

H.E. António Guterres  
Secretary-General  
United Nations  
New York, NY 10017  
USA

23 May 2024

Dear Mr. Secretary-General,

I am pleased to confirm that Outworx Contact Centre (Pty) Ltd supports the Ten Principles of the United Nations Global Compact on human rights, labour, environment and anti-corruption. With this communication, we express our intent to implement those principles. We are committed to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. Outworx Contact Centre will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the Ten Principles. We support public accountability and transparency, and therefore commit to report on progress within one year of joining the UN Global Compact, and annually thereafter according to the UN Global Compact COP policy. This includes:

- A statement signed by the chief executive expressing continued support for the UN Global Compact and renewing our ongoing commitment to the initiative and its principles. This is separate from our initial letter of commitment to join the UN Global Compact.
- The completion of the online questionnaire of the Communication on Progress through which we will disclose our company's continuous efforts to integrate the Ten Principles into our business strategy, culture and daily operations, and contribute to United Nations goals, particularly the Sustainable Development Goals.

Sincerely yours,



**RGA Hoekstra**  
Chief Executive Officer



Outworx Contact Centre (Pty) Ltd  
2 Frosterley Crescent  
La Lucia Ridge  
Kwa-Zulu Natal 4021  
South Africa

International: +44 203 598 3099  
Local: +27 31 000 0003  
Email: [info@outworx.co.za](mailto:info@outworx.co.za)



Vat No. 4470265556

Company Registration No. 2013/152005/07

Director: AERG Stafford RGA Hoekstra RDD Canning J Pavel