RAYA CONTACT CENTER REPORTS 9M2017 RESULTS

STELLAR FINANCIAL & OPERATIONAL PERFORMANCE, MAXIMIZING SHAREHOLDERS' VALUE, WELL GEARED FOR GROWTH

REVENUES
EGP 557.1 MN
▲ 65.3% y-o-y

GROSS PROFIT
EGP 247.6 MN
▲ 70.5% y-o-y

EBITDA
EGP 163.1 MN
▲ 77.6% y-o-y

NET PROFIT
EGP 124 MN
▲ 134.8% y-o-y

Raya Contact Center (RACC.CA on EGX), Egypt's largest provider of comprehensive business process outsourcing (BPO) services, announced its consolidated results for the nine months ending September 30th, 2017, reporting revenue of EGP 557.1 million, up an impressive 65.3% y-o-y. The largest contributor to revenue was the outsourcing segment (75%), followed by hosting services (18%) and insourcing services (7%). Net profit for the nine months jumped more than two-folds to reach EGP 124 million in 9M17, compared to 9M16 figure of EGP 52.8 million, with a net profit margin of 22.3%.

Summary Income Statement

EGP	9M2017	9M2016	% Change	3Q2017	3Q2016	% Change
Revenue	**557,050,208**	**335,515,298**	***66.00%***	**196,248,728**	**139,689,837**	***40.50%***
Outsourcing	*420,007,509*	*268,213,228*	*56.60%*	*146,531,449*	*113,027,397*	*29.60%*
Insourcing	*60,961,414*	*34,442,777*	*77.00%*	*21,566,925*	*12,817,860*	*68.30%*
Hosting	*76,081,285*	*32,859,293*	*131.50%*	*28,150,354*	*13,844,580*	*103.30%*
Gross Profit	**247,592,996**	**145,197,548**	***70.50%***	**81,963,686**	**66,163,230**	***23.90%***
Gross Profit Margin	*44.50%*	*43.30%*	*1.4 pts*	*41.80%*	*47.40%*	*(5.60 pts)*
EBITDA	**163,130,585**	**91,863,674**	***77.60%***	**52,904,698**	**45,958,889**	***15.10%***
EBITDA Margin	*29.30%*	*27.40%*	*1.9 pts*	*27.00%*	*33.00%*	*(6.0 pts)*
Net Debt (Cash) / EBITDA	*(0.90)*	*(0.20)*		*(2.78)*	*(0.40)*	
Net Profit	**123,978,007**	**52,795,349**	***134.80%***	**42,505,018**	**32,993,999**	***28.80%***
Net Profit Margin	*22.30%*	*15.80%*	*6.5 pts*	*21.70%*	*23.70%*	*(2.0 pts)*

Note from the CEO

We are pleased to announce stellar and an all-time record performance for the nine months ending September 30th, 2017. Despite the current challenging macroeconomic trends in our region, our prudent management initiatives continue to demonstrate continuous enhancements in the operational and financial strength of our company. We closed the nine months period having delivered 65.3% increase in revenue y-o-y to EGP 557.1 million, while on a quarterly basis revenue grew 40.5% y-o-y to EGP 196 million. Top-line growth was dual-pronged as we continue to push through with the organic expansion of our business and capitalize on our price-competitiveness as a uniquely positioned service exporter. We were also successful in soliciting fifteen new clients during the nine months period, six of which are offshore contracts.

We continue to target expanding our foreign-currency sources in our revenue composition, with over 78% of our top-line in the nine months period generated from offshore accounts versus 74% in the same period last year, with a recorded robust organic growth in the offshore revenue of 17.1% y-o-y and 7% q-o-q. We remain in-line to our stated goal of increasing contribution from foreign markets with our operations in Dubai and Poland together contributing 23.1% to our top-line in 9M17 up from only 9.7% in the previous year. In parallel, our management team is actively working on optimizing our revenue mix as we seek to capture value from higher-margin services and deliver superior profitability.

As such, we expanded our operational capacity with the addition of 832 new workstations year-to-date, reaching an all-time-high of 5,702 seat capacity, which already surpassed our FY17 target for capacity additions. With an average billable capacity-utilization of 80%, allowing the company to better serve demand for the more lucrative professional offerings while growing our core contact center services. With just a small shift in revenue mix during 9M17 toward professional and back office service – now constituting 30% of revenues versus 24% in 9M16 – we are already witnessing improvements across the board with gross profit climbing 70.5% y-o-y in 9M17 and recording 1.4 percentage-point expansion in GPM to 44.5%. Meanwhile, our bottom-line grew more than two-fold in 9M17 and posted a net profit margin of 22.3% compared to 15.8% in the same period last year.

Our strategy to optimize our revenue mix goes hand-in-hand with our management team efforts to streamline our expenses and control costs amidst an increasingly inflationary environment, with economies of scale effectively enhancing our SG&A relative to revenue. Moreover, our international presence contributed positively to our effective tax rate (ETR), bringing it to 20.2% in 3Q17, down from 23.6% last year. Such efficiencies were successful to curb the decline witnessed on 3Q17 EBITDA margin y-o-y resulting from the uncontrollable inflationary pressures post EGP flotation. We closed 3Q17 with a net profit of EGP 42.5 million, yielding a satisfactory 21.7% net profit margin and annualized earnings per share of EGP 1.4 per share (net-of- appropriations).

We continue to push through increased operational and working capital efficiencies, with our receivables average collection period (DOH) retreating to 82 days in 9M17 versus 147 days in FY16, and thus minimizing our need for financing at a time when interest rates are on the rise. Our cash flows from operations remain resilient growing almost two-folds annually, recording EGP 186 million during 9M17 versus EGP 95.6 million during the same period last year.

In parallel, we are actively working to strengthen our infrastructure backbone and putting forward the necessary CAPEX outlays as we gear-up to increase our exposure to professional services and venture into digitized offerings in-line with market trends. Our service diversification strategy will see us increase our focus on higher-margin non-voice / unassisted channel services, allowing us to continue driving top and bottom-line and maximize shareholder value.

We are approaching the end of 2017, a quite eventful year in the history of RCC, in which we have taken the company public with the aim of institutionalizing our shareholders' base. Enhancing corporate sustainability, best-practice governance, and openness to global opportunities, gearing RCC to be a leading provider of business process outsourcing services in the MEA region.

Reem Asaad
Chief Executive Officer

Operational Review

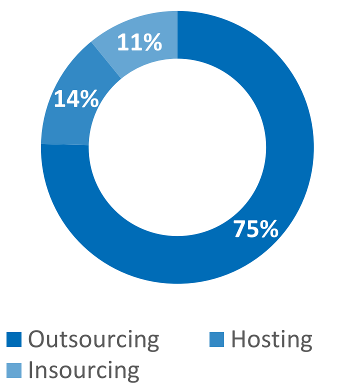
During the nine months ended 30 September 2017, RCC added 832 new workstations across its centers, bringing its total capacity to 5,702 compared to 4,870 as at year-end 2016, up 17.1% y-o-y. RCC's total CAPEX as a percentage of sales recorded 7.5% in 9M17 versus 3.3% in the same period last year.

Over 73% of RCC's revenue for the nine months were generated from clients who have been in contract with the company for over five years, while client retention rate was at a healthy c.90%.

RCC prides itself on the quality, reliability and security of its service, a key competitive strength that is a function of its continued investment in human resources development and quality assurance programs. In 9M17, RCC extended 630,915 hours of training to its employees across its onboarding, ongoing and client-specific programs. In parallel, the company maintained operational quality assurance in compliance with requirements of its accreditation certificates, including the COPC for performance management; the ITIL information technology framework, and the PCI-DSS e-payment security accreditation. Moreover, RCC follows best practices as (ISMS) Information Security Management system, which is mapped by NIST and SANS institute. As well, we have the SOC Audit performed on annual basis.

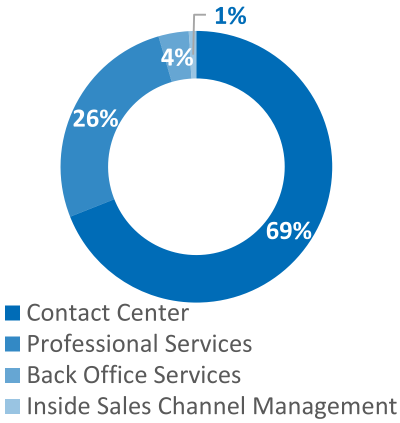
Revenue by Segment

(9M17)



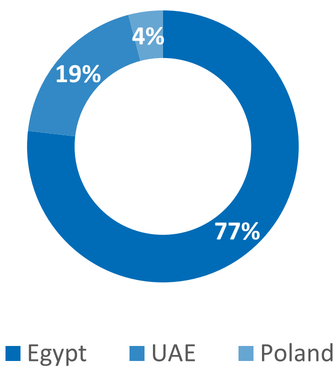
Revenue by Service

(9M17)

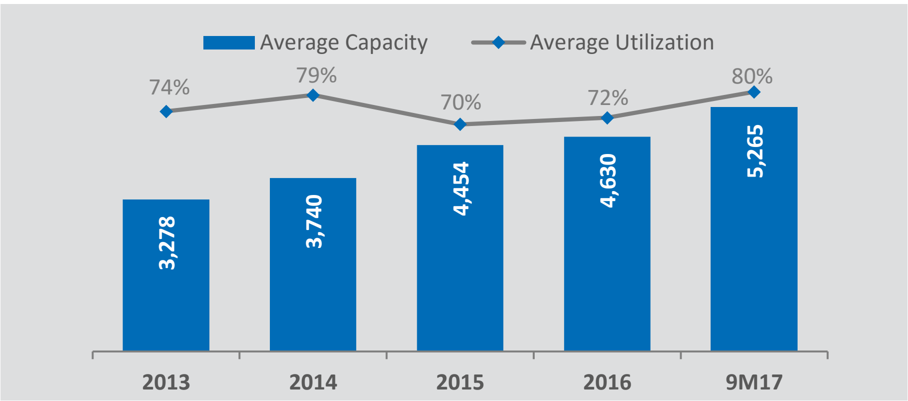


Revenue by Geography

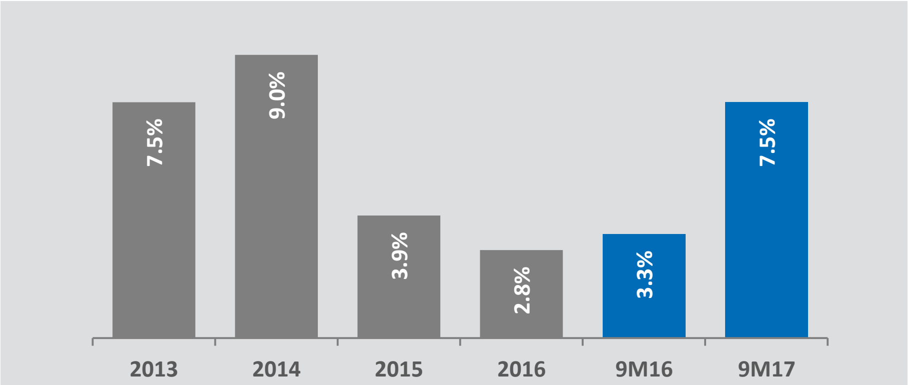
(9M17)



Workstation Evolution & Utilization[1]



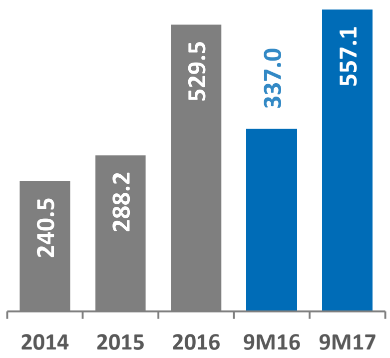
CAPEX / Sales Ratio



[1] Utilization is calculated as the average productive workstations' utilization by the average total workstations.

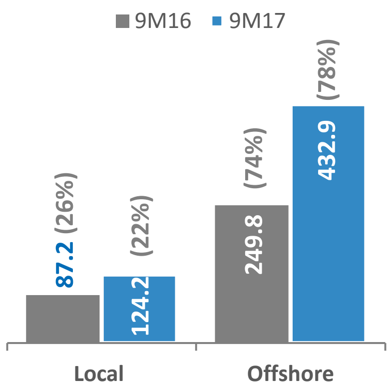
Revenue Progression

(EGP mn)



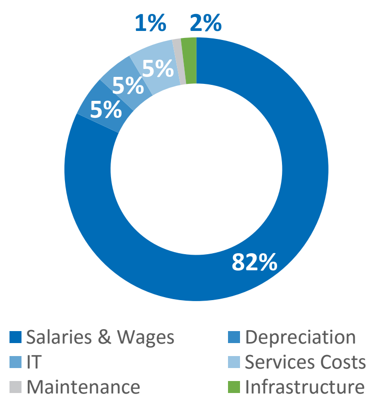
Revenue Progression by Location

(EGP mn)



COGS Breakdown

(9M17)



Financial Review

Consolidated revenues in 9M17 recorded EGP 557.1 million, up 65.3% y-o-y driven by both organic growth — securing new clients and increasing services to existing clients — as well as the effect of translating the company's foreign-currency denominated revenue streams onto the company's EGP financials post the float of the Egyptian Pound in November 2016.

Analyzing 9M17 revenue by ***currency***, *offshore* revenue (USD pegged) recorded EGP 433 million, representing 78% from total revenue for 9M17, posting an increase in absolute value of 73% y-o-y. *Onshore* (*local*) revenue accounted for the balance. When it comes to 9M17 revenue by ***service segment***, RCC's core function, *contact center outsourcing* revenue recorded EGP 420 million, representing 75% of total revenue, and posting 56% y-o-y growth. *Insourcing* (*HR outsourcing*) recorded EGP 61 million, representing 11% of total revenue, and posting 77% growth y-o-y. *Hosting segment (workstation leasing*) recorded EGP 76 million, representing 14% of revenue, and growing 131% y-o-y.

Analyzing 9M17 revenue by ***geographical location***, **Egypt** operated facilities generated revenue for EGP 428 million, representing 77% from total revenue, and posting 41% annual increase. **UAE** operated facility generated EGP 106 million revenue, representing 19% from total revenue, and posting a remarkable 475% annual increase. **Poland** operated facility generated revenue for EGP 23 million, posting 60% annual increase, and representing 4% from total 9M17 revenue.

At the ***costs of goods sold*** (COGS) level, RCC recorded EGP 311 million in 9M17, up 63% y-o-y, which is a slower rate than revenue growth and comes despite the inflationary pressures on the company's cost base. Constituting the largest share of COGS at 82%, employees' salaries and wages recorded EGP 254.8 million in 9M17, up 68% compared to 9M16.

Management team's ability to control cost inflation below revenue growth saw it deliver a ***gross profit*** of EGP 247.6 million in 9M17, up 71% y-o-y and yielding a 1.4 percentage-point expansion in gross profit margin to 44.5%.

Meanwhile, the ***selling, general and administrative*** (SG&A) expenses recorded a 23% y-o-y increase to EGP 54.5 million in 9M17. However, as a percentage of sales, SG&A stood at 9.8% during the nine months period down from 13.2% in 9M16, demonstrating the management team efficiency in streamlining costs.

EBITDA for the nine months period recorded EGP 163.1 million, up 78% y-o-y thanks to a tight rein on operating costs. EBITDA margin consequently recorded a 1.9 percentage-point expansion to 29.3% in 9M17.

The company recorded minor FX losses of EGP 0.1 million in 9M17, compared to an FX loss of EGP 4.9 million in the same period last year, in-turn supporting the company's bottom-line. ***Net profit*** for the period recorded EGP 124 million in 9M17, up more than two-fold compared to the EGP 52.8 million posted in the same period last year, and with a 6.5 percentage-point expansion in net profit margin to 22.3%.

As at the nine months ended 30 September 2017, the company's financial position remained liquid with a healthy ***cash balance*** of EGP 201.3 million or c.40.9% of total assets due to increasing efficiency of collecting our receivables, and the successful injecting of EGP 100 M capital increase following the completion of our IPO. ***Net debt to EBITDA*** recorded negative 0.90.

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 1000 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".

For further information, Please contact:

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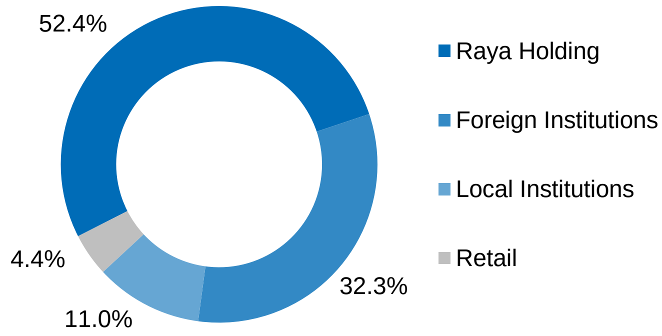
RACC.CA on the EGX	
Number of Shares	100,000,000
Share Price (9 Nov. '17)	EGP 14.58
Market Cap (9 Nov. '17)	EGP 1,458,000,000

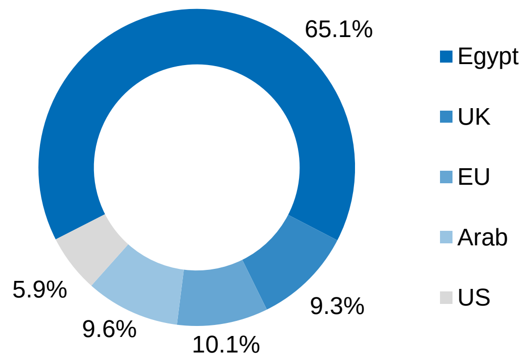
Shareholding Structure

(as at 30 September, 2017)



Shareholders by Geography

(as at 30 September, 2017)



Forward-Looking Statements

This communication contains certain forward-looking statements. A forward-looking statement is any statement that does not relate to historical facts and events, and can be identified by the use of such words and phrases as “according to estimates”, “anticipates”, “assumes”, “believes”, “could”, “estimates”, “expects”, “intends”, “is of the opinion”, “may”, “plans”, “potential”, “predicts”, “projects”, “should”, “to the knowledge of”, “will”, “would” or, in each case their negatives or other similar expressions, which are intended to identify a statement as forward-looking. This applies, in particular, to statements containing information on future financial results, plans, or expectations regarding our business and management, our future growth or profitability and general economic and regulatory conditions and other matters affecting us.

Forward-looking statements reflect our management’s (“Management”) current views of future events, are based on Management’s assumptions and involve known and unknown risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by these forward-looking statements. The occurrence or non-occurrence of an assumption could cause our actual financial condition and results of operations to differ materially from, or fail to meet expectations expressed or implied by, such forward-looking statements. Our business is subject to a number of risks and uncertainties that could also cause a forward-looking statement, estimate or prediction to become inaccurate. These risks include fluctuations in the prices of raw materials or employee costs required by our operations, its ability to retain the services of certain key employees, its ability to compete successfully, changes in political, social, legal or economic conditions in Egypt, worldwide economic trends, the impact of war and terrorist activity, inflation, interest rate and exchange rate fluctuations and Management’s ability to timely and accurately identify future risks to our business and manage the risks mentioned above.

Consolidated Income Statement

EGP	9M2017	9M2016	*Change*	3Q2017	3Q2016	*Change*
Sales	**558,556,272**	**335,515,298**	***66%***	**196,248,728**	**139,689,837**	***40%***
COGS	(310,963,276)	(190,317,750)	*63%*	(114,285,042)	(73,526,607)	*55%*
Gross Profit	**247,592,996**	**145,197,548**	***71%***	**81,963,686**	**66,163,230**	***24%***
General & Administrative Exp.	(50,534,631)	(41,615,919)	*21%*	(15,792,606)	(16,195,689)	*(2%)*
Selling & Marketing Exp.	(4,001,585)	(2,576,300)	*55%*	(1,484,807)	(1,221,051)	*22%*
Rent	(47,429,974)	(23,072,011)	*106%*	(17,886,400)	(6,541,508)	*173%*
Provisions No Longer Required	(8,800)	0		(8,800)	0	
Impairments	(997,132)	(2,501,237)	*(60%)*	(346,183)	(886,951)	*(61%)*
Impairments Reversal	2,997,324	927,426	*223%*	288,793	368,409	*(22%)*
Operating Profit	**147,618,198**	**76,359,507**	***93%***	**46,733,683**	**41,686,440**	***12%***
Interest Income (Expense)	8,822,244	(1,657,872)		6,950,828	(627,099)	
Gain on Sale of Fixed Assets	34,980	4,490	*679%*	34,980	5,268	*564%*
FX Gain (Loss)	(71,349)	(4,864,945)	*(99%)*	(422,198)	2,117,671	
EBT	**156,404,073**	**69,841,180**	***124%***	**53,297,293**	**43,182,280**	***23%***
Tax	(32,426,066)	(17,045,831)	*90%*	(10,792,275)	(10,188,281)	*6%*
Net Income	**123,978,007**	**52,795,349**	***135%***	**42,505,018**	**32,993,999**	***29%***
Distributed as follows:						
Shareholders of the Parent Co.	123,072,124	52,473,828	*135%*	42,163,931	32,841,913	*28%*
Minority Interest	905,883	321,521	*182%*	341,087	152,086	*124%*
Earnings Per Share	**1.03**	**0.43**	***140%***	**0.35**	**0.27**	***30%***

Consolidated Balance Sheet

	30-Sep-17	31-Dec-16
Assets		
Long Term Assets		
Fixed Assets	56,766,049	30,621,052
Intangible Assets	109,642	135,648
Deferred Tax Asset	309,167	2,795,682
Goodwill	26,582,777	26,582,777
Total Long term Assets	**83,767,635**	**60,135,159**
Current Assets		
Accounts Receivables	167,173,220	135,888,406
Advance Payment & Other Debit Balances	38,903,481	20,087,774
Due from Related Parties	528,194	62,811,936
Cash & Cash Equivalents	201,296,530	25,997,450
Total Current Assets	**407,901,425**	**244,785,566**
Total Assets	**491,669,060**	**304,920,725**
Equity		
Issued and Paid Capital	53,030,303	50,000,000
Under Capital Increase	96,969,697	-
Legal Reserve	9,397,510	4,545,130
Merger Reserves	(2,834,374)	(2,834,374)
FX Translation Reserve	9,585,437	11,166,995
Retained Earnings	29,596,331	(2,042,322)
Net Income Attributable to Majority Owners	123,072,124	117,847,635
Total Parent's Shareholders' Equity	**318,817,028**	**178,683,064**
Minority Interest	1,226,494	899,901
Total Equity	**320,043,522**	**179,582,965**
Liabilities		
Long Term Liabilities		
Deferred Tax Liability	605,306	-
Other long term Liabilities	2,919,079	1,385,714
Total long term Liabilities	**3,524,385**	**1,385,714**
Current Liabilities		
Bank Overdraft & Short Term loans	4,960,588	1,299,531
Accounts Payable	66,644,259	43,402,556
Other Credit balance	56,668,370	40,657,086
Provisions	1,906,177	1,914,977
Due to Related Parties	7,334,864	-
Taxes Payable	25,913,419	36,365,628
Dividends Payable	4,673,476	312,268
Total Current Liabilities	**168,101,153**	**123,952,046**
Total Liabilities	**171,625,538**	**125,337,760**
Total Liabilities & Equity	**491,669,060**	**304,920,725**