



Second Quarter 2023 Results

August 2023



Second quarter 2023 and recent highlights

Q2'23

- Continued operational excellence – Top quartile with Top 20 clients in terms of performance
- Consolidation of sales ecosystem under Chief Growth Officer Abhi Jain beginning to pay off:
 - Successfully ramped a large cable client and expanded delivery to four geographies
 - Won four new logos
 - Continued focus on increasing offshoring – all new logos won in Q2 are to be delivered offshore
- Sustained margins even with the decline in revenue base

Post-Quarter

- CSP, our majority shareholder, made a new take private offer to the Board offering \$3.80 per share for the entire shareholding not already owned by them
- The Board has constituted a Special Committee (of 3 independent directors) to evaluate the offer.

Awards and recognitions

Stevie Awards



- People's Choice Stevie® Award for Favorite New Products
- Startek Agent AI was recognized in the Learning/Workforce Development Solution category

Comparably



- Choice Employer – A+ - 4.7/5 Culture Score
- 2023 Best Company for Career Growth
- 2023 Best CEO for Diversity
- 2023 Best CEO for Women

CCW Participation

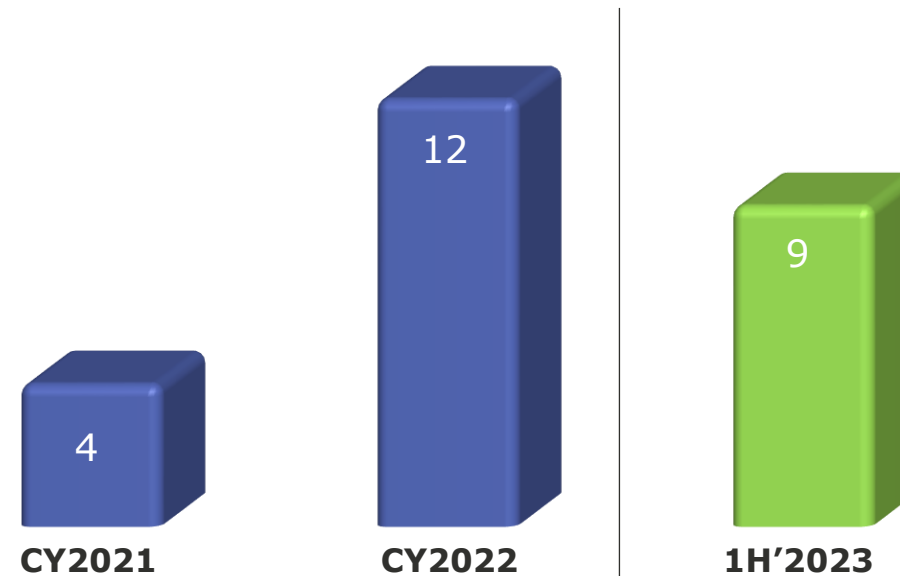


- Startek participated in the CCW event in Las Vegas
- Exchanged ideas around AI and LLM with clients and industry participants
- Witnessed increased momentum around Startek AI

Continuous momentum on new wins

- Chief Growth Officer to bring laser focus on sales conversion
- Focus on building a large and sustained pipeline to ensure consistent deal closures
- 14 new campaigns & 4 new Logos signed in Q2
- YTD TCV of new logo wins > \$57M

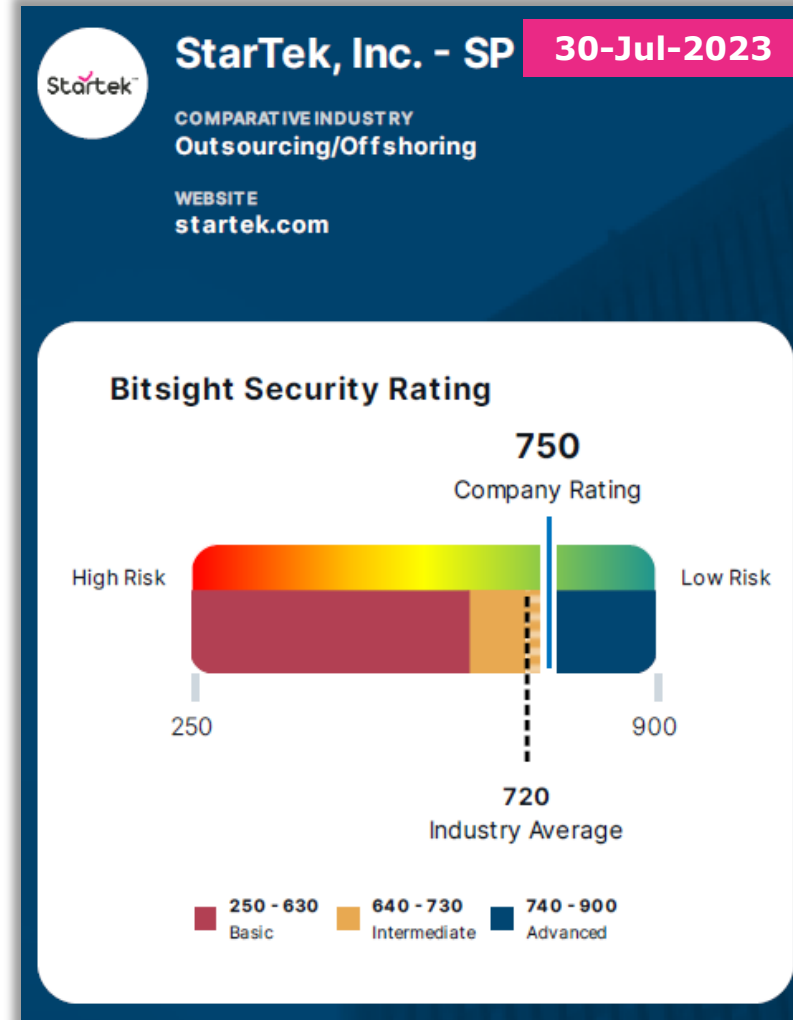
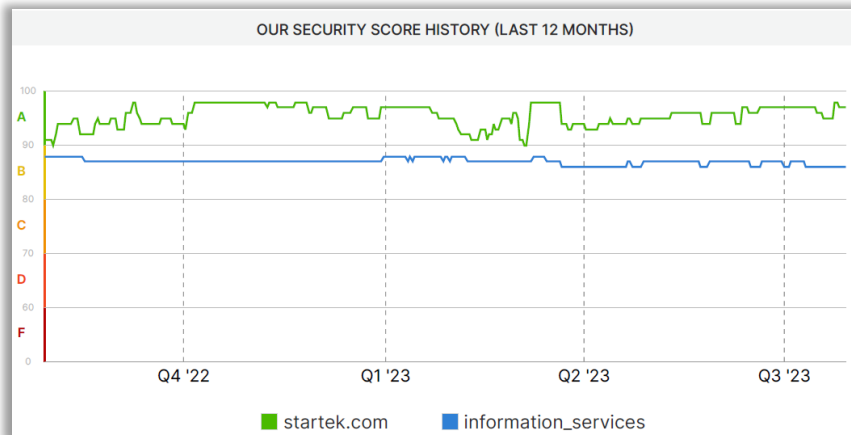
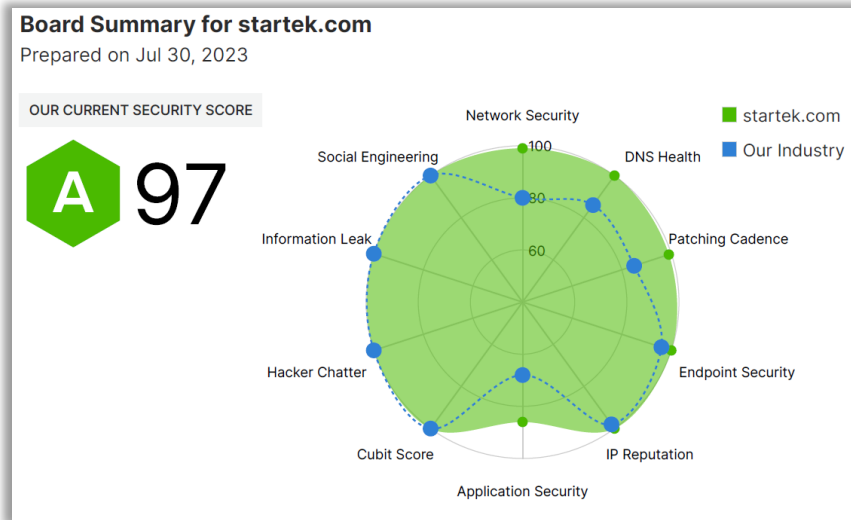
New Logo Wins



Security apparatus upgraded to best-in-class

Out investments in upgrading our cybersecurity posture have been recognized by gold standard in ratings

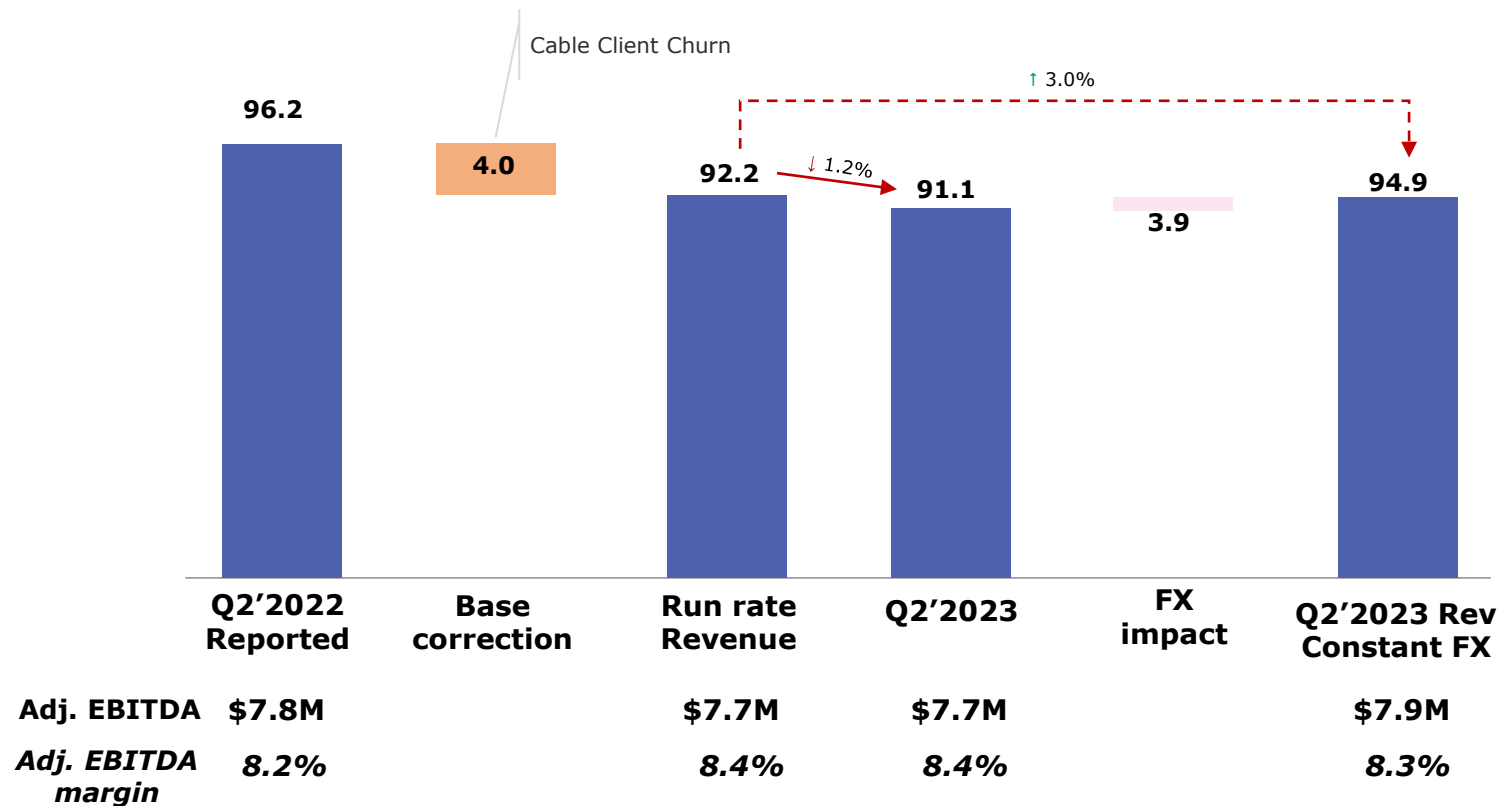
Security Scorecard



BITSIGHT

Q2 2023 Revenue

Revenue growth analysis

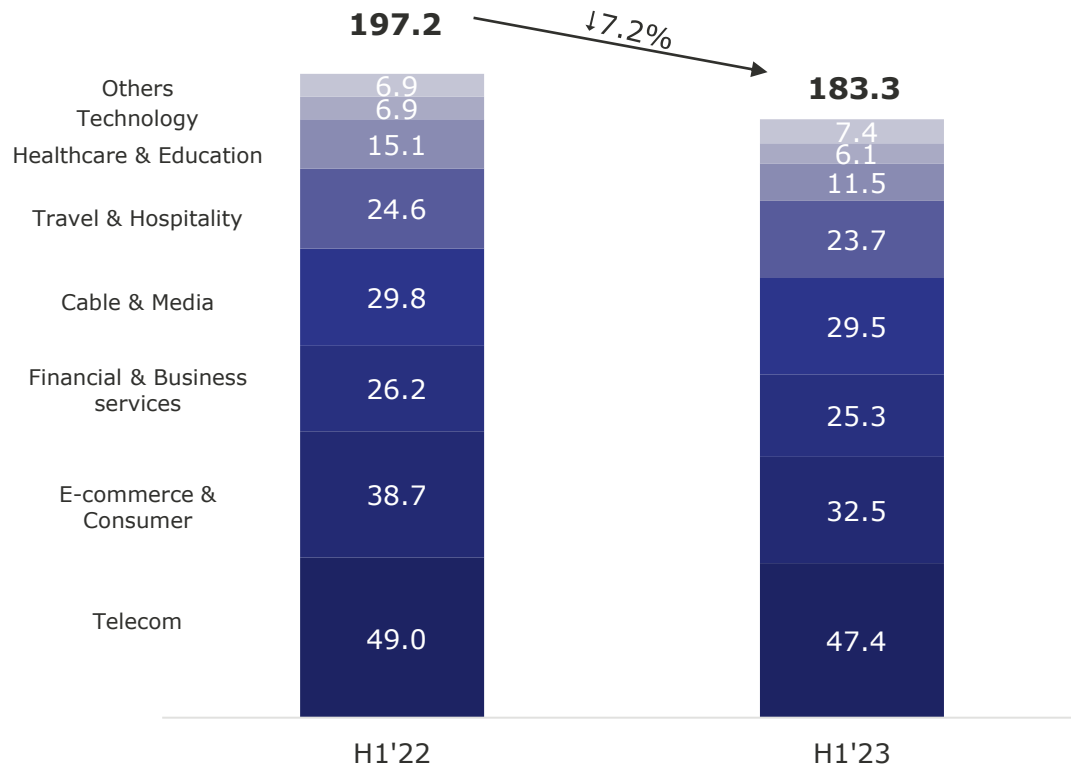


- Adjusting for high base in Q2'22, revenue in Q2'23 increased 3.0% LFL on constant currency basis
- Successfully ramped new cable and media client through 1H. Ramp of the new utility client progressing well
- Focus on maintaining EBITDA margins despite increasing costs towards upgrading technology and security apparatus
- Continuous focus on expanding offshore/nearshore mix

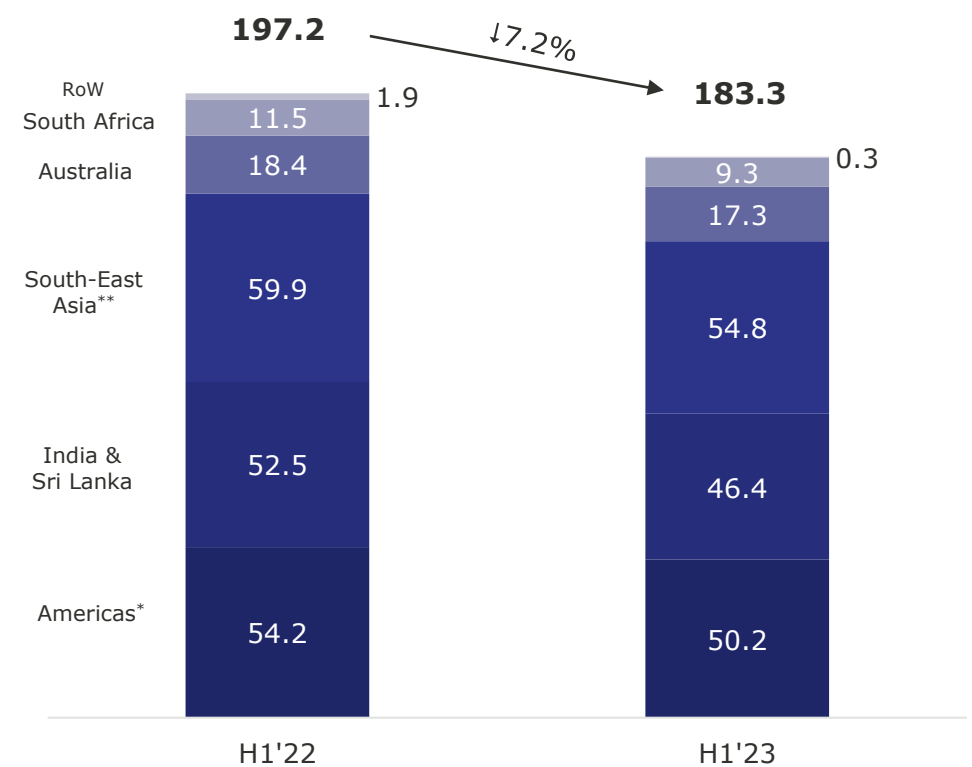
*Reconciliation of non-GAAP figures can be found in the appendix of this presentation, starting on page 12.

Revenue internals

Revenue by verticals (\$M)



Revenue by delivery geography (\$M)

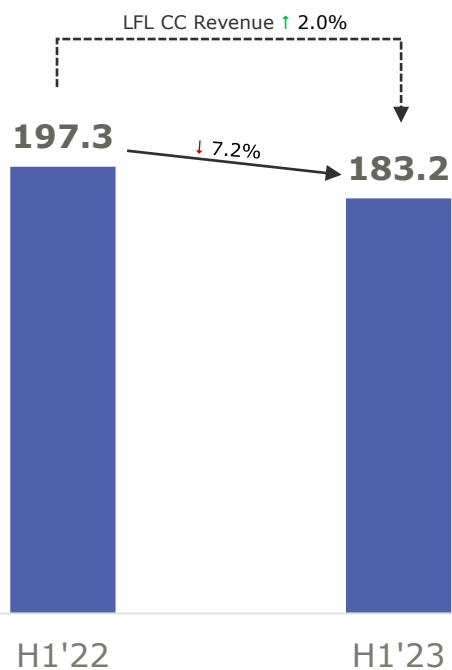


*Americas includes Canada, Honduras, Jamaica and USA

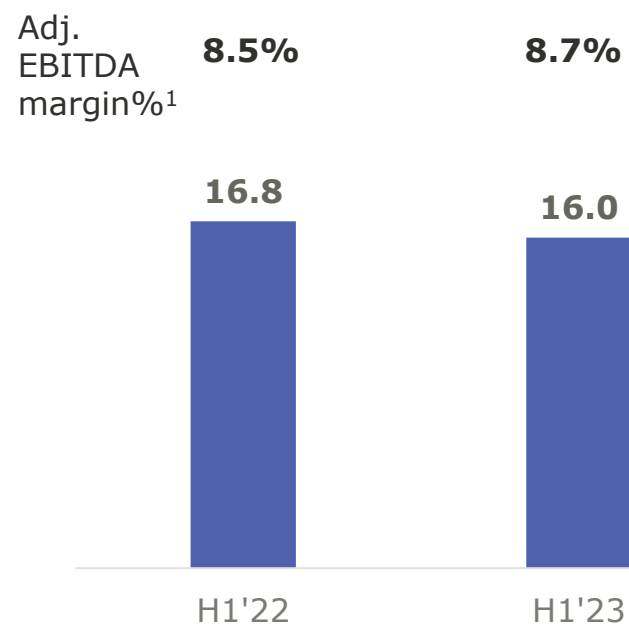
** South-East Asia includes Malaysia and Philippines

H1 2023 financial performance

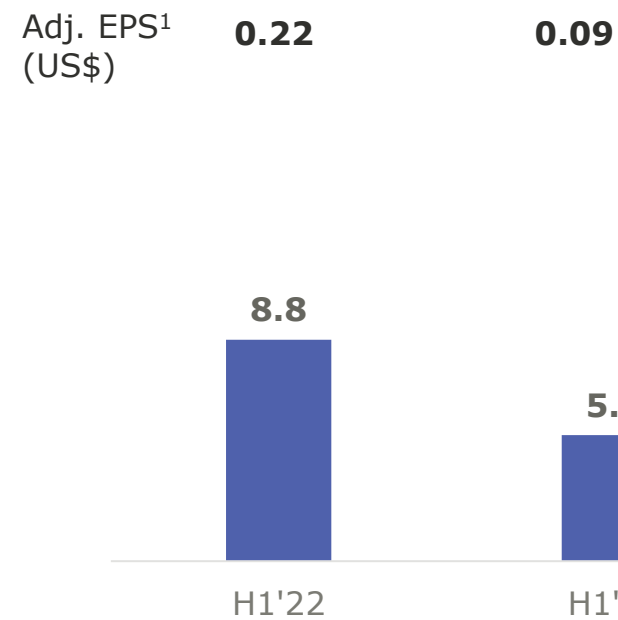
LFL CC Revenue (\$M)



Adj. EBITDA¹ (\$M)



Adj. Net Income¹ (\$M)



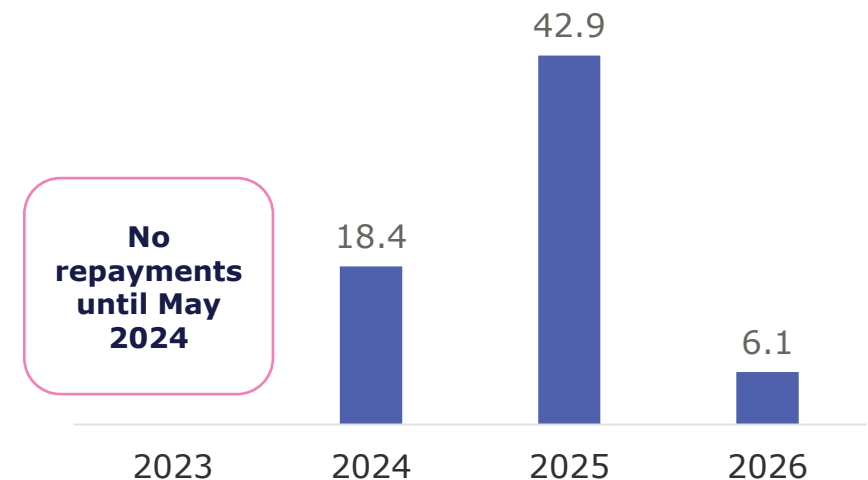
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Low leverage in current interest rate environment to help cash flows

Net Debt - June 30, 2023

	US\$M
Debt as on Jan 1, 2023	175.9
Less: YTD Repayments (net)	97.4
Current debt outstanding	78.5
Less: Cash & equivalents	39.1
Net Debt	39.4
LTM EBITDA	37.4
Net Leverage Ratio	1.1x

Revised Repayment Schedule



The Startek[®] benefit



Global Player

- Present in 5 continents, offering 40+ languages
- Onshore, nearshore, offshore and cross-shore solutions
- Publicly listed (NYSE)



Designed to delight customers

- Focused on voice of the customer to drive continuous improvement
- “Extra mile” engagement to manage service recovery
- Driven to enable and enhance CX
- Long standing client relationships reflect our ability to consistently deliver our CX promise



Award-winning associate experience

- Recognition across multiple global locations, including Great Place to Work Institute and Comparably
- High associate engagement, initiatives focused on retention and longevity
- Prioritizing promotion from within drives focus development and growth



Empathy-based CX design and delivery

- Whether automated or delivered by live agents, our human-centric approach delivers a consistently superior CX



Investments in infrastructure and security

- Extensive investments into technology upgrades and cybersecurity
- Annual commitment to digitization, innovation and R&D

Annexures

US GAAP Reconciliation – Adjusted EBITDA

Adjusted EBITDA:

Continuing Operations

Net income (loss)	
Tax expense	
Share of income (loss) of equity accounted investee	
Interest expense and other income (expense), net	
Foreign exchange gains (losses), net	
Depreciation and amortization expense	
Private offer transaction cost	
Impairment losses and restructuring cost	
Share-based compensation expense	
Other non recurring costs	
CSS option amortisation	

Adjusted EBITDA

Adjusted EBITDA from Discontinued Operations

Adjusted EBITDA from Continuing and Discontinued Operations

	Three Months Ended June		Six Months Ended June	
	30, 2023	2022	30, 2023	2022
	(31)	2,447	(589)	1,680
	101	1,303	1,010	1,941
	-	(3,833)	-	(3,825)
	1,582	1,315	3,659	3,045
	(345)	(124)	(417)	100
	5,297	5,212	10,535	11,043
	-	692	-	1,192
	(442)	77	(125)	73
	389	405	769	833
	1,100	-	1,100	-
	-	360	-	720
	7,651	7,854	15,942	16,802
	(319)	3,557	5,452	8,662
	7,332	11,411	21,394	25,464

Note: Please refer to the 8k filing for definition of Adjusted EBITDA and the complete table

1) Please note that the Adjusted EBITDA for the discontinued operations for the 3-month and 6-month period ended June 30, 2022 include CCC (Saudi JV entity) while that for the 3-month period ended June 30, 2023 does not include financials of CCC.

US GAAP Reconciliation – Adjusted Net Income

Adjusted EPS:

Continuing Operations

	Three Months Ended June		Six Months Ended June	
	2023	2022	2023	2022
Income (loss) attributable to Startek shareholders	(31)	2,447	(589)	1,680
Share based compensation expense	180	405	478	833
Amortization of intangible assets, net of tax	953	2,261	3,197	4,504
Private offer transaction cost	-	692	-	1,192
Impairment losses and restructuring cost	(326)	77	(77)	73
Other non recurring costs / (Income)	684	-	684	-
CSS option amortisation	-	360	-	720
Adjusted net income	1,460	6,242	3,693	9,002

Adjusted Net Income from discontinued operations

	4	88	947	1,023
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Adjusted Net Income from Continuing and Discontinued Oper

	1,464	6,330	4,640	10,025
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Weighted average common shares outstanding	40,318	40,308	40,314	40,366
Adjusted EPS from Continuing Operations - Diluted	0.04	0.15	0.09	0.22
Adjusted EPS from Discontinued Operations - Diluted	0.00	0.00	0.02	0.03
Adjusted EPS from Continuing and Discontinued Operations - Diluted	0.04	0.15	0.11	0.25

Note: Please refer to the 8k filing for definition of Adjusted EPS and the complete table

1) Please note that the financials for the discontinued operations for the 3-month and 6-month period ended June 30, 2022 include CCC (Saudi JV entity) while that for the 3-month period ended June 30, 2023 does not include financials of CCC.

Thank you!



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