



Unlock Success in Suriname's Business Process Outsourcing



Expand your Potential with Business Process Outsourcing Opportunities in Suriname

Seize the opportunity to embed your company in Suriname's dynamic business services sector, tap into the country's young and skilled workforce and benefit from competitive costs and a strategic regional location.

#1

In English Proficiency in
South America on the
EF EPI Index

4000+

Active University
students

Suriname: The fastest growing BPO hub in the CARICOM

The global demand for BPO is thriving in the wider CARICOM region. **The sector is already established and growing in Suriname** with existing players including Teleperformance and Concentrix. The sector exists primarily in Paramaribo, however there are other areas of interest including Nickerie and Wanica.

Suriname offers a strategic edge for expansion—outperforming many CARICOM nations and standing **competitive with top global BPO hubs**. It delivers high-quality talent at attractive local wages while maintaining cost-efficiency for international investors.

A Bridge Between Continents

Suriname is perfectly located in the northeast of South America, sharing a border with Brazil, Guyana and French Guiana (EU), halfway between the Equator and the Caribbean.

- **Lasting Cultural ties:** Historic connections with the Netherlands and continued use of Dutch strengthen trade with Europe's largest port, Rotterdam, while cultural links extend to Asia and its ties to the Caribbean further enhance its global connections.
- **Collaborative Time zone:** GMT-3 time zone facilitates communication with Europe, the US, and South America.
- **Steady Climate:** Located in the tropics, Suriname enjoys a year-round climate with no seasonal disruptions and is outside the hurricane belt.
- **International Connectivity:** Direct flights to Europe, US, South America and Caribbean from Johan Adolf Pengel International Airport.
- **Regional English Proficiency Leader:** Suriname is ranked 1st in Latin America for English Proficiency and 27th out of 116 globally.



Your Gateway to High Growth Export Markets

With the global business services market reaching \$203.7bn USD in 2023, take advantage of this booming industry and tap into the growing sector in Suriname.

Key markets

United States

The US stands as a dominant force in BPO, with a significant majority of American businesses embracing this practice. 68% of US companies outsource at least one department. In 2022, the US imported over \$138bn in other business services. With other regional countries reaching saturation in this sector, there is a strong opportunity for Suriname to support the US by offering high-quality solutions to meet the demand.

The Netherlands

In 2023, business services accounted for the largest share of Dutch service imports, representing 34.9% of the total. During the same year, the UK emerged as the leading supplier of business services to the Netherlands. This highlights a significant opportunity for investors to outsource to Suriname where the official language is Dutch, and labor costs are considerably lower, providing a cost-effective alternative while maintaining high-quality service delivery.

United kingdom

By the end of 2027, 1.3 million UK businesses plan to increase the level of back-office business activities entrusted to outsourcing partners, highlighting a significant demand for outsourced solutions. This presents a strategic opportunity for Suriname to position itself as a trusted partner and capitalize on the growing outsourcing trend in the UK.



\$77.28m USD

Suriname's 2023 export value of other business services*



42%

Increase in other business services export value from 2022-23

*including consulting & professional services

Thrive in a Supportive Business Environment

Before entering Suriname's BPO market, it's important to understand the landscape—from workforce dynamics and infrastructure to legal, financial, and operational factors that shape the investment climate."

01 Talent Pool

02 Labor Laws

03 Real Estate

04 Tax

05 Utilities

06 Business Ecosystem

Talent Pool

Suriname's greatest asset is its people: A highly motivated, educated, and career-focused talent pool that provides an unparalleled advantage for BPO operations.

1 Unbeatable Value from an Established Market

Benefit from an industry-standard gross salary ranges from **\$400 to \$650** per month (entry – mid level roles; varies per company). This compensation, standing far above the national minimum wage, is highly attractive within the local economy. It allows you to recruit top-tier, educated professionals while securing a globally competitive and highly cost-effective operational model.

2 The Premier Hub for Multilingual Support

Gain access to a unique and diverse language pool that is unmatched in the region.

- **Dutch:** As the only Dutch-speaking country in the Americas, Suriname is the undisputed number one choice for all Dutch-language BPO services.
- **English:** A significant portion of the population also possesses high-level English fluency with a clear, neutral accent ideal for North American and European customers.
- **Spanish & Portuguese:** The workforce is complemented by a growing availability of Spanish and Portuguese speakers, enabling you to serve the entire Americas from a single location.

3 A Culture that Fosters Commitment

In Suriname, BPO roles are often viewed as prestigious, long-term careers due to their competitive standing in the local job market. This fosters a culture of greater employee satisfaction and loyalty, which helps mitigate the chronic attrition challenges common in more saturated BPO destinations. The result is a more stable team and a higher return on your training investment.



Minimum Wage
\$1.35 USD



Hourly wages ranging from
\$1.80 – \$5.00 USD
(Entry level – Senior positions)



10,000+
Estimated workforce
ready individuals for
entry-level roles



Dutch & English proficiency
Spanish & Portuguese
widely spoken as well

Labor Laws

The Investor Advantage: Suriname's labor laws are clear and well-defined, offering a stable regulatory environment that prevents unexpected costs and legal complexities, allowing you to focus on growth and operational excellence.



Probationary Period

Labor laws permit a probationary period of up to **two months**. This allows employers to effectively evaluate a new employee's performance, skills, and cultural fit before committing to a long-term contract, ensuring a quality-focused hiring process.

Leave & Benefits

Employees are entitled to a minimum of **12 paid vacation days** per year after one year of service. In line with supportive labor practices, female employees are entitled to **12 weeks** of maternity leave. The country also observes approximately **12-14 official public holidays** annually.



Working Hours

A standard workweek is **40** hours, typically spread over 5 days (8 hours per day). The legal maximum is 48 hours over a 6-day period. This structure aligns perfectly with standard BPO operational models.

Overtime

Work performed beyond the standard daily or weekly hours is compensated at a premium. Rates are generally **150%** of the normal hourly wage for weekday/Saturday overtime and **200%** for Sundays and public holidays.



Real Estate

Suriname's real estate market offers a rare combination: immediate cost-effectiveness for your BPO operations and significant long-term investment potential driven by a booming economy.

① Affordable & High-Quality Commercial Spaces

Establish your operational footprint with exceptionally low overhead. The market provides a range of **high-quality, affordable** options, allowing you to invest capital in growth.

Prime Office Space: In the capital city of Paramaribo, office rentals are highly competitive, typically ranging from **USD \$10 - \$25 per m²/month**.

Industrial & Warehouse Space: For larger operations, spaces are available from just **USD \$5 - \$12 per m²/month**, providing a low-cost base for any physical infrastructure needs.

② A Strategic Gateway to Long-Term Investment

Beyond renting, purchasing property represents a powerful strategic investment. With major international oil and gas companies beginning operations, Suriname is on the verge of a transformative economic expansion that is projected to drive significant appreciation in real estate values.

Investing in property now allows you to:

- **Secure a Valuable Asset:** Acquire land or buildings at pre-boom prices.
- **Hedge Against Future Costs:** Lock in your operational expenses and avoid future rental market volatility.
- **Become a Stakeholder:** Position your company not just as an operator in Suriname, but as a long-term stakeholder in its national growth story.



\$10 - \$25
USD

Rental cost for an
office space per
sqm/month

Tax

Suriname's tax system is built on clarity and predictability, allowing businesses to forecast costs accurately and operate without financial surprises.

Corporate Income Tax

36%

The official corporate tax rate is 36%. However, the real advantage is a tax framework designed to reward strategic planning. By partnering with Suriname's deep pool of skilled financial advisors, investors can leverage this flexibility to significantly optimize their taxable income, achieving a far more competitive effective tax rate and maximizing profitability.

Payroll Tax / Wage Tax

The employee's payroll tax is calculated based on their annual earnings, incorporating a tax-free base, coupled with different rates for different brackets exceeding that base.

8%

Annual Tax-Free Allowance

The first ~**\$3,085 USD** (SRD 108,000) of an employee's annual salary is exempt from income tax.

to

38%

Progressive Tax Brackets

Income earned **above** the tax-free allowance is subject to a progressive tax rate according to the following official brackets:

8% on the first ~**\$1,200 USD** (up to SRD 42,000) of taxable income

18% on taxable income from **1,200 USD** (SRD 42,000) to **2,400 USD** (SRD 84,000).

28% on taxable income from **2,400 USD** (SRD 84,000) to **3,600 USD** (SRD 126,000).

38% on all taxable income exceeding ~**\$3,600 USD** (SRD 126,000).



Partial Exemption on Import Duties of Capital Goods

Significantly reduce your setup costs with a powerful government incentive. Investors can receive a partial exemption from import duties on necessary capital goods and ICT equipment, allowing you to build a state-of-the-art facility while minimizing your initial capital expenditure.

Utilities

Suriname's modern and dependable infrastructure provides a stable foundation for 24/7 BPO operations, combining high reliability with competitive costs.



Stable & Cost-Effective Electricity

The national power grid, managed by N.V. Energiebedrijven Suriname (EBS), offers reliable and affordable electricity. Current rates range from:

\$0.064 to \$0.11 USD per kWh.

The power supply in Paramaribo and surrounding areas is stable, meeting the uptime requirements of mission-critical business operations.



High-Speed, Fail-Safe Connectivity

Suriname is equipped with a modern telecommunications infrastructure, including extensive fiber-optic networks essential for BPO services.

Key Providers: Companies like **Telesur** and **Digicel** offer competitive business solutions.

Services: Businesses can easily secure dedicated fiber-optic lines, ensuring **high-speed, low-latency** internet and redundant connectivity perfect for cloud-based systems and crystal-clear VoIP communications.

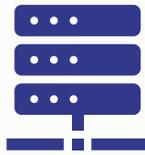
A World-Class Support Ecosystem for BPO

Investors can launch with confidence, leveraging a mature ecosystem that has fueled the sector's growth. This network of expert local and international partners stands ready to manage every aspect of your setup, from real estate and recruitment to technology and financial compliance.



Find Your Perfect Space with Global Leaders

Secure your ideal office location quickly and efficiently with the world's most trusted real estate brands operating on the ground with companies such as **RE/MAX** and **Keller Williams**



Build a Robust Tech Backbone with Local Experts

Implement reliable, high-performance ICT infrastructure with proven technology partners who understand the local landscape with companies such as **RFBG** and **OX88**



Recruit Your Elite Team with Seasoned Professionals

Tap directly into Suriname's high-quality talent pool with experienced recruitment agencies that specialize in finding the best candidates for the BPO industry with companies such as **Abracadabra**, **Humus** and **Airswift**



Ensure Financial Compliance with Top-Tier Advisors

Navigate the local tax and regulatory landscape with confidence by partnering with the world's leading financial and advisory firms such as **Ernst & Young**, **Grant Thornton** and **BDO**



Ensure flawless operations with high-speed connectivity.

Anchor your operations on a foundation of world-class connectivity, provided by Suriname's two telecommunications powerhouses: **Telesur** and **Digicel**.

Join the growing number of BPO companies flocking to Suriname

You won't be the first to discover Suriname's BPO advantage. A growing number of international and regional companies have already established successful, high-performing operations in the country, proving the model and building a robust industry ecosystem.

Industry Leaders Thriving in Suriname:

Concentrix

As one of the largest BPO companies globally, Concentrix's significant presence validates Suriname's ability to meet the highest international standards for service, talent, and security.

Teleperformance

Another global titan in customer experience management, Teleperformance operates successfully in Suriname with multiple sites, leveraging the high-quality, multilingual talent pool to serve its diverse international clients.

Custom Connect

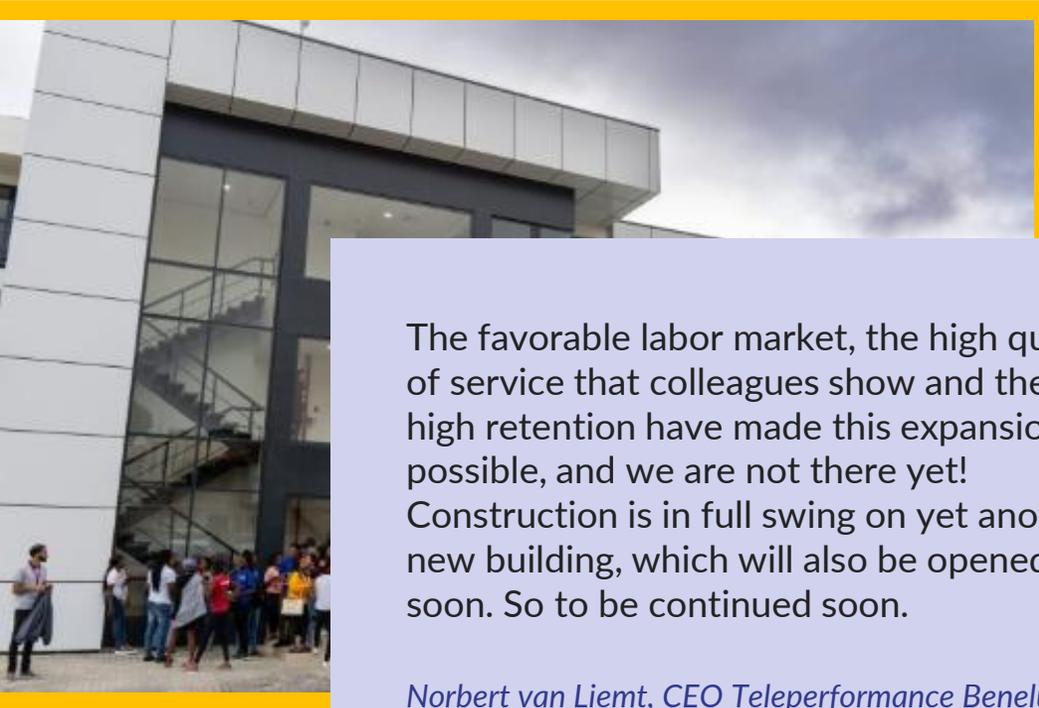
A key player that has scaled successfully from its Suriname base, We Connect demonstrates the viability and profitability for companies that are deeply integrated into the local workforce and business community.

We Engage

Specializing in high-quality customer interactions, We Engage is a prime example of a company that has thrived by tapping into Suriname's unique combination of cost-effectiveness and a highly capable, service-oriented talent pool.



Boasting a Strong Track Record for Success



The favorable labor market, the high quality of service that colleagues show and the high retention have made this expansion possible, and we are not there yet! Construction is in full swing on yet another new building, which will also be opened soon. So to be continued soon.

Norbert van Liemt, CEO Teleperformance Benelux & Suriname, at the opening of its third building



Teleperformance

Teleperformance has been active in Suriname since 2015, Suriname but its first offshore location in Paramaribo. After the recent integration of Majorel and the subsequent addition of Alembo to the group, Teleperformance Suriname now has almost 1700 employees.

The company announced in spring 2024, the opening of its third building in Paramaribo. The large building, which covers an area of 2,900 square meters, houses a total of 454 workplaces, providing space for more than 400 employees.

This expansion and beautiful new facility not only symbolizes a major milestone in Teleperformance's growth in Suriname but also underscore the organization's determination to ensure that all employees around the world are provided with an optimal working environment, in addition to delivering excellent customer experiences worldwide.

Start Your Journey Now

You have seen the compelling **benefits**, the **high-caliber English-speaking** talent, the proven success of global industry leaders, and the robust ecosystem ready to support your launch.

Suriname is not just another nearshore destination; it is the **definitive choice** for forward-thinking investors seeking to build a higher-quality, more stable, and ultimately more profitable operation.

Let's begin the conversation that will transform your business.

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