

RAYA CONTACT CENTER ANNOUNCES LATEST EXPANSION INITIATIVES

ANNOUNCING BoD APPROVAL ON NEW WEST-CAIRO EXPANSION, INCORPORATING A NEW SUBSIDIARY IN SAUDI-ARABIA, & OUTLINING FUTURE EXPANSION STRATEGIES

Cairo, Egypt | November 26, 2017 - Raya Contact Center (RACC.CA on EGX), Egypt's largest provider of comprehensive business process outsourcing (BPO) services, announced today its Board of Directors (BoD) approval on the Company's local and offshore growth strategies. The Company's BoD approved proceeding with adding an additional leased-facility in 6th of October - West Cairo - to its portfolio of facilities under management, with a total built-up area of c.3,000 square meters, and is expected to accommodate c.440 seats, contemplating the Company's organic growth in the lucrative BPO line of business.

The Company's BoD has also approved incorporating a BPO subsidiary in the Kingdom of Saudi Arabia, which would further cement RACC's targeted expansions in the region, help in diversifying RACC's service offerings, and complement the Company's regional positioning along with the current successful subsidiary operating in Dubai, UAE.

Reem Asaad, RACC's CEO commented: "I am pleased to announce our continued commitment for sustainable growth, which was evident in our 2017 Year to Date performance, in which we have been able to constantly add additional operational capacities, which is matching with our overall growth strategies and potentials.

Today, we stand-out as a leading regional BPO player in the EMEA region, operating top-notch facilities from three Countries, and serving a rich and competitive business theater in Europe, Middle East & Africa. We are leveraging innovation in our service catalogue and operational playbook, while constantly updating our service offerings to meet our clients' expectations and requirements.

We are also adopting an ambitious growth strategy, which would enable us maintain a leading position in the growing MENA BPO industry."

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About Raya Contact Center

Raya Contact Center (RCC) is a world-class business process outsourcing (BPO) and contact center outsourcing (CCO) service provider offering contact center, professional, back office and inside sales channel management services to global clients, including Fortune 500 companies in the Middle East, Europe, Africa, & North America in over 25 different languages. *As at end of 9M2017*, Raya Contact Center operated eight top-of-the-line facilities, spanning six facilities in various locations around Egypt, one facility in Dubai, UAE, and one in Warsaw, Poland, with over 5,702 seat capacity and 6,750 employee. RCC serves a diversified clientele base of over 102 clients operating in the EMEA region, focusing on high growth industries, namely telecom & media, technology & consumer electronics, travel & hospitality, banking, automotive, and retail industries.

Raya Contact Center is the number one BPO provider in Egypt boasting the largest market share by total FTEs (Full Time Equivalent), and aspires to be the leading BPO provider in the MENA region. Raya Contact Center is the only listed BPO player on the Egyptian Stock Exchange, and is currently trading under the symbol "RACC.CA".

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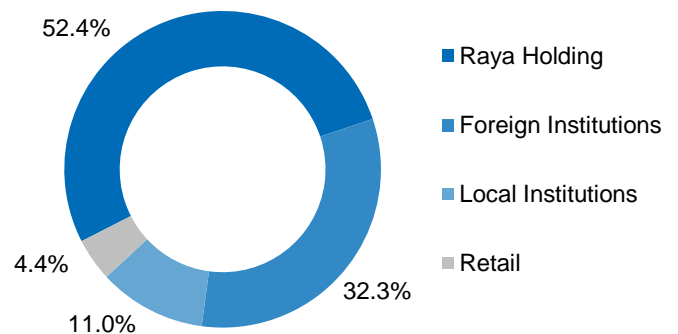
www.rayacc.com/investor-relations.php

RACC.CA on the EGX

Number of Shares	100,000,000
Share Price (23 Nov. '17)	EGP 15.00
Market Cap (23 Nov. '17)	EGP 1,500,000,000

Shareholding Structure

(as at 30 September, 2017)



Shareholders by Geography

(as at 30 September, 2017)

