

## **RAYA CONTACT CENTER ANNOUNCES INCORPORATING A NEW MEGA FACILITY IN WEST CAIRO'S SMART VILLAGE BUSINESS PARK**

**THE NEW FACILITY WILL COMPLEMENT RCC'S BPO OFFERINGS OUT-OF-EGYPT, WHILE HOSTING STATE-OF-THE-ART C.1,500 SEAT CAPACITY TO SERVE THE GROWING DEMAND FOR OFFSHORE BPO SERVICES**

Cairo, Egypt | September 18, 2018 - Raya Contact Center (RACC.CA on EGX), Egypt's largest provider of comprehensive business process outsourcing (BPO) services, announced today signing a long-term lease agreement to rent a c.8,400 square meters semi-finished facility in West-Cairo's Smart Village business park. This new mega facility is expected to host state-of-the-art c.1,500 workstation/seat capacity, which would be utilized in serving the growing demand for offshore BPO services. The new facility is semi-finished with much of its infrastructure's Mechanical, Electric and Plumbing (MEP) requirements readily available; yet some interior finishing is still needed prior to kick-starting BPO service operations.

The new mega facility will complement Raya Contact Center's current portfolio of facilities-under-management within Greater-Cairo area, and will adequately satisfy the Company's local growth requirements within the coming period. Finishing and furnishing works in the new facility are to commence immediately, with BPO operations expected to kick-start prior to the end of FY2019, and should ramp-up to adequate utilization levels shortly afterwards. CAPEX requirements for this new facility will be financed through a mixed pool of Debt & Equity, to optimize the project's capital structure, and maximize expected Returns on Equity (ROE) and Invested Capital (ROIC).

Reem Asaad, Raya Contact Center's CEO commented: "I am pleased to announce our continued commitment for sustainable growth, which was evident in our 1H2018 Year to Date performance, in which we have been able to constantly add additional capacities of c.992 seats to match our overall corporate growth strategies and satisfy potential demand.

FY2018 should be regarded as the year of building capacity and gearing-up for growth, in order to meet the growing regional and global demand for high-quality sophisticated offshore BPO services. While leveraging upon the increasing financial attractiveness and operational competitiveness of Egypt's BPO industry, which turned-out-to-be a global pivotal champion post the EGP floatation.

Today, we stand-out as a leading regional BPO player in the MENA 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 excellence, while constantly updating our service offerings to meet our clients' expectations and requirements."

- ENDS -

**NEW FACILITY LAYOUT**



## 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 1H2018**, Raya Contact Center operated nine top-of-the-line facilities, spanning seven facilities in various locations around Egypt, one facility in Dubai, UAE, and one in Warsaw, Poland, with over 6,707 seat capacity and 7,020 employee. RCC serves a diversified clientele base of over 103 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:

### Investor Relations | Raya Contact Center

**Ahmed N. Hassan**

Head of Investor Relations & Investment

T: +2 (0)2 3872 6000 | Ext. 21265

M: +2 (0) 1000 733337

[investor\\_relations@rayacc.com](mailto:investor_relations@rayacc.com)

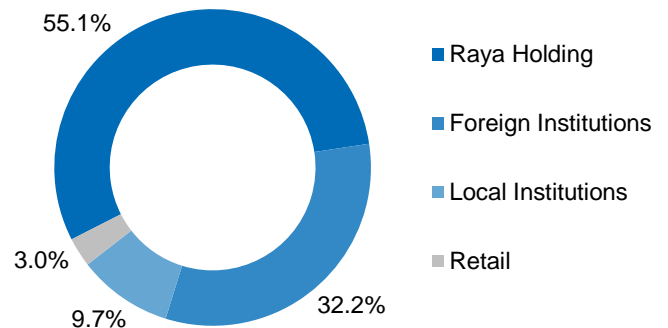
[www.rayacc.com/investor-relations.php](http://www.rayacc.com/investor-relations.php)

#### RACC.CA on the EGX

<b>Number of Shares</b>	106,060,606
<b>Share Price (Sep. 18, '18)</b>	EGP 10.85
<b>Market Cap (Sep. 18, '18)</b>	EGP 1,150,757,575

### Shareholding Structure

(as at June 30, 2018)



### Shareholders by Geography

(as at June 30, 2018)

