



Jane Catherine Fogarty
Director

Company registration number: 02601740

The notes on page 14 to 25 form part of these financial statements.

Statement of Changes in Equity
at 30 November 2021

	Share capital £000	Capital contribution reserve £000	Profit and loss account £000	Total equity £000
At 31 December 2019	2,500	3,307	445	6,252
Total comprehensive income for the year				
Loss for the year	-	-	(1,078)	(1,078)
Total comprehensive income for the year	-	-	(1,078)	(1,078)
Transactions with owners of the company				
Share based payment cancellation and settlement	-	94	-	94
Total transactions with owners of the company	-	94	-	94
At 31 December 2020	<u>2,500</u>	<u>3,401</u>	<u>(633)</u>	<u>5,268</u>
Total comprehensive income for the year				
Profit for the period	-	-	393	393
Total comprehensive income for the year	-	-	393	393
At 30 November 2021	<u>2,500</u>	<u>3,401</u>	<u>(240)</u>	<u>5,661</u>

The notes on page 14 to 25 form part of these financial statements.

Notes

(forming part of the financial statements)

1 Accounting policies

Basis of preparation

Intervoice Limited (the "company") is a private company limited by shares and incorporated, domiciled and registered in England. The registered number is 02601740 and the registered address is Concentrix Bredbury, 2 Horsfield Way, Bredbury Park Industrial Estate, Stockport, SK6 2SU.

These financial statements were prepared in accordance with Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland ("FRS 102"). The presentation currency of these financial statements is sterling. All amounts in the financial statements have been rounded to the nearest £1,000.

The company's ultimate parent undertaking, Concentrix Corporation includes the company in its consolidated financial statements. The consolidated financial statements of Concentrix Corporation are prepared in accordance with US GAAP, which is considered to be an equivalent GAAP. The consolidated financial statements of the Concentrix Corporation are available to the public and may be obtained from its registered office situated at 44111 Nobel Drive, Fremont, California, 94538, United States. Copies of these group financial statements are also available to the public from www.concentrix.com. In these financial statements, the company is considered to be a qualifying entity (for the purposes of this FRS) and has applied the exemptions available under FRS 102 in respect of the following disclosures:

- Cash Flow Statement and related notes; and
- Key Management Personnel compensation.

As the consolidated financial statements of Concentrix Corporation include the equivalent disclosures, the company has also taken the exemptions under FRS 102 available in respect of the following disclosures:

- Certain disclosures required by FRS 102.26 Share Based Payments; and,
- The disclosures required by FRS 102.11 Basic Financial Instruments and FRS 102.12 Other Financial Instrument Issues in respect of financial instruments not falling within the fair value accounting rules of Paragraph 36(4) of Schedule 1 of Companies Act 2006.

As permitted by Section 401 of the Companies Act 2006, the company has not prepared group financial statements. The company and its subsidiary undertakings are included in the group financial statements of its ultimate parent company, Concentrix Corporation.

The accounting policies set out below have, unless otherwise stated, been applied consistently to all years presented in these financial statements.

Judgements made by the directors, in the application of these accounting policies that have significant effect on the financial statements and estimates with a significant risk of material adjustment in the next year are discussed in note 17.

The financial statements are prepared on the historical cost basis.

Going Concern

When considering the appropriateness of this assumption, the Directors have taken account of the liquidity position of the company and the repayment terms of the debtor due from a fellow group undertaking. The company's ultimate parent undertaking, Concentrix Corporation, has provided assurances that it will provide support to allow the company to meet its liabilities as they fall due for at least 12 months from the date of approval of these financial statements.

Notes (continued)

(forming part of the financial statements)

1 Accounting policies (continued)

Foreign currency

Transactions in foreign currencies are translated to the company's functional currency at the foreign exchange rate ruling at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies at the balance sheet date are retranslated to the functional currency at the foreign exchange rate ruling at that date. Non-monetary assets and liabilities that are measured in terms of historical cost in a foreign currency are translated using the exchange rate at the date of the transaction. Non-monetary assets and liabilities denominated in foreign currencies that are stated at fair value are retranslated to the functional currency at foreign exchange rates ruling at the dates the fair value was determined. Foreign exchange differences arising on translation are recognised in the profit and loss account.

Basic financial instruments

Trade and other debtors / creditors

Trade and other debtors are recognised initially at transaction price less attributable transaction costs. Trade and other creditors are recognised initially at transaction price plus attributable transaction costs. Subsequent to initial recognition they are measured at amortised cost using the effective interest method, less any impairment losses in the case of trade debtors. If the arrangement constitutes a financing transaction, for example if payment is deferred beyond normal business terms, then it is measured at the present value of future payments discounted at a market rate of instrument for a similar debt instrument.

Interest-bearing borrowings classified as basic financial instruments

Interest-bearing borrowings are recognised initially at the present value of future payments discounted at a market rate of interest. Subsequent to initial recognition, interest-bearing borrowings are stated at amortised cost using the effective interest method, less any impairment losses.

Cash and cash equivalents

Cash and cash equivalents comprise cash balances and call deposits.

Classification of financial instruments issued by the company

In accordance with FRS 102.22, financial instruments issued by the company are treated as equity only to the extent that they meet the following two conditions:

- (a) they include no contractual obligations upon the company to deliver cash or other financial assets or to exchange financial assets or financial liabilities with another party under conditions that are potentially unfavourable to the company; and
- (b) where the instrument will or may be settled in the company's own equity instruments, it is either a non-derivative that includes no obligation to deliver a variable number of the company's own equity instruments or is a derivative that will be settled by the company's exchanging a fixed amount of cash or other financial assets for a fixed number of its own equity instruments.

To the extent that this definition is not met, the proceeds of issue are classified as a financial liability. Where the instrument so classified takes the legal form of the company's own shares, the amounts presented in these financial statements for called up share capital and share premium account exclude amounts in relation to those shares.

Investments

Fixed asset investments are stated at cost less provision for any impairment.

(forming part of the financial statements)

Leases

Payments (excluding costs for services and insurance) made under operating leases are recognised in the profit and loss account on a straight-line basis over the term of the lease unless the payments to the lessor are structured to increase in line with expected general inflation; in which case the payments related to the structured increases are recognised as incurred. Lease incentives received are recognised in profit and loss over the term of the lease as an integral part of the total lease expense.

Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding liability using the rate implicit in the lease. The finance charge is allocated to each period during the lease term so as to produce a constant periodic rate of interest on the remaining balance of the liability. Contingent rents are charged as expenses in the periods in which they are incurred.

Tangible fixed assets

Where parts of an item of tangible fixed assets have different useful lives, they are accounted for as separate items of tangible fixed assets.

• Leasehold improvements	over period of the lease
• Fixtures and fittings	over three years straight line – 33% per annum
• Plant and equipment	over three years straight line – 33% per annum

The carrying values of tangible fixed assets are reviewed for impairment when events or changes in circumstances indicate the carrying value may not be recoverable.

Notes (continued)

(forming part of the financial statements)

1 Accounting policies (continued)

Stocks

Stocks are stated at the lower of cost and net realisable value.

Cost incurred in bringing each product to its present location and condition is based on purchase cost on a first-in, first-out basis for raw materials and work-in-progress.

Net realisable value is based on estimated normal selling price, less further costs expected to be incurred to completion and disposal. Provision is made for obsolete, slow-moving or defective items where appropriate.

Amounts recoverable on long-term contracts, which are included in trade debtors, are stated at the net sales value of the work done less amounts received as progress payments on account. Excess progress payments are included in creditors as payments on account. Cumulative costs incurred, net of amounts transferred to cost of sales, plus provision for contingencies and anticipated future losses on contracts are included as long-term contract balances in stock.

Impairment excluding deferred tax assets

Financial assets (including trade and other debtors)

A financial asset not carried at fair value through profit or loss is assessed at each reporting date to determine whether there is objective evidence that it is impaired. A financial asset is impaired if objective evidence indicates that a loss event has occurred after the initial recognition of the asset, and that the loss event had a negative effect on the estimated future cash flows of that asset that can be estimated reliably.

An impairment loss in respect of a financial asset measured at amortised cost is calculated as the difference between its carrying amount and the present value of the estimated future cash flows discounted at the asset's original effective interest rate. For financial instruments measured at cost less impairment an impairment is calculated as the difference between its carrying amount and the best estimate of the amount that the company would receive for the asset if it were to be sold at the reporting date. Interest on the impaired asset continues to be recognised through the unwinding of the discount. Impairment losses are recognised in profit or loss. When a subsequent event causes the amount of impairment loss to decrease, the decrease in impairment loss is reversed through profit or loss.

Non-financial assets

The carrying amounts of the company's non-financial assets, other than stocks and deferred tax assets, are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, then the asset's recoverable amount is estimated. The recoverable amount of an asset or cash-generating unit is the greater of its value in use and its fair value less costs to sell. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For the purpose of impairment testing, assets that cannot be tested individually are grouped together into the smallest group of assets that generates cash inflows from continuing use that are largely independent of the cash inflows of other assets or groups of assets (the "cash-generating unit"). The goodwill acquired in a business combination, for the purpose of impairment testing is allocated to cash-generating units, or ("CGU") that are expected to benefit from the synergies of the combination. For the purpose of goodwill impairment testing, if goodwill cannot be allocated to individual CGUs or groups of CGUs on a non-arbitrary basis, the impairment of goodwill is determined using the recoverable amount of the acquired entity in its entirety, or if it has been integrated then the entire entity into which it has been integrated.

An impairment loss is recognised if the carrying amount of an asset or its CGU exceeds its estimated recoverable amount. Impairment losses are recognised in profit or loss. Impairment losses recognised in respect of CGUs are allocated first to reduce the carrying amount of any goodwill allocated to the units, and then to reduce the carrying amounts of the other assets in the unit (group of units) on a pro rata basis.

Notes (continued)
(forming part of the financial statements)

1 Accounting policies (continued)

Warranty

The company accrues an allowance for future warranty services, parts replacement and fault recognition during the warranty period.

Research & Development

Research and development expenditure is written off as incurred, except that development expenditure incurred on an individual project is carried forward when its future recoverability can reasonably be regarded as assured. Any expenditure carried forward is amortised in line with the expected future sales from the related project.

Employee benefits

Defined contribution plans and other long term employee benefits

A defined contribution plan is a post-employment benefit plan under which the company pays fixed contributions into a separate entity and will have no legal or constructive obligation to pay further amounts. Obligations for contributions to defined contribution pension plans are recognised as an expense in the profit and loss account in the periods during which services are rendered by employees.

Termination benefits

Termination benefits are recognised as an expense when the company is demonstrably committed, without realistic possibility of withdrawal, to a formal detailed plan to either terminate employment before the normal retirement date, or to provide termination benefits as a result of an offer made to encourage voluntary redundancy. Termination benefits for voluntary redundancies are recognised as an expense if the company has made an offer of voluntary redundancy, it is probable that the offer will be accepted, and the number of acceptances can be estimated reliably. If benefits are payable more than 12 months after the reporting date, then they are discounted to their present value.

Turnover

Turnover is the total amount receivable by the company for services provided, excluding VAT and trade discounts. The company supplies services to customer under contractual relationships. Under these contracts, revenue is recognised on performance by the company of all contractual obligations. Where contracts require performance of a number of different services, the contract is accounted for as two or more separate transactions only where the commercial substance is that the individual components operate independently of each other.

Interest receivable and Interest payable

Interest payable and similar charges include interest payable, finance charges on shares classified as liabilities and finance leases recognised in profit or loss using the effective interest method, unwinding of the discount on provisions, and net foreign exchange losses that are recognised in the profit and loss account (see foreign currency accounting policy).

Other interest receivable and similar income include interest receivable on funds invested and net foreign exchange gains.

Interest income and interest payable are recognised in profit or loss as they accrue, using the effective interest method. Dividend income is recognised in the profit and loss account on the date the company's right to receive payments is established. Foreign currency gains and losses are reported on a net basis.

Notes (continued)

(forming part of the financial statements)

1 Accounting policies (continued)

Taxation

Tax on the profit or loss for the year comprises current and deferred tax. Tax is recognised in the profit and loss account except to the extent that it relates to items recognised directly in equity or other comprehensive income, in which case it is recognised directly in equity or other comprehensive income.

Current tax is the expected tax payable or receivable on the taxable income or loss for the year, using tax rates enacted or substantively enacted at the balance sheet date, and any adjustment to tax payable in respect of previous years.

Deferred tax is provided on timing differences which arise from the inclusion of income and expenses in tax assessments in periods different from those in which they are recognised in the financial statements. The following timing differences are not provided for: differences between accumulated depreciation and tax allowances for the cost of a fixed asset if and when all conditions for retaining the tax allowances have been met; and differences relating to investments in subsidiaries, to the extent that it is not probable that they will reverse in the foreseeable future and the reporting entity is able to control the reversal of the timing difference. Deferred tax is not recognised on permanent differences arising because certain types of income or expense are non-taxable or are disallowable for tax or because certain tax charges or allowances are greater or smaller than the corresponding income or expense.

Deferred tax is provided in respect of the additional tax that will be paid or avoided on differences between the amount at which an asset (other than goodwill) or liability is recognised in a business combination and the corresponding amount that can be deducted or assessed for tax. Goodwill is adjusted by the amount of such deferred tax.

Deferred tax is measured at the tax rate that is expected to apply to the reversal of the related difference, using tax rates enacted or substantively enacted at the balance sheet date. Deferred tax balances are not discounted.

Unrelieved tax losses and other deferred tax assets are recognised only to the extent that it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits.

Related party transactions

As the company is a subsidiary of Concentrix Corporation, the company has taken advantage of the exemption contained in FRS 102 and has not disclosed transactions with other wholly owned subsidiaries of Concentrix Corporation. There are no other related party transactions requiring disclosure.

2 Turnover

Turnover, which is stated net of value added tax, represents amounts invoiced to third parties and is attributable to one continuing activity, as stated in the Directors' Report.

An analysis of turnover by geographical market is given below:

	11 months to 30 November	
	2021	2020
	£000	£000
United Kingdom	668	868
Europe	569	749
Rest of the world	1,714	3,708
	<u>2,951</u>	<u>5,325</u>

Notes (continued)

(forming part of the financial statements)

3 Expenses and auditors remuneration

	11 months to 30 November	
	2021	2020
	£000	£000
Included in profit/loss are the following:		
Auditors' remuneration – audit fees	15	15
Depreciation of tangible fixed assets	101	571
Loss on disposal of fixed assets	-	128
Operating lease rentals – plant and machinery	-	12
– land and buildings	110	231

Included in other operating income are the following:

	11 months to 30 November	
	2021	2020
	£000	£000
Gain on sale of business operations	95	-
	95	-

4 Directors' remuneration

The directors' total emoluments for the year were paid by various companies within Concentrix Corporation. The directors do not believe that it is practicable to apportion this amount between their services as directors of the company and their services as employees and directors of other companies within the group.

5 Staff numbers and costs

The average number of persons employed by the company (including directors) and analysed by category was as follows:

	11 months to 30 November	
	2021	2020
	No.	No.
Production and design	18	34
Sales and marketing	4	6
Administration	2	4
	24	44

The aggregate payroll costs of these persons were as follows:

	11 months to 30 November	
	2021	2020
	£000	£000
Wages and salaries	1,523	2,872
Social security costs	120	301
Other pension costs	(16)	193
	1,627	3,366

Notes (continued)

(forming part of the financial statements)

6 Interest receivable and similar income

	11 months to 30 November 2021 £000	2020 £000
Interest receivable from fellow group undertaking	82	115
	<u>82</u>	<u>115</u>

7 Tax

	11 months to 30 November 2021 £000	2020 £000
(a) Total tax expense recognised in the profit and loss account, other comprehensive income and equity		
<i>Current tax:</i>		
Current tax on income for the period	230	(139)
Adjustment in respect of prior period	-	26
Foreign tax incurred in current period	88	54
Adjustment in respect of prior period foreign tax	-	93
Total current tax	<u>318</u>	<u>34</u>
<i>Deferred tax: (see note 13)</i>		
Origination and reversal of timing differences	182	(111)
Adjustment in respect of prior period	-	-
Total deferred tax	<u>182</u>	<u>(111)</u>
Total tax	<u>500</u>	<u>(77)</u>
(b) Reconciliation of effective tax rate		
	2021 £000	2020 £000
Profit / (loss) for the year	393	(1,078)
Total tax expense / (credit)	<u>500</u>	<u>(77)</u>
Profit / (loss) before taxation	<u>893</u>	<u>(1,155)</u>
Tax using the UK corporation tax rate of 19% (2020: 19%)	170	(219)
<i>Effects of:</i>		
Expenses not deductible for tax purposes	42	18
Depreciation in excess of capital allowances	18	62
Foreign tax expensed	88	54
Adjustment in respect of prior years	-	119
Timing differences	<u>182</u>	<u>(111)</u>
Total tax expense / (credit) included in profit or loss	<u>500</u>	<u>(77)</u>

c) Factors affecting future tax charges

The UK Budget on 3 March 2021 announced a rise in the Corporation Tax rate to 25% on 1 April 2023, with the rate remaining at 19% until then.

Notes (continued)

(forming part of the financial statements)

8 Tangible fixed assets

	Leasehold improve- ments £000	Plant and equipment £000	Total £000
Cost:			
At 1 January 2021	366	993	1,359
Additions	-	-	-
Disposals	(366)	(993)	(1,359)
At 30 November 2021	-	-	-
Depreciation:			
At 1 January 2021	290	932	1,222
Charge for the year	68	33	101
Disposals	(358)	(965)	(1,323)
At 30 November 2021	-	-	-
Net book value:			
At 31 December 2020	76	61	137
At 30 November 2021	-	-	-

9 Investments

	2021 £000	2020 £000
Investment in subsidiary undertakings at cost	17	17

The company has the following investment in subsidiaries:

	Ownership		Class of shares held	Registered office address
	2021	2020		
Intervoice GmbH	100%	100%	Ordinary	Komturstraße 18, 12099 Berlin Germany

Notes (continued)
(forming part of the financial statements)

10 Debtors

	2021 £000	2020 £000
<i>Amounts falling due within one year:</i>		
Trade debtors	-	748
Amounts owed by group undertakings	5,528	5,783
Prepayments and accrued income	62	441
Other debtors	838	-
Corporation tax recoverable	-	139
Deferred tax asset (note 13)	-	182
	<u>6,428</u>	<u>7,293</u>

Amounts due from group undertakings includes £5,254k (2020: £5,254k) that is interest bearing at 2.5% above LIBOR and repayable on demand. All other amounts due from group undertakings are interest free and repayable on demand.

11 Creditors: amounts falling due within one year

	2021 £000	2020 £000
Trade creditors	57	55
Amounts owed to group undertakings	465	1,717
Other taxes and social security	7	238
Corporation tax payable	91	-
Accruals and deferred income	251	963
	<u>871</u>	<u>2,973</u>

Amounts due to group undertakings are interest free and repayable on demand.

12 Provisions for liabilities

	2021 £000	2020 £000
Company		
At 1 January	-	31
Arising	-	-
Utilised	-	(31)
At 31 December	<u>-</u>	<u>-</u>

Warranty provision

A provision is recognised for expected warranty claims on products sold during the last 12 months. It is expected that this provision will be fully utilised within twelve months of the balance sheet date.

13 Deferred tax assets and liabilities

Deferred tax assets and liabilities are attributable to the following:

	Assets		Liabilities		Net	
	2021 £000	2020 £000	2021 £000	2020 £000	2021 £000	2020 £000
Accelerated capital allowances	-	182	-	-	-	182
	<u>-</u>	<u>182</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>182</u>

Notes (continued)
(forming part of the financial statements)

14 Capital and reserves

<i>Share Capital</i>	2021	2021	2020	2020
	No.	£000	No.	£000
Allotted, called up and fully paid				
Ordinary shares of £1 each	2,500,000	2,500	2,500,000	2,500

Capital contribution reserve

This reserve records the fair value of the share based payment awards granted to employees, recognised over the period in which the employees become unconditionally entitled to the awards.

Profit and loss account

This holds the accumulated profit of the company.

15 Other financial commitments

At 30 November 2021 the company had total commitments under non-cancellable operating leases as set out below:

	2021	2021	2020	2020
	Land and	Other	Land and	Other
	buildings		buildings	
	£000	£000	£000	£000
Operating leases which expire:				
Within one year	-	3	232	11
In two to five years	-	-	900	5
After five years	-	-	411	-
	<u>-</u>	<u>3</u>	<u>1,543</u>	<u>16</u>

16 Ultimate parent undertaking and controlling party

The immediate parent undertaking is Concentrix CVG Customer Management Group Inc., a company incorporated in the United States of America. The ultimate parent undertaking and controlling party is Concentrix Corporation (NASDAQ: CNXC) which is registered in the United States. Concentrix Corporation is located at 44111 Nobel Drive, Fremont, California 94538.

The largest and smallest group in which the results of the company are consolidated is that headed by Concentrix Corporation, incorporated in the United States. No other group financial statements include the results of the company. The consolidated financial statements of Concentrix Corporation are available to the public from the address noted above.

Notes (continued)

(forming part of the financial statements)

17 Accounting estimates and judgements

The preparation of financial statements in conformity with FRS 102 required management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed and revised on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimates are revised and in any future periods affected.

Management have assessed that there are no estimates or judgements that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities recognised in the financial statements.

18 Subsequent events

There were no events subsequent to the balance sheet date which require disclosure in these financial statements.

19 Financial statement approval

The financial statements were approved on 1 June 2022.