

MEDIA STATEMENT

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OUTWORX LAUNCHES EXPANSION AT DUBE TRADEPORT, CREATING 1,800 JOBS FOR KZN YOUTH

KwaZulu-Natal's growing reputation as a leading destination for Global Business Services investment has received a significant boost today with the official launch of Outworx's operations within Dube TradePort Special Economic Zone precinct.

Outworx, one of South Africa's leading outsourcing companies, officially moved into the new iZiko@Dube building in May 2026 and has already started operations. The expansion is expected to create around 1,800 job opportunities for young people in KwaZulu-Natal, helping to boost employment and support the province's youth development goals.

To date, more than 300 young people have been employed, with the remaining positions to be filled through a phased recruitment process.

KwaZulu-Natal MEC for Economic Development, Tourism and Environmental Affairs, Rev. Musa Zondi, said: "This investment by Outworx at Dube TradePort is a major boost for KwaZulu-Natal's economy and, most importantly, for our young people."

Through the creation of 1,800 sustainable job opportunities, Outworx will provide youth with valuable skills, work experience and a pathway to long-term careers in the growing Global Business Services sector.

"Initiatives such as this play a critical role in addressing youth unemployment and creating inclusive economic growth. Outworx is demonstrating how business can deliver practical solutions that positively impact communities and transform lives."

"As the Provincial Government, we remain committed to creating an environment that attracts investment and supports business growth. We welcome partnerships with companies that share our vision of creating jobs, developing skills and expanding opportunities for the people of KwaZulu-Natal."

The launch marks another important milestone in KwaZulu-Natal's efforts to attract investment into the high-growth Global Business Services sector, which has emerged as one of South Africa's most successful job-creating industries.

Through strategic partnerships, Outworx offers unemployed youth with no previous work experience access to a fully funded 12-week training programme. The programme equips participants with workplace skills, customer service expertise and business process knowledge, ultimately preparing them for guaranteed employment opportunities within the company.

"Over the past 13 years, we have worked hard to establish Outworx as a provider of world-class customer service and to position South Africa as a leading destination for outsourced business services. We have spent years building confidence among European, UK and North American businesses in South Africa's capabilities. Our expansion into Dube TradePort reflects our strategy to grow beyond insurance and offer services across sectors such as retail, travel, hospitality, telecommunications, media and financial services while creating meaningful employment opportunities," said Robin Hoekstra, CEO of Outworx.

According to the industry body Business Process Enabling South Africa, South Africa's Global Business Services sector has recorded remarkable growth over the past five years, driven by a highly skilled, English-speaking workforce, competitive operating costs, world-class infrastructure, and strong government support. Industry projections indicate that the sector has the potential to contribute up to 500,000 cumulative jobs nationally by 2030.

Dube TradePort CEO said the development reflects the organisation's commitment to facilitating investor-driven growth and job creation. "We welcome Outworx's investment in Dube TradePort; the precinct has grown to provide an enabling environment for investors operating in globally connected industries, which include business process outsourcing, technology, media as well as manufacturing and logistics, which highlights our commitment to attracting businesses that drive economic growth and create jobs."

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