RAYA CONTACT CENTER REPORTS 1Q2018 RESULTS

STELLAR FINANCIAL & OPERATIONAL PERFORMANCE, WELL GEARED FOR SEQUENTIAL GROWTH

REVENUES
EGP 213.3 MN
▲ 22.5% y-o-y

GROSS PROFIT
EGP 85.7 MN
▲ 10.1% y-o-y

EBITDA
EGP 56.0 MN
▲ 1% y-o-y

NET PROFIT
EGP 47.8 MN
▲ 18.8% 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 quarter ending March 31st, 2018, reporting revenue of EGP 213 million, up 22.5% y-o-y. The largest contributor to revenue was the outsourcing segment (72%), followed by hosting services (14%) and insourcing services (14%). Net profit for the year grew by 19% to reach EGP 48 million in 1Q18, compared to 1Q17 figure of EGP 40 million, with a net profit margin of 22.4%.

Summary Income Statement

EGP	1Q2018	1Q2017	% Change - YoY	% Change - QoQ
Revenue	**213,303,495**	**174,107,728**	***22.50%***	***5.57%***
Outsourcing	*154,566,345*	*135,047,357*	*14.45%*	*3.72%*
Insourcing	*29,040,383*	*15,157,221*	*91.59%*	*17.99%*
Hosting	*29,696,766*	*23,903,150*	*24.24%*	*4.53%*
Gross Profit	**85,693,061**	**77,818,982**	***10.10%***	***12.42%***
Gross Profit Margin	*40.20%*	*44.70%*	*(4.5 pts)*	*2.4 pts*
EBITDA	**56,038,425**	**55,691,607**	***0.60%***	***34.77%***
EBITDA Margin	*26.30%*	*32.00%*	*(5.7 pts)*	*5.7 pts*
Net Profit	**47,772,585**	**40,202,324**	***18.80%***	***38.28%***
Net Profit Margin	*22.40%*	*23.10%*	*(0.7 pts)*	*5.3 pts*

Note from the CEO

We are pleased to announce stellar and an all-time record performance for the quarter ending March 31st, 2018. We closed 1Q18 having delivered 22.5% increase in revenue y-o-y to EGP213 million, while on a quarterly basis revenue grew by 6% q-o-q to record the highest quarterly top-line in the Company's history. 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 successful in soliciting eight new clients during 1Q18, four of which are offshore contracts. Noting that the biggest two offshore contracts of-which pertains to: 1) BPO services rendered to a renowned logistics' services provider in the UK, with services rendered out of our West Cairo facility starting with 40 FTEs, with primary service language in English. 2) BPO services rendered to one of the MENA region's prominent online-shopping platforms, with services rendered out of our Downtown Cairo facility starting with 100 FTEs, with primary service language in Arabic.

We expanded our operational capacities notably with the addition of 167 new workstations during 1Q18, which were added in our HQ in West Cairo. Our total capacity reached 5,882 seats by end of 1Q18, with an average billable capacity-utilization of 78%, allowing the company to better serve demand for the more lucrative professional offerings while growing our core contact center services. Moreover, we are working on adding additional capacities in: 1) West Cairo through our newly leased facility "Palm Strip", which would replenish our coffers by adding c.450 billable seats along with c.70 training seats, and is expected to start operations by the beginning of 3Q18. 2) Downtown Cairo through two additional leased floors, which would add c.410 billable seats along with c.140 training seats, and would start operations during 3Q18.

We continue to target expanding our foreign-currency sources in our revenue composition, with over 76% of our top-line in 1Q18 generated from offshore accounts, with a robust double-digit growth in the offshore revenue of 16% y-o-y in constant-currency terms. We remain in-line to our stated goal of increasing contribution from foreign markets with our operations in Dubai and Poland together contributing 27% to our top-line in 1Q18 up from 22% in 1Q17.

On the other hand, our international presence contributed positively to our effective tax rate (ETR), bringing it to 19.6% during 1Q18, down from 21.9% during 1Q17. Such efficiencies were successful to curb the decline witnessed on 1Q18 EBITDA margin y-o-y resulting from the uncontrollable inflationary pressures post EGP flotation. Nonetheless, EBITDA margin improved sequentially q-o-q to return to its normal levels post the one-offs witnessed during 4Q17.

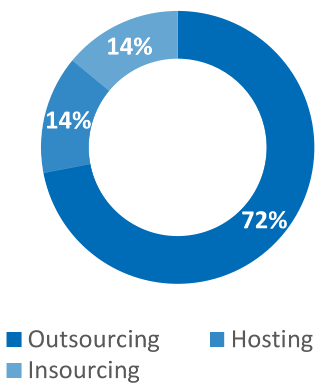
We closed 1Q18 with a net profit of EGP48 million, yielding a satisfactory 22.4% net profit margin and EPS of EGP 0.39 per share (net-of-appropriations). Our cash flows from operations remain resilient growing by 29% y-o-y, recording EGP 49 million during 1Q18 versus EGP38 million during the same period last year.

We continue to invest in our staff, with our total headcount now exceeding seven thousand employees. Our employee average monthly attrition levels have improved significantly to reach 3.9% per month during 1Q18, down from 5%, 6% & 6.6% in FY17, FY16 & FY15 respectively. Improvement in attrition levels came on the back of our continuous exerted efforts on working environment enhancements, providing hands-on training, development and career progression, and emerging to be an employer of choice in the regional BPO front.

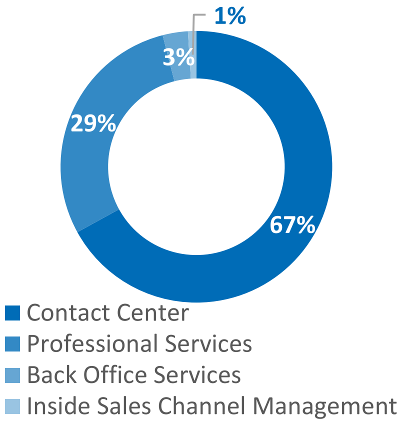
FY2018 should be regarded as a turnaround point in RCC's history; with a key focus on growth and expansion into the lucrative MENA region, while enhancing corporate sustainability, best-practice governance, and openness to global opportunities. RCC is consecutively growing to be the leading provider of business process outsourcing services in the MEA region.

Reem Asaad
Chief Executive Officer

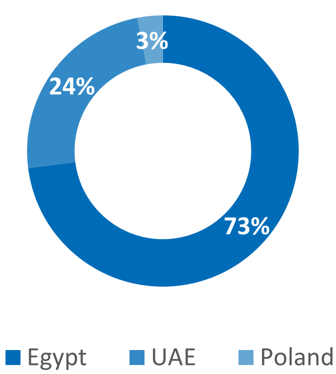
Revenue by Segment
(1Q18)



Revenue by Service
(1Q18)



Revenue by Geography
(1Q18)



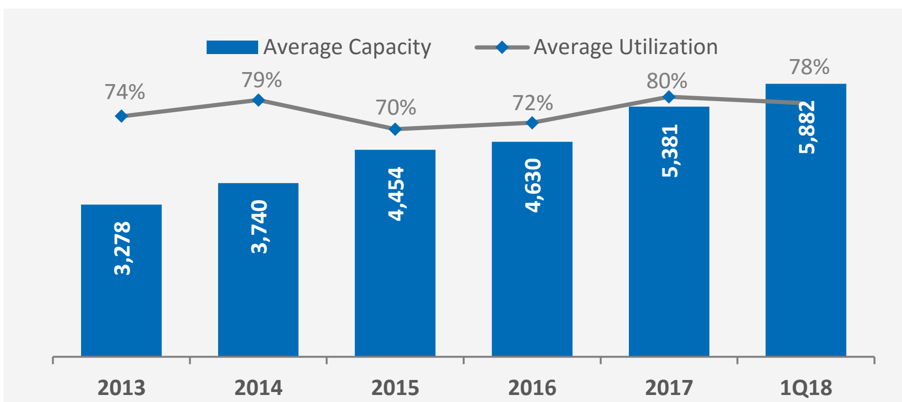
Operational Review

During the quarter ended 31 March 2018, RCC added 167 new workstations across its centers, bringing its total capacity to 5,882 compared to 5,715 as at year-end 2017, up 13.3% y-o-y and 2.9% q-o-q. RCC's total CAPEX as a percentage of sales recorded 2% in 1Q18 versus 4.8% in the same period last year.

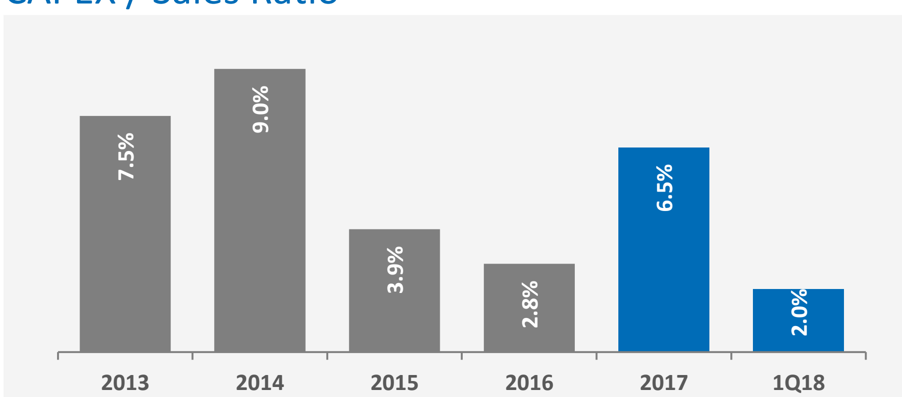
Over 77% of RCC's revenue for the year were generated from clients who have been in contract with the company for over five years, while client retention rate was at a healthy c.88%, slightly down from 90% by end of FY17, driven by managed attrition of non-profitable local currency accounts.

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 1Q18, RCC extended over 149k hours of operational training to its advisors across its onboarding, ongoing and client-specific programs. In parallel, the company successfully renewed its operational quality accreditation certificates, including upgrading its COPC accreditation for performance management to the higher-tier version 6, 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.

Workstation Evolution & Utilization[1]

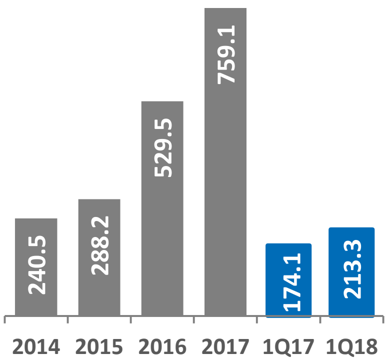


CAPEX / Sales Ratio

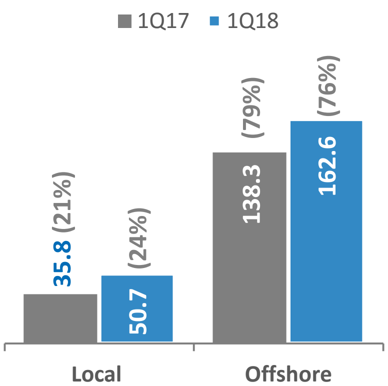


[1] Utilization is calculated as the average productive workstations' utilization by the average total workstations.

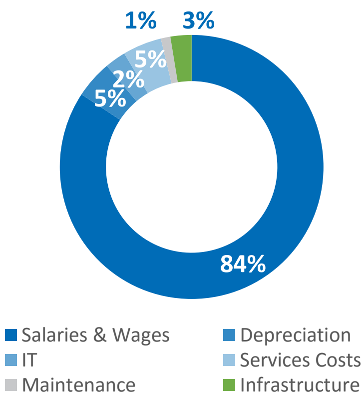
Revenue Progression
(EGP mn)



Revenue Progression by Location
(EGP mn)



COGS Breakdown
(1Q18)



Financial Review

Consolidated revenues in 1Q18 recorded EGP 213 million, up 22.5% y-o-y and 5.6% q-o-q driven by both organic growth — securing new clients and increasing services to existing clients — as well as the Company's increasing footprint in the region to satisfy growing demand for its high-quality BPO service offerings.

Analyzing 1Q18 revenue by ***currency***, *offshore* revenue (USD pegged) recorded EGP 163 million, representing 76% from total revenue for 1Q18, posting an increase in absolute value of 17.6% y-o-y. *Onshore* (*local*) revenue accounted for the balance. When it comes to 1Q18 revenue by ***service segment***, RCC's core function, *contact center outsourcing* revenue recorded EGP 155 million, representing 72% of total revenue, and posting 15% y-o-y growth. *Insourcing* (*HR outsourcing*) recorded EGP 29 million, representing 14% of total revenue, and posting 92% growth y-o-y. *Hosting segment* recorded EGP 30 million, representing 14% of revenue, and growing 24% y-o-y.

Analyzing 1Q18 revenue by ***geographical location***, **Egypt** operated facilities generated revenue for EGP 156 million, representing 73% from total revenue, and posting 15% annual increase. **UAE** operated facility generated EGP 51 million revenue, representing 24% from total revenue, and posting a remarkable 72% annual increase. **Poland** operated facility generated revenue for EGP 6 million, posting 24% annual decline, and representing 3% from total 1Q18 revenue.

Overall, 1Q18 witnessed contraction in profitability margins y-o-y, driven by inflationary consequences following the EGP flotation as previously explained, including rental cost hikes (especially for those quoted in FCY), pricing concessions, regional expansions, and salary adjustments. However, 1Q18 margins witnessed improvements q-o-q, sequentially returning to normal levels vs. historical trends.

At the ***costs of goods sold*** (COGS) level, RCC recorded EGP 128 million in 1Q18, up 32% y-o-y, which is a slightly higher rate than revenue growth and comes on the back of the inflationary pressures on the company's cost base. Constituting the largest share of COGS at 84%, employees' salaries and wages recorded EGP 107.6 million in 1Q18, up 36% compared to 1Q17.

Management team's ability to minimize the effect of cost inflation saw it deliver a ***gross profit*** of EGP 86 million in 1Q18, up 10% y-o-y & 12.4% q-o-q; and yielding a GP margin of 40.2%, recording an enhancement of 2.5 percentage-points q-o-q. GP margin witnessed a 4.5 percentage-point y-o-y contraction affected by inflation.

Meanwhile, ***selling, general and administrative*** (SG&A) expenses recorded 11% y-o-y increase and 14% q-o-q contraction to EGP 20.5 million in 1Q18,. However, as a percentage of sales, SG&A stood at 9.6% during 1Q18 with remarkable enhancement y-o-y & q-o-q, driven by cost efficiencies and economies-of-scale.

EBITDA for 1Q18 recorded EGP 56 million, up 1% y-o-y & 35% q-o-q despite the inflationary pressures affecting direct cost items. EBITDA margin recorded a 5.7 percentage-point growth q-o-q to record 26.3%.

RCC's international diversification contributed positively to its **Effective Tax Rate (ETR)**, bringing it to 19.6% in 1Q18, down from 21.9% in 1Q17, which was successful to curb the decline witnessed on 1Q18 EBITDA margin y-o-y resulting from the uncontrollable inflationary pressures post EGP flotation. ***Net profit*** for the period recorded EGP48 million in 1Q18, up 19% compared to the EGP40 million posted in the same period last year.

As at the period ending March 31st 2018, the company's financial position remained liquid with a healthy ***cash balance*** of EGP 293 million or c.50% of total assets due to increasing efficiency of collecting receivables, and the successful injection of EGP 100 M capital increase following the completion of RCC's IPO. ***Cash Flows from Operations*** remain resilient growing 29% annually, recording EGP49 million during 1Q18 versus EGP38 million during the same period last year.

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 1Q2018***, 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 5,882 seat capacity and 6,870 employee. RCC serves a diversified clientele base of over 99 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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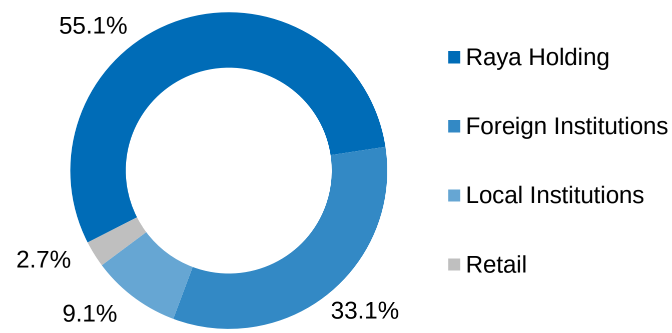
RACC.CA on the EGX	
Number of Shares	106,060,606
Share Price (14 May ’18)	EGP 12.5
Market Cap (14 May ’18)	EGP 1,325,757,575

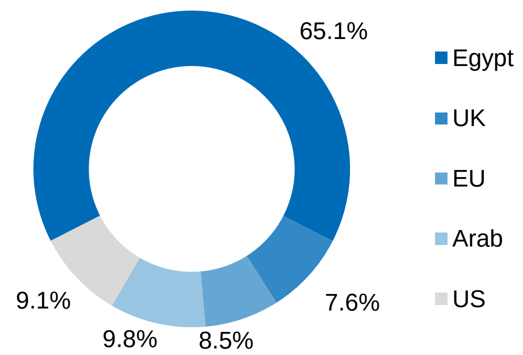
Shareholding Structure

(as at 31 March, 2018)



Shareholders by Geography

(as at 31 March, 2018)



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 for0ward-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	1Q2018	1Q2017	*Change*
Sales	**213,303,495**	**174,107,728**	***22.5%***
COGS	(127,610,434)	(96,288,746)	*32.5%*
Gross Profit	**85,693,061**	**77,818,982**	***10.1%***
General & Administrative Exp.	(19,081,704)	(16,755,064)	*13.9%*
Selling & Marketing Exp.	(1,438,985)	(1,725,804)	*(16.6%)*
Rent	(16,415,526)	(10,306,529)	*59.3%*
Provisions (No Longer Required)	2,800	0	
Impairments	(101,738)	(120,686)	*(15.7%)*
Impairments Reversal	1,475,955	2,508,239	*(41.2%)*
Operating Profit	**50,133,863**	**51,419,138**	***(2.5%)***
Interest Income (Expense)	9,361,542	(720,677)	
Gain on Sale of Fixed Assets	0	0	
FX Gain (Loss)	(54,304)	796,344	
EBT	**59,441,101**	**51,494,805**	***15.4%***
Tax	(11,668,516)	(11,292,481)	*3.3%*
Net Income	**47,772,585**	**40,202,324**	***18.8%***
Distributed as follows:			
Shareholders of the Parent Co.	47,379,715	39,929,467	*18.7%*
Minority Interest	392,870	272,857	*44.0%*
Earnings Per Share	**0.39**	**0.33**	***18.2%***

Consolidated Balance Sheet

	31-Mar-18	31-Dec-17
Assets		
Long Term Assets		
Fixed Assets	55,852,521	57,538,373
Intangible Assets	150,414	160,446
Deferred Tax Asset	1,952,597	1,696,128
Goodwill	26,582,777	26,582,777
Total Long term Assets	**84,538,309**	**85,977,724**
Current Assets		
Accounts Receivables	164,738,001	167,988,981
Advance Payment & Other Debit Balances	39,811,222	34,300,958
Due from Related Parties	6,162	6,162
Cash & Cash Equivalents	292,592,298	243,841,269
Total Current Assets	**497,147,683**	**446,137,370**
Total Assets	**581,685,992**	**532,115,094**
Equity		
Issued and Paid Capital	53,030,303	53,030,303
Additional Paid in Capital	75,306,925	75,306,925
Legal Reserve	31,060,282	31,060,282
Merger Reserves	(2,834,374)	(2,834,374)
FX Translation Reserve	9,848,949	10,031,639
Retained Earnings	186,909,000	29,596,331
Net Income Attributable to Majority Owners	47,379,715	157,312,669
Total Parent's Shareholders' Equity	**400,700,800**	**353,503,775**
Minority Interest	1,925,739	1,532,869
Total Equity	**402,626,539**	**355,036,644**
Liabilities		
Long Term Liabilities		
Deferred Tax Liability	4,472,163	2,923,846
Other long term Liabilities	4,428,568	3,697,237
Total long term Liabilities	**8,900,731**	**6,621,083**
Current Liabilities		
Bank Overdraft	6,720,830	8,070,284
Accounts Payable	45,698,848	52,070,098
Other Credit balance	71,988,494	67,016,330
Provisions	1,906,177	1,908,977
Due to Related Parties	3,121,766	6,890,228
Taxes Payable	40,722,607	32,459,513
Dividends Payable	0	2,041,937
Total Current Liabilities	**170,158,722**	**170,457,367**
Total Liabilities	**179,059,453**	**177,078,450**
Total Liabilities & Equity	**581,685,992**	**532,115,094**