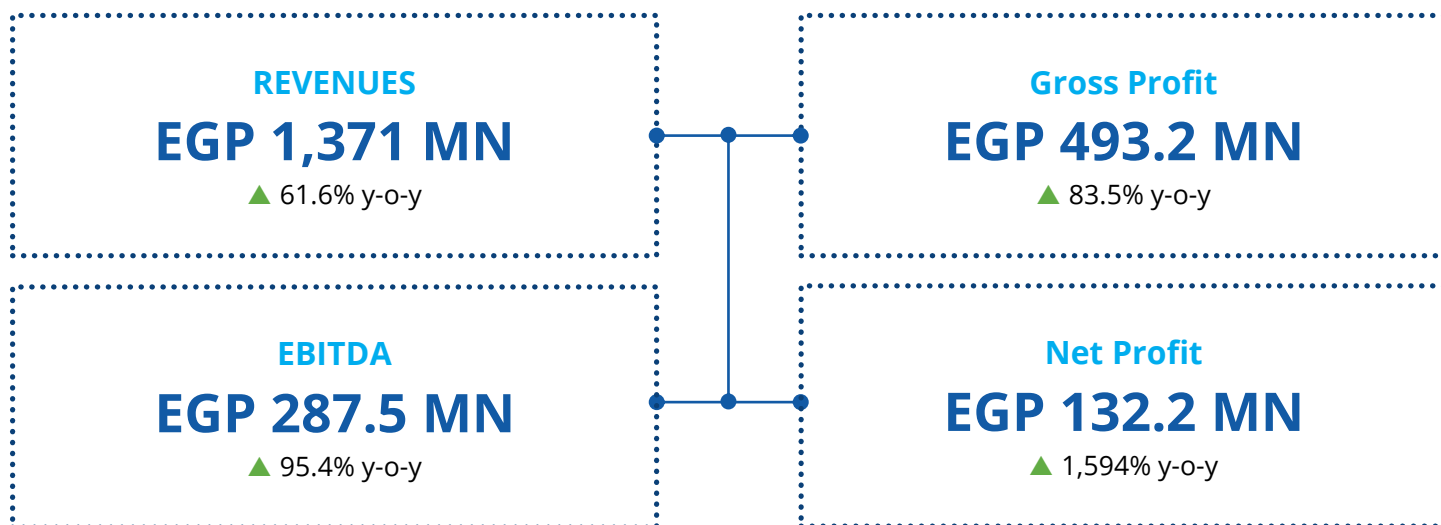


## Raya Customer Experience Reports 3Q 2023 Results



Raya Customer Experience (RACC.CA on EGX), Egypt's leading business process outsourcing (BPO) and contact center outsourcing (CCO) services provider, announced today its consolidated results for the six-month period ended 30 September 2023, recording revenues of EGP 1.37 billion, a 61.6% y-o-y increase. Gross profit increased 83.5% y-o-y to EGP 493.2 million, while net profit recorded 132.2 million in 3Q 2023, with a net profit margin of 9.6%, up from 0.9% in the same quarter of last year.

### Summary Income Statement

EGP	3Q2023	3Q2023	% Change
<b>Revenue</b>	<b>848,265,554</b>	<b>1,370,985,159</b>	<b>61.6%</b>
<i>Outsourcing</i>	149,798,678	252,651,967	68.7%
<i>Insourcing</i>	253,370,094	283,779,611	12.0%
<i>Hosting</i>	445,096,782	834,553,581	87.5%
<b>Gross Profit</b>	<b>268,786,632</b>	<b>493,203,691</b>	<b>83.5%</b>
<i>Gross Profit Margin</i>	31.7%	36.0%	+3.0 pts
<b>EBITDA</b>	<b>147,174,516</b>	<b>287,544,750</b>	<b>95.4%</b>
<i>EBITDA Margin</i>	17.4%	21.0%	+2.5 pts
<b>Net Profit</b>	<b>7,804,079</b>	<b>132,239,869</b>	<b>1,594.5%</b>
<i>Net Profit Margin</i>	0.9%	9.6%	+8.7 pts

## Note from the CEO

With 2023 coming to an end, I am pleased to share with you our exceptional performance during the third quarter of the year, a testament to the dedication and hard work of the entire RCX team. In a dynamic and challenging business landscape, our focus on innovation, customer-centricity, and operational excellence has driven remarkable results. Despite the volatile economic dynamics globally and locally, we are fully confident in our ability to capitalize on our solid position and shifting market dynamics and to push ahead with our growth strategy.

In the third quarter of 2023, RCX continued its double-digit revenue growth and improved profitability on the back of strong performance across our business segments. Our BPO segment has been showing tremendous growth, due to the price competitiveness of Egypt as a delivery market, thus improving our revenue mix and consequently our profitability margins.

Moreover, a key strategy at RCX has long been to diversify sources of revenue in terms of currency, geography, and business segment. In an increasingly inflationary environment exacerbated by the volatility of the Egyptian pound, our strategy has served us well and supported our growth. RCX finds itself in an enviable position whereby nearly 70% of its revenues are in US dollars, which has been instrumental amidst recent FX fluctuations.

On the regional front, we are continuously strengthening our position in the GCC regions, and have added 2 new facilities in Riyadh, KSA and mainland Dubai, UAE. Additionally, I have been deeply engaged in a comprehensive review of our operations in Europe, with a keen focus on identifying strategic opportunities for growth. Europe holds immense potential, and we are tirelessly working to maximize the value we can derive from this important market.

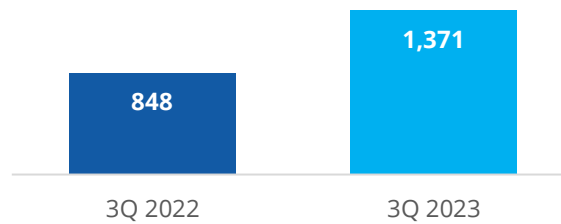
As we head into the last quarter of the year, I am committed to ensuring that we leverage our strengths and seize the right opportunities to further enhance shareholder value and position our company for sustained success.

**Ahmed Aboulezz**  
Chief Executive Officer

## Financial Performance

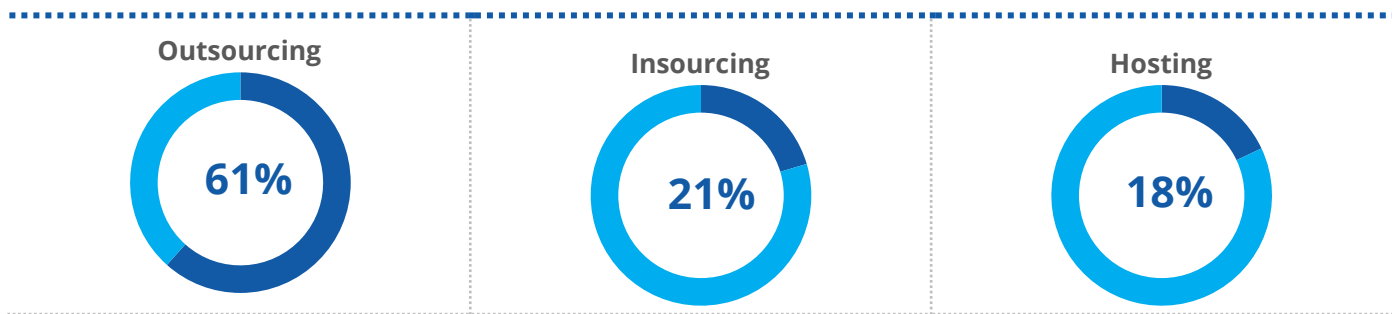
**Consolidated revenues** grew 61.6% y-o-y to reach EGP 1,370.9 million in 3Q 2023 compared to EGP 848.2 million the previous year. Revenue growth was driven by an expansion in our operations, growing our offshore business especially in the GCC region, increased utilization rates across our facilities, and the upside from the EGP devaluation.

### Consolidated Revenue



In terms of the revenue breakdown by **service segment**, *contact center outsourcing* continues to be the primary contributor recording EGP 834.5 million in 3Q 2023, representing 61% of total revenue. Our *insourcing business*, also known as *HR outsourcing*, recorded EGP 283.7 million to make up 21% of total revenue, while the *hosting business* recorded EGP 252.6 million, accounting for the remaining 18% of total revenue.

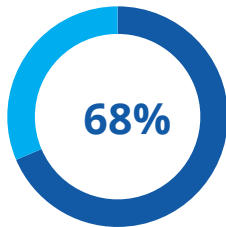
### Revenue by Segment



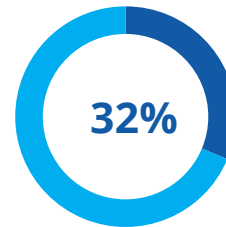
Analyzing 3Q 2023 revenues by **currency**, *offshore revenue (USD)* recorded EGP 938.4 million, accounting for 68.4% of total revenue, compared to 53.7% in the same period last year. RCX's strategy is to consolidate USD recurring revenues to enable it to absorb fluctuations in foreign exchange rates.

**Revenue by Currency**

Offshore (USD)



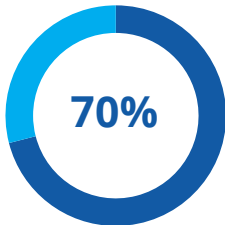
Local



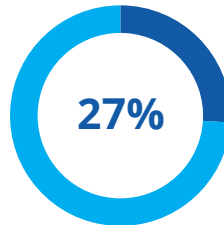
Analyzing revenue by **geographical location**, RCX derived 70.4% of its 3Q 2023 revenues from **Egypt's** facilities, which recorded EGP 964.6 million, up 40.8% compared to 3Q 2022. The second largest contribution came from operations **Gulf area**, which saw revenues increase by 148.7% year-on-year to reach EGP 367.4 million in 3Q 2023. One of RCX's strategies is to grow its geographic footprint into more high-value markets in the region and beyond. Our expansion in the Gulf area has proven to be a successful step in realizing our regional growth strategy. Finally, the **Poland and the US** generated EGP 38.8 million in revenues in 3Q 2023, representing 2.8% of total revenues.

**Revenue by Geographical Location**

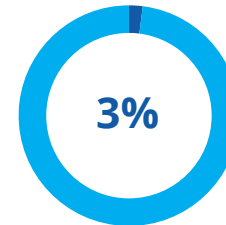
Egypt



GCC



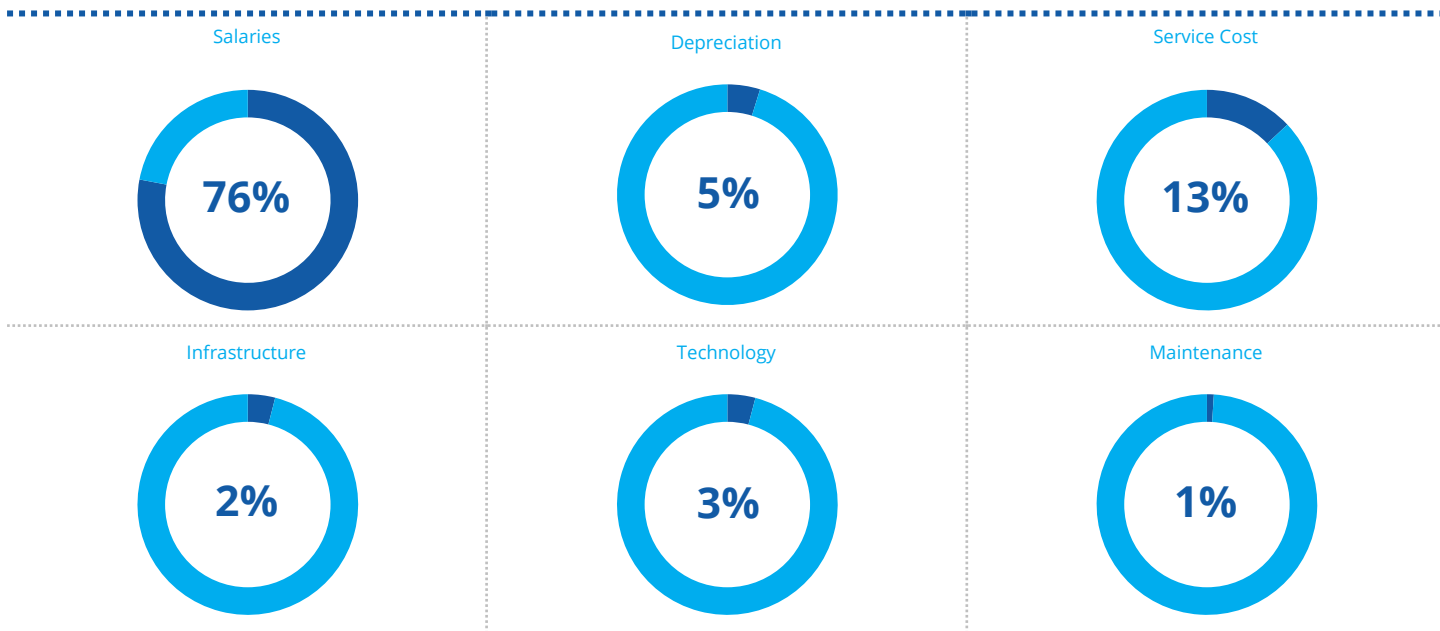
EU



**Gross Profit section**

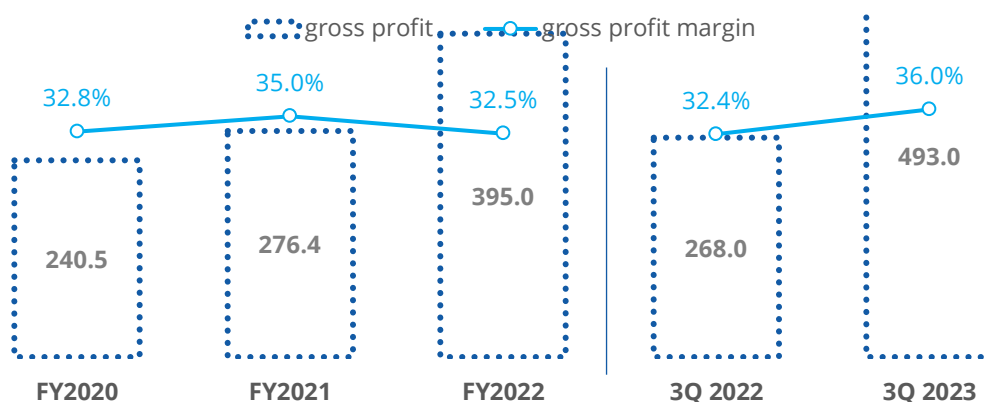
Total **costs of goods sold (COGS)** for 3Q 2023 was EGP 915.1 million, a 55.9% y-o-y increase, which resulted in RCX's COGS as a percentage of revenues to decline to 66.8% compared to 67.5% in 3Q 2022. Salaries & wages constituted the largest share of COGS standing at 76%, in line with our historical trends.

**COGS Breakdown**



In 3Q 2023, RCX's **gross profit** recorded EGP 493.2 million, up 4.3% y-o-y, with a gross profit margin of 36% versus the 31.7% recorded in the same period last year.

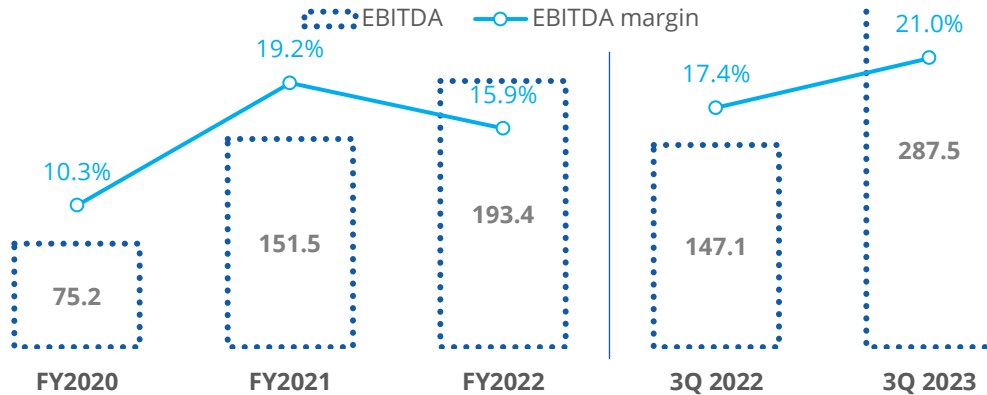
**Gross Profit (MN) and Gross Profit Margin Evolution**



Meanwhile, **selling, general and administrative (SG&A)** for 3Q 2023 totaled EGP 173 million, up 58.2% y-o-y; however, RCX's SG&A as a percentage of revenues stood at 13.8 in line with our historical trends.

**EBITDA** recorded EGP 287.5 million in 3Q 2023, up 95.4% y-o-y, with an EBITDA margin of 21% compared to 17.4% in 3Q 2022.

**EBITDA (MN) and EBITDA Margin Evolution**

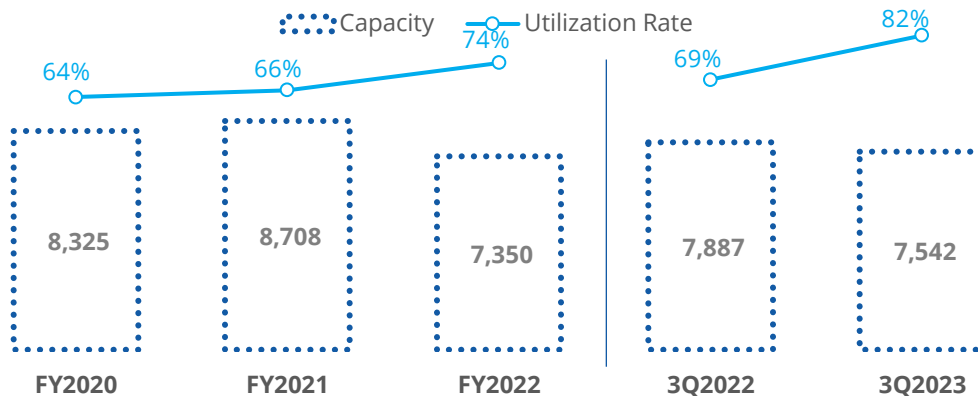


RCX reported a **net profit** of EGP 132.2 million in 3Q 2023, up a staggering 1,594% y-o-y, with net profit margin at 9%, up from 0.9% from the previous period last year. The increase in net profit reflects business growth and operational efficiencies across the company. Additionally, as at 30 September 2023, the company's financial position remained solid with a healthy **cash balance** of EGP 333.9 million.

**Operational Performance**

In 3Q 2023, RCX's total workstation capacity stood at 7,542 with utilization rates recording 82%.

**Workstation Evolution and Utilization**



## About Raya Customer Experience

Raya Customer Experience (RCX) 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 1,000 companies in the Middle East, Europe, Africa, & North America in over 25 different languages. In 2023, Raya Customer Experience operated 14 state-of-the-art delivery sites, spanning eight facilities nation-wide in Egypt, two facilities in the UAE, one in the Kingdom of Bahrain, two in KSA and one in Poland. The facilities combined have an approximate seating capacity of 7,300 and over 6,500 employees. RCX serves a diversified clientele base of over 100 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 Customer Experience 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 Customer Experience 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:

### Raya Customer Experience

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[ir@rayacx.com](mailto:ir@rayacx.com)

#### RACC.CA on the EGX

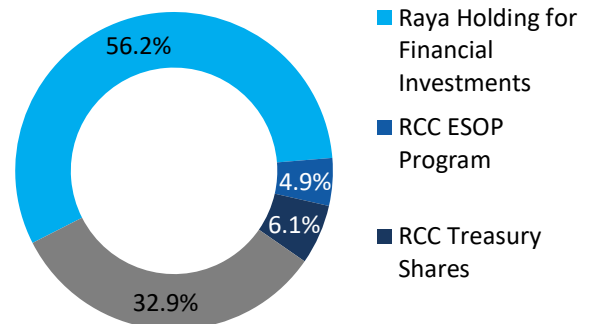
**Number of Shares** 218,454,770

**Share Price (28 Sep. 2023)** EGP 2.84

**Market Cap (28 Sep. 2023)** EGP 620,411,547

#### Shareholding Structure

(as at 30 September 2023)



## 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	3Q2022	3Q2023	Change
<b>Revenue</b>	<b>848,265,554</b>	<b>1,370,985,159</b>	<b>61.6%</b>
COGS	(587,031,214)	(915,143,326)	66.8%
<b>Export Subsidy</b>	-	<b>4,634,339</b>	-
<b>Gross Profit</b>	<b>268,786,632</b>	<b>493,203,691</b>	<b>83.5%</b>
General & Administrative Exp.	(109,406,648)	(173,044,791)	58.2%
Selling & Marketing Exp.	(11,169,984)	(16,966,622)	51.9%
Rent	(40,848,742)	(46,302,021)	13.3%
Depreciation Leased Assets	(52,355,844)	(80,273,952)	53.3%
<b>Operating Profit</b>	<b>55,005,414</b>	<b>176,616,305</b>	<b>221.1%</b>
<b>EBITDA</b>	<b>147,174,516</b>	<b>287,544,750</b>	<b>95.4%</b>
Provisions	(13,812,666)	(15,683,909)	-
Provisions Reversal	77,635	3,079,257	-
Impairments	(203,951)	(1,038,200)	-
Financing Interest on Leased Assets	(22,384,030)	(30,487,453)	-
Interest Income (Expense)	(2,491,215)	(38,853)	-
Gain on Sale of Fixed Assets	-	474,277	-
FX Gain (Loss)	1,335,928	68,894,043	-
Other Non Operating Expenses	-	(9,947,011)	-
<b>EBT</b>	<b>17,527,115</b>	<b>191,868,456</b>	<b>994.7%</b>
Tax	(9,723,036)	(59,628,587)	513.3%
<b>Net Income</b>	<b>7,804,079</b>	<b>132,239,869</b>	<b>1594.5%</b>
<u>Distributed as follows:</u>			
Shareholders of the Parent Company	<b>10,193,891</b>	<b>136,951,287</b>	<b>460.9%</b>
Minority Interest	(2,389,812)	(4,711,418)	-123.5%
<b>Earnings Per Share</b>	<b>0.04</b>	<b>0.60</b>	<b>1,500%</b>

## Consolidated Balance Sheet

EGP	31 December 2022	30 September 2023
<b>Assets</b>		
<b>Long Term Assets</b>		
Fixed Assets	173,042,066	214,791,415
Right of Use Assets	329,224,331	329,866,025
Assets Under Construction	11,862,054	-
Deferred Tax Asset	1,715,895	30,360
Goodwill	142,034,688	142,034,688
<b>Total Long term Assets</b>	<b>657,879,034</b>	<b>686,722,488</b>
<b>Current Assets</b>		
Accounts Receivables	300,070,341	354,490,798
Advance Payment & Other Debit Balances	147,035,330	126,568,757
Due from Related Parties	1,400,212	1,701,639
Cash & Cash Equivalents	152,253,736	333,989,037
<b>Total Current Assets</b>	<b>600,759,619</b>	<b>816,750,231</b>
<b>Total Assets</b>	<b>1,258,638,653</b>	<b>1,503,472,719</b>
<b>Equity</b>		
Issued and Paid Capital	103,924,355	103,924,355
ESOP Program	5,303,030	5,303,030
Additional Paid in Capital	25,941,331	25,941,331
Legal Reserves	43,659,815	43,659,815
Merger Reserves	(2,834,374)	(2,834,374)
FX Translation Reserve	4,565,144	13,057,960
Treasury Stock	(45,817,430)	(45,817,430)
Retained Earnings	212,485,625	258,880,878
Net Income Attributable to Majority Owners	46,395,253	136,951,287
<b>Total Parent's Shareholders' Equity</b>	<b>393,622,749</b>	<b>539,066,852</b>
Minority Interest	1,399,720	(3,311,697)
<b>Total Equity</b>	<b>395,022,469</b>	<b>535,755,155</b>
<b>Liabilities</b>		
<b>Long Term Liabilities</b>		
Long Term Debt	56,411,830	39,470,377
Deferred Tax Liability	3,000,098	3,302,560
Other long term Liabilities	4,045,910	5,901,914
Long Term Loan for Right of Use	270,892,694	295,540,126
<b>Total long term Liabilities</b>	<b>334,350,532</b>	<b>344,214,977</b>
<b>Current Liabilities</b>		
Bank Overdraft	4,609,580	1,538,255
Accounts Payable	159,657,579	177,739,258

Other Credit Balance	163,731,175	201,532,744
Provisions	2,364,207	3,402,407
Due to Related Parties	8,418,287	9,585,589
Taxes Payable	25,424,341	40,803,991
Current Portion of Long Term Loan	34,422,160	41,693,101
Lease Liability	130,638,323	147,207,242
<b>Total Current Liabilities</b>	<b>529,265,652</b>	<b>623,502,587</b>
<b>Total Liabilities</b>	<b>863,616,184</b>	<b>967,717,564</b>
<b>Total Liabilities &amp; Equity</b>	<b>1,258,638,653</b>	<b>1,503,472,719</b>