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REGISTERED NUMBER: 02761451 (England and Wales)

COMPLETE I.T. LIMITED
GROUP STRATEGIC REPORT, REPORT OF THE DIRECTORS AND
CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

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COMPLETE I.T. LIMITED
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FOR THE YEAR ENDED 31 MARCH 2019

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COMPLETE I.T. LIMITED
COMPANY INFORMATION
FOR THE YEAR ENDED 31 MARCH 2019

DIRECTORS:

T W Davies
C D J Blumenthal
D M Sherratt
A S Whatford

SECRETARY:

T W Davies

REGISTERED OFFICE:

Oakingham House
Frederick Place
London Road
High Wycombe
Buckinghamshire
HP11 1JU

REGISTERED NUMBER:

02761451 (England and Wales)

AUDITORS:

Wilkins Kennedy Audit Services
Statutory Auditor
Anglo House
Bell Lane Office Village
Bell Lane
Amersham
Buckinghamshire
HP6 6FA

COMPLETE I.T. LIMITED
GROUP STRATEGIC REPORT
FOR THE YEAR ENDED 31 MARCH 2019

The group provides a complete range of outsourced IT support and cloud services primarily to the SME sector through a network of offices within the UK.

STRATEGY AND OBJECTIVES

The long term strategy of the group is to become the leading national provider of local IT support services. Management is looking to achieve this through a combination of both organic and inorganic growth. The Group's quality driven approach and broad services offering presents an opportunity to drive additional spend per client over the short to medium term. In addition, the IT Services market remains highly fragmented and management has identified a number of potential strategic acquisition opportunities that will drive further geographic expansion and enhance technical expertise. The Group has a track record of successfully integrating a number of acquisitions to date.

Complete IT's strategy is underpinned by a comprehensive business plan, which is developed collaboratively between the Board, management and its employees.

REVIEW OF BUSINESS

The Group continued to grow top line revenues, 19% year on year, and it is expecting continued strong growth into 2019/2020, with the group benefiting from the full-year effect of the Quorum acquisition made in the current financial year and synergising it with the previously made AMA acquisition which was made in the prior financial year. Increased revenue has correlated to an increase in profits, with EBITDA excluding non-recurring items increasing 48.5% since the previous financial year. Subsequent to the year end, management has reviewed the Group's operating model, and as such, is expecting to make further EBITDA margin improvements in future years.

With people at the core of the business, Complete I.T. has maintained a strong focus on training and retaining its employees. In addition, Complete I.T. has continued to invest in its future, with an array of new service offerings released over the course of the year and beyond, including the complete telephony hosted voice solution

At 31 March 2019, the group had cash reserves of £320,780 with the Quorum acquisition being funded through reserves, vendor debt and a new bank loan. The Board is satisfied that the strong working capital profile of the business will enable the business to continue to go from strength-to-strength.

KEY PERFORMANCE INDICATORS

The Board and management team monitor financial and operational KPI's in real time. This includes but is not limited to, the following:

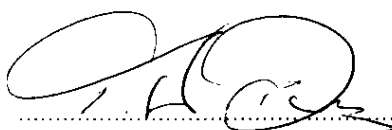
	31 March 2018	31 March 2019
Number of Clients with support Agreements	624	779
Recurring revenue	68%	67%
Revenue per head	£101,254	£115,571
Client retention	95%	97%

PRINCIPAL RISKS AND UNCERTAINTIES

The Group recognises the need to maintain a position of technical leadership and an up to date and evolving product and service delivery platform in order to protect its business model. Complete I.T. continues to ensure that it is neither reliant on any individual clients, nor specific market sectors nor it therefore remains a broad and well-balanced business, set for exciting future growth.

COMPLETE I.T. LIMITED
GROUP STRATEGIC REPORT
FOR THE YEAR ENDED 31 MARCH 2019

ON BEHALF OF THE BOARD:


.....
T W Davies - Secretary

7 June 2019

COMPLETE I.T. LIMITED
REPORT OF THE DIRECTORS
FOR THE YEAR ENDED 31 MARCH 2019

The directors present their report with the financial statements of the company and the group for the year ended 31 March 2019.

DIVIDENDS

Total distributions of dividends for the year ended 31 March 2019 was £670,001 (2018: £764,000).

The directors do not recommend a final dividend for the year ended 31 March 2019 (2018: £nil).

DIRECTORS

The directors shown below have held office during the whole of the period from 1 April 2018 to the date of this report.

T W Davies
C D J Blumenthal
D M Sherratt
A S Whatford

CHARITABLE DONATIONS

In the year the company made charitable donations of £9,692 (2018: £9,135). Of this donations over £2,000 were made to a charity that provides support for life for the people of the automotive industry.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The directors are responsible for preparing the Group Strategic Report, the Report of the Directors 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 the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (*United Kingdom Accounting Standards and applicable law*). 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 the group and of the profit or loss of the group 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 accounting estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

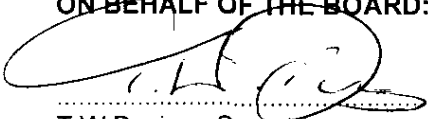
The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's and the group's transactions and disclose with reasonable accuracy at any time the financial position of the company and the group and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

COMPLETE I.T. LIMITED
REPORT OF THE DIRECTORS
FOR THE YEAR ENDED 31 MARCH 2019

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

So far as the directors are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the group's auditors are unaware, and each director has taken all the steps that he ought to have taken as a director in order to make himself aware of any relevant audit information and to establish that the group's auditors are aware of that information.

ON BEHALF OF THE BOARD:


.....
T W Davies - Secretary

7 June 2019

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF COMPLETE I.T. LIMITED

Opinion

We have audited the financial statements of Complete I.T. Limited (the 'parent company') and its subsidiaries (the 'group') for the year ended 31 March 2019 which comprise the Consolidated Statement of Comprehensive Income, Consolidated Balance Sheet, Company Balance Sheet, Consolidated Statement of Changes in Equity, Company Statement of Changes in Equity, Consolidated Cash Flow Statement and Notes to the Consolidated Cash Flow Statement, 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 group's and of the parent company affairs as at 31 March 2019 and of the group's 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 group 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.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The directors are responsible for the other information. The other information comprises the information in the Group Strategic Report and the Report of the Directors, 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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

Opinion 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 Group Strategic Report and the Report of the Directors for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Group Strategic Report and the Report of the Directors have been prepared in accordance with applicable legal requirements.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF COMPLETE I.T. LIMITED

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent company and its environment obtained in the course of the audit, we have not identified material misstatements in the Group Strategic Report or the Report of the Directors.

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 by the parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent company 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.

Responsibilities of directors

As explained more fully in the Statement of Directors' Responsibilities set out on page four, the directors are 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 directors determine 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 directors are responsible for assessing the group's and the parent 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 directors either intend to liquidate the group or the parent company or to cease operations, or have 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.

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 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.

Wilkins Kennedy Audit Services

David Green MA (Cantab) ACA (Senior Statutory Auditor)
for and on behalf of Wilkins Kennedy Audit Services
Statutory Auditor
Anglo House
Bell Lane Office Village
Bell Lane
Amersham
Buckinghamshire
HP6 6FA

7 June 2019

COMPLETE I.T. LIMITED

**CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 MARCH 2019**

	Notes	2019 £	2018 £
TURNOVER		17,451,218	14,681,861
Cost of sales		<u>(7,218,842)</u>	<u>(6,171,130)</u>
GROSS PROFIT		10,232,376	8,510,731
Administrative expenses		<u>(8,844,910)</u>	<u>(7,667,886)</u>
OPERATING PROFIT	4	1,387,466	842,845
Interest payable and similar expenses	5	<u>(14,917)</u>	<u>(13,879)</u>
PROFIT BEFORE TAXATION		1,372,549	828,966
Tax on profit	6	<u>(309,908)</u>	<u>(186,556)</u>
PROFIT FOR THE FINANCIAL YEAR		1,062,641	642,410
OTHER COMPREHENSIVE INCOME		<u>-</u>	<u>-</u>
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		<u>1,062,641</u>	<u>642,410</u>
<i>Profit attributable to:</i>			
Owners of the parent		<u>1,062,641</u>	<u>642,410</u>
 Total comprehensive income attributable to:			
Owners of the parent		<u>1,062,641</u>	<u>642,410</u>

The notes form part of these financial statements

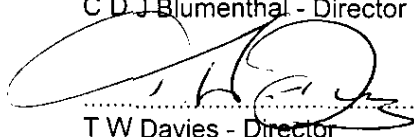
CONSOLIDATED BALANCE SHEET
31 MARCH 2019

	Notes	2019 £	2018 £
FIXED ASSETS			
Intangible assets	9	1,106,169	657,557
Tangible assets	10	350,700	194,033
Investments	11	-	-
		<u>1,456,869</u>	<u>851,590</u>
CURRENT ASSETS			
Stocks	12	9,636	10,334
Debtors	13	2,467,395	2,140,039
Cash at bank and in hand		<u>320,780</u>	<u>191,012</u>
		2,797,811	2,341,385
CREDITORS			
Amounts falling due within one year	14	<u>(3,177,281)</u>	<u>(2,676,012)</u>
NET CURRENT LIABILITIES		<u>(379,470)</u>	<u>(334,627)</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,077,399	516,963
CREDITORS			
Amounts falling due after more than one year	15	(331,270)	(286,240)
PROVISIONS FOR LIABILITIES	19	<u>(37,854)</u>	<u>(15,088)</u>
NET ASSETS		<u>708,275</u>	<u>215,635</u>
CAPITAL AND RESERVES			
Called up share capital	20	947	947
Share premium	21	136,688	136,688
Capital redemption reserve	21	765	765
Retained earnings	21	<u>569,875</u>	<u>77,235</u>
SHAREHOLDERS' FUNDS		<u>708,275</u>	<u>215,635</u>

The financial statements were approved by the Board of Directors on 7 June 2019 and were signed on its behalf by:



 C D J Blumenthal - Director



 T W Davies - Director

The notes form part of these financial statements

COMPANY BALANCE SHEET
31 MARCH 2019

	Notes	2019 £	2018 £
FIXED ASSETS			
Intangible assets	9	-	-
Tangible assets	10	306,010	178,959
Investments	11	<u>1,067,380</u>	<u>1,067,180</u>
		<u>1,373,390</u>	<u>1,246,139</u>
CURRENT ASSETS			
Stocks	12	-	698
Debtors	13	2,221,059	1,966,297
Cash at bank and in hand		<u>193,791</u>	<u>132,030</u>
		2,414,850	2,099,025
CREDITORS			
Amounts falling due within one year	14	<u>(2,634,034)</u>	<u>(2,647,164)</u>
NET CURRENT LIABILITIES		<u>(219,184)</u>	<u>(548,139)</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,154,206	698,000
CREDITORS			
Amounts falling due after more than one year	15	(331,270)	(286,240)
PROVISIONS FOR LIABILITIES	19	<u>(30,532)</u>	<u>(13,565)</u>
NET ASSETS		<u>792,404</u>	<u>398,195</u>

The notes form part of these financial statements

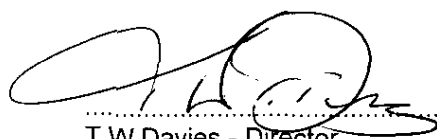
COMPANY BALANCE SHEET - continued
31 MARCH 2019

	Notes	2019 £	2018 £
CAPITAL AND RESERVES			
Called up share capital	20	947	947
Share premium	21	136,688	136,688
Capital redemption reserve	21	765	765
Retained earnings	21	<u>654,004</u>	<u>259,795</u>
SHAREHOLDERS' FUNDS		<u>792,404</u>	<u>398,195</u>
Company's profit for the financial year		<u>964,210</u>	<u>764,931</u>

The financial statements were approved by the Board of Directors on 7 June 2019 and were signed on its behalf by:



C D J Blumenthal - Director



T W Davies - Director

COMPLETE I.T. LIMITED

**CONSOLIDATED STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 MARCH 2019**

	Called up share capital £	Retained earnings £	Share premium £	Capital redemption reserve £	Total equity £
Balance at 1 April 2017	947	198,825	136,688	765	337,225
Changes in equity					
Dividends	-	(764,000)	-	-	(764,000)
Total comprehensive income	-	<u>642,410</u>	-	-	<u>642,410</u>
Balance at 31 March 2018	<u>947</u>	<u>77,235</u>	<u>136,688</u>	<u>765</u>	<u>215,635</u>
Changes in equity					
Dividends	-	(570,001)	-	-	(570,001)
Total comprehensive income	-	<u>1,062,641</u>	-	-	<u>1,062,641</u>
Balance at 31 March 2019	<u><u>947</u></u>	<u><u>569,875</u></u>	<u><u>136,688</u></u>	<u><u>765</u></u>	<u><u>708,275</u></u>

The notes form part of these financial statements

COMPLETE I.T. LIMITED

COMPANY STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 MARCH 2019

	Called up share capital £	Retained earnings £	Share premium £	Capital redemption reserve £	Total equity £
Balance at 1 April 2017	947	258,864	136,688	765	397,264
Changes in equity					
Dividends	-	(764,000)	-	-	(764,000)
Total comprehensive income	-	764,931	-	-	764,931
Balance at 31 March 2018	<u>947</u>	<u>259,795</u>	<u>136,688</u>	<u>765</u>	<u>398,195</u>
Changes in equity					
Dividends	-	(570,001)	-	-	(570,001)
Total comprehensive income	-	964,210	-	-	964,210
Balance at 31 March 2019	<u>947</u>	<u>654,004</u>	<u>136,688</u>	<u>765</u>	<u>792,404</u>

The notes form part of these financial statements

COMPLETE I.T. LIMITED7

**CONSOLIDATED CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2019**

	Notes	2019 £	2018 £
Cash flows from operating activities			
Cash generated from operations	1	1,678,606	1,619,195
Interest paid		(11,347)	(13,879)
Interest element of finance lease payments paid		(2,938)	-
Tax paid		(293,756)	(153,094)
Net cash from operating activities		<u>1,370,565</u>	<u>1,452,222</u>
Cash flows from investing activities			
Purchase of shares in subsidiary		-	(741,185)
Purchase of intangible fixed assets		(675,000)	(87,905)
Purchase of tangible fixed assets		(277,394)	(112,523)
Sale of tangible fixed assets		<u>7,480</u>	<u>9,240</u>
Net cash from investing activities		<u>(944,914)</u>	<u>(932,373)</u>
Cash flows from financing activities			
Bank loan		163,392	209,545
Finance leases		110,726	-
Equity dividends paid		(570,001)	(764,000)
Net cash from financing activities		<u>(295,883)</u>	<u>(554,455)</u>
Increase/(decrease) in cash and cash equivalents		<u>129,768</u>	<u>(34,606)</u>
Cash and cash equivalents at beginning of year	2	<u>191,012</u>	<u>225,618</u>
Cash and cash equivalents at end of year	2	<u><u>320,780</u></u>	<u><u>191,012</u></u>

The notes form part of these financial statements

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2019**

1. RECONCILIATION OF PROFIT BEFORE TAXATION TO CASH GENERATED FROM OPERATIONS

	2019	2018
	£	£
Profit before taxation	1,372,549	828,966
Depreciation charges	345,138	240,892
Profit on disposal of fixed assets	(5,504)	(3,502)
Finance costs	14,285	13,879
Decrease in stocks	698	18,571
Increase in trade and other debtors	(327,356)	(535,347)
Increase in trade and other creditors	278,796	<u>1,055,736</u>
Cash generated from operations	<u>1,678,606</u>	<u>1,619,195</u>

2. CASH AND CASH EQUIVALENTS

The amounts disclosed on the Cash Flow Statement in respect of cash and cash equivalents are in respect of these Balance Sheet amounts:

Year ended 31 March 2019

	31.3.19	1.4.18
	£	£
Cash and cash equivalents	<u>320,780</u>	<u>191,012</u>

Year ended 31 March 2018

	31.3.18	1.4.17
	£	£
Cash and cash equivalents	<u>191,012</u>	<u>225,618</u>

COMPLETE I.T. LIMITED

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

1. STATUTORY INFORMATION

Complete I.T. Limited is a private company, limited by shares, registered in England and Wales. The company's registered number and registered office address can be found on the General Information page.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

The financial statements are presented in sterling (£) which is also the functional currency for the group and company.

Basis of consolidation

The consolidated financial statements incorporate the financial statements of the company and its subsidiaries controlled by the group. Control is achieved where the group has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

The results of subsidiaries which are acquired or disposed of during the year are included in total comprehensive income from the date of acquisition and to the date of disposal applying accounting policies that are consistent with the group. All intra-group transactions, balances, income and expenses are eliminated in full on consolidation.

Investment in subsidiaries

The consolidated financial statements incorporate the financial statements of the company and entities (including special purpose entities) controlled by the group (its subsidiaries). Control is achieved where the group has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities. Investments in subsidiaries are accounted for at cost less impairment in the individual financial statements.

Business combinations

Acquisitions of subsidiaries and businesses are accounted for using the purchase method. The cost of the business combination is measured at the aggregate of the fair values (at the date of exchange) of assets given, liabilities incurred or assumed, and equity instruments issued by the group in exchange for control of the acquiree plus costs directly attributable to the business combination.

Any excess of the cost of the business combination over the acquirer's interest in the net fair value of the identifiable assets and liabilities is recognised as goodwill. If the net fair value of the identifiable assets and liabilities exceeds the cost of the business combination the excess is recognised separately on the face of the consolidated balance sheet immediately below goodwill.

Significant judgements and estimates

The preparation of financial statements requires management to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on a continuing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019

2. ACCOUNTING POLICIES - continued

Turnover

Turnover represents the income generated by the provision of IT support services, supplementary support services and the resale of hardware and software goods, exclusive of value added tax. The provision of services has been adjusted for accrued revenues calculated by reference to their fair value of services performed up to the balance sheet date.

Goodwill

Goodwill, being the amount paid in connection with the acquisition of various businesses, is being amortised over its estimated useful life of five years.

Intangible assets

Intangible assets are initially measured at cost. After initial recognition, intangible assets are measured at cost less any accumulated amortisation and any accumulated impairment losses.

Tangible fixed assets

Tangible fixed assets are measured at cost less accumulated depreciation and accumulated impairment losses.

At each reporting date, tangible assets are reviewed to determine whether there is any indication that those assets have suffered an impairment loss. If there is an indication of possible impairment, the recoverable amount of any affected asset is estimated and compared with its carrying amount. If the estimated recoverable amount is lower, the carrying amount is reduced to its estimated recoverable amount, and an impairment loss is recognised immediately in the consolidated statement of comprehensive income.

If an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but not in excess of the amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of impairment is recognised immediately in the consolidated statement of comprehensive income.

Depreciation has been computed to write off the cost of all tangible fixed assets over their useful expected lives using the following rates:

Short leasehold	- 20% Straight Line
Plant and machinery	- 15% Straight Line
Motor vehicles	- 25% Straight Line
Computer equipment	- Straight Line over 2-7 years

Stocks

Stocks are stated at the lower of cost and net realisable value. In determining the cost of components the weighted average purchase price is used.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019

2. ACCOUNTING POLICIES - continued

Taxation

Current tax is recognised for the amount of income tax payable in respect of the taxable profit for the current or past reporting periods using tax rates that have been enacted or substantively enacted by the reporting date.

Deferred tax is recognised in respect of all timing differences at the reporting date. Unrelieved tax losses and other deferred tax assets are recognised only to the extent that it is probable that they will be recovered against future taxable profits or against the reversal of deferred tax liabilities.

Deferred tax is calculated using tax rates that have been enacted or substantively enacted by the reporting date that are expected to apply to the reversal of the timing difference.

Debtors

Trade and other debtors are measured at transaction price less any impairment unless the arrangement constitutes a financing transaction in which case the transaction is measured at the present value of the future receipts discounted at the prevailing market rate of interest. Loans are initially measured at fair value and are subsequently measured at amortised cost using the effective interest method less any impairment.

Creditors

Trade and other creditors are measured at their transaction price unless the arrangement constitutes a financing transaction in which case the transaction is measured at present value of future payments discounted at prevailing market rate of interest. Other financial liabilities are initially measured at fair value net of their transaction costs. They are subsequently measured at amortised cost using the effective interest method.

Cash at bank

Cash at bank in the balance sheet comprise cash at banks and in hand and short term deposits with an original maturity date of three months or less.

Hire purchase and leasing commitments

Assets obtained under hire purchase contracts or finance leases are capitalised in the balance sheet. Those held under hire purchase contracts are depreciated over their estimated useful lives. Those held under finance leases are depreciated over their estimated useful lives or the lease term, whichever is the shorter.

The interest element of these obligations is charged to profit or loss over the relevant period. The capital element of the future payments is treated as a liability.

Pension costs and other post-retirement benefits

The group operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The amount charged to the consolidated statement of comprehensive income represents the contributions payable to the scheme in respect of the accounting period.

Employee benefits

Short term employee benefits, other non-monetary benefits and contributions to defined contribution plans are recognised as an expense in the period in which they are incurred.

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

3. EMPLOYEES AND DIRECTORS

	2019	2018
	£	£
Wages and salaries	5,566,416	4,847,223
Social security costs	617,469	532,540
Other pension costs	91,467	48,287
	<u>6,275,352</u>	<u>5,428,050</u>

The average number of employees during the year was as follows:

	2019	2018
Technical, sales and administrative	<u>151</u>	<u>145</u>

The average number of employees by undertakings that were proportionately consolidated during the year was 151 (2018 - 145).

	2019	2018
	£	£
Directors' remuneration	<u>169,889</u>	<u>155,415</u>

The number of directors to whom retirement benefits were accruing was as follows:

Money purchase schemes	<u>3</u>	<u>3</u>
------------------------	-----------------	-----------------

4. OPERATING PROFIT

The operating profit is stated after charging/(crediting):

	2019	2018
	£	£
Depreciation - owned assets	110,867	104,007
Depreciation - assets on finance leases	7,884	-
Profit on disposal of fixed assets	(5,504)	(3,502)
Goodwill amortisation	226,388	136,885
Auditors' remuneration	9,975	8,850
Auditors' remuneration for non-audit services	12,994	10,525
Finance lease charges	2,938	-
Operating leases: Land and buildings	165,860	158,996
Other operating leases	<u>231,211</u>	<u>219,364</u>

5. INTEREST PAYABLE AND SIMILAR EXPENSES

	2019	2018
	£	£
Interest payable	11,347	13,879
Leasing	<u>2,938</u>	<u>-</u>
	<u>14,285</u>	<u>13,879</u>

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

6. TAXATION

Analysis of the tax charge

The tax charge on the profit for the year was as follows:

	2019	2018
	£	£
Current tax:		
UK corporation tax	287,142	186,556
Deferred tax	<u>22,766</u>	<u>-</u>
Tax on profit	<u>309,908</u>	<u>186,556</u>

Reconciliation of total tax charge included in profit and loss

The tax assessed for the year is higher than the standard rate of corporation tax in the UK. The difference is explained below:

	2019	2018
	£	£
Profit before tax	<u>1,372,549</u>	<u>828,966</u>
Profit multiplied by the standard rate of corporation tax in the UK of 19% (2018 - 19%)	260,784	157,479
Effects of:		
Expenses not deductible for tax purposes	60,126	34,216
Capital allowances in excess of depreciation adjustment	<u>(33,768)</u>	<u>(5,140)</u>
Total tax charge	<u>287,142</u>	<u>186,556</u>

Factors that may affect future tax charges

Reductions to the UK corporation tax rate were substantially enacted on 6 September 2017. The changes propose to reduce the rate to 17% for the year commencing 1 April 2020. The effect on the group of these proposed changes will be reflected in the group's financial statements in future years, as appropriate.

7. INDIVIDUAL STATEMENT OF COMPREHENSIVE INCOME

As permitted by Section 408 of the Companies Act 2006, the Statement of Comprehensive Income of the parent company is not presented as part of these financial statements.

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

8. DIVIDENDS

The following interim dividends were paid during the year:

	2019	2018
	£	£
Ordinary B shares of £0.01 each	27,840	33,240
Ordinary C shares of £0.01 each	509,661	693,885
Ordinary D shares of £0.01 each	32,500	36,875
Total	<u>570,001</u>	<u>764,000</u>

9. INTANGIBLE FIXED ASSETS

Group

	Goodwill
	£
COST	
At 1 April 2018	794,442
Additions	<u>675,000</u>
At 31 March 2019	<u>1,469,442</u>
AMORTISATION	
At 1 April 2018	136,885
Amortisation for year	<u>226,388</u>
At 31 March 2019	<u>363,273</u>
NET BOOK VALUE	
At 31 March 2019	<u>1,106,169</u>
At 31 March 2018	<u>657,557</u>

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

10. TANGIBLE FIXED ASSETS

Group	Short leasehold £	Plant and machinery £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2018	111,522	214,085	27,200	742,116	1,094,923
Additions	-	184,127	13,700	79,567	277,394
Disposals	-	-	(17,200)	-	(17,200)
At 31 March 2019	<u>111,522</u>	<u>398,212</u>	<u>23,700</u>	<u>821,683</u>	<u>1,355,117</u>
DEPRECIATION					
At 1 April 2018	106,893	158,544	21,570	613,883	900,890
Charge for year	2,004	31,050	6,280	79,417	118,751
Eliminated on disposal	-	-	(15,224)	-	(15,224)
At 31 March 2019	<u>108,897</u>	<u>189,594</u>	<u>12,626</u>	<u>693,300</u>	<u>1,004,417</u>
NET BOOK VALUE					
At 31 March 2019	<u>2,625</u>	<u>208,618</u>	<u>11,074</u>	<u>128,383</u>	<u>350,700</u>
At 31 March 2018	<u>4,629</u>	<u>55,541</u>	<u>5,630</u>	<u>128,233</u>	<u>194,033</u>

Fixed assets, included in the above, which are held under finance leases are as follows:

	Plant and machinery £
COST	
Additions	<u>118,270</u>
At 31 March 2019	<u>118,270</u>
DEPRECIATION	
Charge for year	<u>7,884</u>
At 31 March 2019	<u>7,884</u>
NET BOOK VALUE	
At 31 March 2019	<u>110,386</u>

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

10. TANGIBLE FIXED ASSETS - continued

Company	Short leasehold £	Plant and machinery £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2018	111,522	126,853	27,200	742,116	1,007,691
Additions	-	147,686	13,700	79,567	240,953
Disposals	-	-	(17,200)	-	(17,200)
At 31 March 2019	<u>111,522</u>	<u>274,539</u>	<u>23,700</u>	<u>821,683</u>	<u>1,231,444</u>
DEPRECIATION					
At 1 April 2018	106,893	86,386	21,570	613,883	828,732
Charge for year	2,004	24,225	6,280	79,417	111,926
Eliminated on disposal	-	-	(15,224)	-	(15,224)
At 31 March 2019	<u>108,897</u>	<u>110,611</u>	<u>12,626</u>	<u>693,300</u>	<u>925,434</u>
NET BOOK VALUE					
At 31 March 2019	<u>2,625</u>	<u>163,928</u>	<u>11,074</u>	<u>128,383</u>	<u>306,010</u>
At 31 March 2018	<u>4,629</u>	<u>40,467</u>	<u>5,630</u>	<u>128,233</u>	<u>178,959</u>

Fixed assets, included in the above, which are held under finance leases are as follows:

	Plant and machinery £
COST	
Additions	<u>118,270</u>
At 31 March 2019	<u>118,270</u>
DEPRECIATION	
Charge for year	<u>7,884</u>
At 31 March 2019	<u>7,884</u>
NET BOOK VALUE	
At 31 March 2019	<u>110,386</u>

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

11. FIXED ASSET INVESTMENTS

Company

	Shares in group undertakings £
COST	
At 1 April 2018	1,067,180
Additions	<u>200</u>
At 31 March 2019	<u>1,067,380</u>
NET BOOK VALUE	
At 31 March 2019	<u>1,067,380</u>
At 31 March 2018	<u>1,067,180</u>

The group or the company's investments at the Balance Sheet date in the share capital of companies include the following:

Subsidiaries

Complete Cloud Ltd

Registered office: Oakingham House, Frederick Place, London Road, High Wycombe, Bucks, England, HP11 1JU

Nature of business: Cloud services

	%
Class of shares:	holding
Ordinary	100.00

Complete Cloud Ltd - Audit Exemption

The directors have taken advantage of exemption available under section 479A of the Companies Act 2006 and have not had the financial statements of Complete Cloud Ltd for the period ended 31 March 2019 audited. Complete Cloud Ltd is a 100% subsidiary of the company, registered in the United Kingdom with company number 07792741.

AMA Business Systems Ltd

Registered office: Oakingham House Frederick Place, London Road, High Wycombe, Bucks, England, HP11 1JU

Nature of business: Cloud services

	%
Class of shares:	holding
Ordinary	100.00

AMA Business Systems Ltd - Audit Exemption

The directors have taken advantage of exemption available under section 479A of the Companies Act 2006 and have not had the financial statements of AMA Business Systems Ltd for the period ended 31 March 2019 audited. AMA Business Systems Ltd is a 100% subsidiary of the company, registered in the United Kingdom with company number 02102600.

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

11. FIXED ASSET INVESTMENTS - continued

Quorum Business Systems Ltd

Registered office: Oakingham House Frederick Place, London Road, High Wycombe, Bucks, England, HP11 1JU

Nature of business: Cloud services

	%
Class of shares:	holding
Ordinary	100.00

Quorum Business Systems Ltd - Audit Exemption

The directors have taken advantage of exemption available under section 479A of the Companies Act 2006 and have not had the financial statements of Quorum Business Systems Ltd for the period ended 31 March 2019 audited. Quorum Business Systems Ltd is a 100% subsidiary of the company, registered in the United Kingdom with company number 08700596.

12. STOCKS

	Group		Company	
	2019	2018	2019	2018
	£	£	£	£
Finished goods	<u>9,636</u>	<u>10,334</u>	<u>-</u>	<u>698</u>

Stock recognised in cost of sales during the year as an expense was £7,065,995 (2018: £6,072,445).

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Company	
	2019	2018	2019	2018
	£	£	£	£
Trade debtors	1,960,267	1,758,706	1,500,048	1,537,872
Amounts owed by group undertakings	-	-	271,988	59,306
Other debtors	145,182	28,363	145,182	28,363
Directors' current accounts	8,800	8,800	8,800	8,800
Prepayments	<u>353,146</u>	<u>344,170</u>	<u>295,041</u>	<u>331,956</u>
	<u>2,467,395</u>	<u>2,140,039</u>	<u>2,221,059</u>	<u>1,966,297</u>

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Company	
	2019	2018	2019	2018
	£	£	£	£
Bank loans and overdrafts (see note 16)	132,647	48,305	132,647	48,305
Finance leases (see note 17)	19,745	-	19,745	-
Trade creditors	1,263,861	1,193,385	1,087,113	1,117,977
Amounts owed to group undertakings	-	-	339,525	324,795
Tax	179,950	186,564	122,519	182,391
Social security and other taxes	172,323	141,764	172,267	132,938
VAT	305,966	234,588	285,345	206,869
Other creditors	548,353	127,018	143,353	126,964
Accruals and deferred income	554,436	744,388	331,520	506,925
	<u>3,177,281</u>	<u>2,676,012</u>	<u>2,634,034</u>	<u>2,647,164</u>

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	Group		Company	
	2019	2018	2019	2018
	£	£	£	£
Bank loans (see note 16)	240,290	161,240	240,290	161,240
Finance leases (see note 17)	90,980	-	90,980	-
Other creditors	-	125,000	-	125,000
	<u>331,270</u>	<u>286,240</u>	<u>331,270</u>	<u>286,240</u>

16. LOANS

An analysis of the maturity of loans is given below:

	Group		Company	
	2019	2018	2019	2018
	£	£	£	£
Amounts falling due within one year or on demand:				
Bank loans	<u>132,647</u>	<u>48,305</u>	<u>132,647</u>	<u>48,305</u>
Amounts falling due between one and two years:				
Bank loans - 1-2 years	<u>137,572</u>	<u>50,178</u>	<u>137,572</u>	<u>50,178</u>
Amounts falling due between two and five years:				
Bank loans - 2-5 years	<u>102,718</u>	<u>111,062</u>	<u>102,718</u>	<u>111,062</u>

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

17. LEASING AGREEMENTS

Minimum lease payments fall due as follows:

Group

	Finance leases	
	2019	2018
	£	£
Net obligations repayable:		
Within one year	19,745	-
In more than five years	90,980	-
	<u>110,725</u>	<u>-</u>

Company

	Finance leases	
	2019	2018
	£	£
Net obligations repayable:		
Within one year	19,745	-
In more than five years	90,980	-
	<u>110,725</u>	<u>-</u>

Group

	Non-cancellable operating leases	
	2019	2018
	£	£
Within one year	225,173	241,357
Between one and five years	739,244	397,607
	<u>964,417</u>	<u>638,964</u>

Company

	Non-cancellable operating leases	
	2019	2018
	£	£
Within one year	225,173	240,922
Between one and five years	739,244	397,607
	<u>964,417</u>	<u>638,529</u>

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

18. SECURED DEBTS

The following secured debts are included within creditors:

	Group		Company	
	2019	2018	2019	2018
	£	£	£	£
Bank loans	372,937	209,545	372,937	209,545
Finance leases	110,725	-	110,725	-
	<u>483,662</u>	<u>209,545</u>	<u>483,662</u>	<u>209,545</u>

The bank loan is secured by fixed and floating charges over the undertaking and all property and assets present and future including goodwill, book debts, uncalled capital, buildings, fixtures, plant and machinery.

Two of the directors/shareholders have each given a limited guarantee amounting to £125,000 in favour of the Company.

The Finance Leases are secured against the assets to which they relate.

19. PROVISIONS FOR LIABILITIES

	Group		Company	
	2019	2018	2019	2018
	£	£	£	£
Deferred tax	<u>37,854</u>	<u>15,088</u>	<u>30,532</u>	<u>13,565</u>

Group

	Deferred tax £
Balance at 1 April 2018	15,088
Provided during year	<u>22,766</u>
Balance at 31 March 2019	<u>37,854</u>

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

19. PROVISIONS FOR LIABILITIES - continued

Company

	Deferred tax £
Balance at 1 April 2018	13,565
Provided during year	<u>16,967</u>
Balance at 31 March 2019	<u>30,532</u>

20. CALLED UP SHARE CAPITAL

Allotted, issued and fully paid:

Number:	Class:	Nominal value:	2019	2018
74,600	Ordinary A	£0.01	746	746
800	Ordinary B	£0.01	8	8
16,700	Ordinary C	£0.01	167	167
2,500	Ordinary D	£0.01	25	25
100	Ordinary E	£0.01	<u>1</u>	<u>1</u>
			<u>947</u>	<u>947</u>

Ordinary A shares have no entitlement to vote, no entitlement to dividends, on return of capital or sale they are entitled to the first £1.8m, no rights of redemption.

Ordinary B and Ordinary C shares are entitled to one vote per ordinary share, entitled to pro rata dividend, on return of capital or sale exceeding £1.8m they are entitled to be paid pro rata, no rights of redemption.

Ordinary D shares are entitled to one vote per ordinary share, entitled to pro rata dividend, on return of capital or sale exceeding £1.8m to be paid to holders of B, C and D shares pro rata (if D shares entitlement exceeds £1m a proportion of the D shareholders entitlement shall be distributable to the holders of the E shares with the remaining balance due to the D shareholders), no rights of redemption.

Ordinary E shares have no entitlement to vote, no entitlement to dividends, on return of capital or sale only have a value in the event the proceeds due to the D shareholders exceed £1m in which case a proportion of their excess shall be payable to the holders of the E shares, no rights of redemption.

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

21. RESERVES

Group

	Retained earnings £	Share premium £	Capital redemption reserve £	Totals £
At 1 April 2018	77,235	136,688	765	214,688
Profit for the year	1,062,641			1,062,641
Dividends	<u>(570,001)</u>			<u>(570,001)</u>
At 31 March 2019	<u>569,875</u>	<u>136,688</u>	<u>765</u>	<u>707,328</u>

Company

	Retained earnings £	Share premium £	Capital redemption reserve £	Totals £
At 1 April 2018	259,795	136,688	765	397,248
Profit for the year	964,210			964,210
Dividends	<u>(570,001)</u>			<u>(570,001)</u>
At 31 March 2019	<u>654,004</u>	<u>136,688</u>	<u>765</u>	<u>791,457</u>

22. PENSION COMMITMENTS

The group operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £91,467 (2018: £48,287). At the balance sheet date there was a pension creditor of £Nil (2018: £Nil).

23. DIRECTORS' ADVANCES, CREDITS AND GUARANTEES

The following advances and credits to directors subsisted during the years ended 31 March 2019 and 31 March 2018:

	2019 £	2018 £
C D J Blumenthal		
Balance outstanding at start of year	3,500	3,500
Amounts repaid	-	-
Amounts written off	-	-
Amounts waived	-	-
Balance outstanding at end of year	<u>3,500</u>	<u>3,500</u>

COMPLETE I.T. LIMITED

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2019**

23. DIRECTORS' ADVANCES, CREDITS AND GUARANTEES - continued

T W Davies

Balance outstanding at start of year	5,300	5,300
Amounts repaid	-	-
Amounts written off	-	-
Amounts waived	-	-
Balance outstanding at end of year	<u>5,300</u>	<u>5,300</u>

The above loans are interest free and are repayable on demand.

24. RELATED PARTY DISCLOSURES

The Complete I.T. Limited group of companies has taken advantage of the exemption contained in FRS 102 section 33 and has therefore not disclosed transactions or balances with wholly owned subsidiaries of Complete I.T. Limited.

Dividends of £509,661 were paid during the year to the directors and close family members of the directors (2018: £693,885).

During the year £37,643 (2018: £73,896) of management fees and £32,500 (2018: £36,875) of dividends were paid to Ashridge Capital Fund I GP Limited, a company with a common director.

During the year the total key management personnel compensation amounted to £245,780 (2018: £223,433).

Two of the directors/shareholders have each given a limited guarantee amounting to £125,000 in favour of the Company.

25. ULTIMATE CONTROLLING PARTY

There is no ultimate controlling party.