



THE FLEXPERIENCE COMPANY

CHAMPS

ESG Reports

2024





THE FLEXPERIENCE COMPANY

We are dedicated to revolutionizing THE
FUTURE Of WORK by empowering global talents
to deliver exceptional customer service
anytime, anywhere...

Our business model was built environmental
friendly putting extreme focus on respecting
talents and customers. That is why I am naming
CHAMPS an “ESG native company”.

Mahir Tüzün
Founder CEO



THE FLEXPERIENCE COMPANY

30+

Customers

50

Countries

35K+

Talents

13+

Speaking Different
Languages

10+

Markets

300%

Annual Growth



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ABOUT CHAMPS



CHAMPS: Building Tomorrow with Innovation, Responsibility, and Leadership

Overview

CHAMPS A.Ş. is a pioneering force in workforce transformation and customer experience (CX), known for revolutionizing the future of work by delivering innovative solutions and sustainable practices. Champs offers leading brands access to skilled professionals, breaking down borders with customer support experts fluent in over 13 languages. Our business model is ESG compliant by definition. Our commitment to operating at the highest ESG standards underpins every aspect of our business—from cutting-edge technology and agile work environments to ethical decision-making and environmental stewardship. We continuously push the boundaries to exceed, the evolving expectations of our clients, talents, and stakeholders.

CHAMPS is solely working on freelancers, all management team and HQ (35 professionals in Turkey and Europe) and all talents (more than 35k talents all around the world) are all freelancers undertaking tasks, serving clients with respect to their talents and are billing Champs fairly.

For additional information and contact visit : <https://champscx.com/about-us/>

ABOUT CHAMPS



Our ESG Commitment

At CHAMPS, Environmental, Social, and Governance (ESG) principles guide our actions and decisions. Our framework is rooted in our core values of freedom of work, equality, inclusion, opportunity, and efficient resource usage. We empower talents to work remotely, fostering a flexible, autonomous environment that reduces environmental impact while ensuring data security and privacy. Our ESG strategy reinforces our dedication to creating a fair, inclusive, and transparent workplace and business model that benefits all stakeholders.



Core Values

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Customer Focus

We are obsessed with delivering exceptional customer experiences. Our proactive communication, flexible solutions, and continuous service refinement ensure outstanding satisfaction. We take ownership of our mistakes, learn from them, and hold ourselves to the highest standards of excellence. Through rigorous quality assurance and adherence to international standards, we strive for operational perfection.



Talent Focus

We empower our talent community by providing security, training, and professional support while allowing them complete flexibility over their schedules, tasks, and workspaces. Champs upholds the highest ethical standards, ensuring equal opportunities, fair wages, and a discrimination-free environment. Our ESG commitment drives us to protect our talent, clients, and partners while fostering sustainable growth.

Boldness & Innovation

Integrity, openness, and honesty are at the core of our operations. We maintain clear communication with employees, clients, and stakeholders, fostering trust and accountability. Transparency drives our success, ensuring informed decisions and strong relationships.



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ESG GOVERNANCE

CHAMPS issued its ESG policy, decided its ESG positioning, designed its ESG governance model and established its ESG committee in late 2023. The ESG governance of the company is held through an ESG committee. The committee is actively overseeing ESG activities and meeting regularly throughout 2024.

ESG Committee Overview

CHAMPS A.Ş.'s ESG Committee is a group of visionary leaders with extensive experience in technology, business operations, and sustainable practices. They are dedicated to driving innovation and operational excellence while upholding the company's core values of transparency, accountability, and ethical decision-making. By combining deep industry expertise with a strong commitment to ESG principles, the team focuses on empowering talent, optimizing resources, and delivering outstanding customer experiences.

ESG GOVERNANCE

ESG Committee targets to:

- Oversee and execute sustainability strategy, work plans, performance and reporting
- Develop and update ESG policies that outline the organization's commitment to environmental sustainability, social responsibility, and good governance practices
- Identify areas where the organization can improve its ESG performance and set targets for improvement
- Monitor the organization's performance against ESG goals and targets
- Manage ESG-related risks that could impact the organization's reputation, financial performance, or long-term sustainability
- Act as the steering committee of ESG transformation program

ESG GOVERNANCE

ESG Committee Members



ESG Committee Member
Gökтуğ Okan Oğuz - Chief Product Officer
Over 20 years experience in eCommerce, marketing and consultancy in digital transformation, digital marketing and business development, ex-CMO Monster Notebook, founder.



ESG Committee Chairman
Mahir Tüzün – Founder CEO
Over 20 years experience in Management and Operations in domestic and international Call Center and BPO markets, serial founder.



ESG Committee Member
Özgül Özbakır Duman - Chief Human Resources Officer
Over 18 years of senior management experience in the Human Resources field of leading domestic and foreign BPO companies.



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2024 ESG Activities



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Environmental Activities



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May 2024 :

**BRING
YOUR
OWN
DEVICE**

Environmental Awareness Webinar for the Talent Community

- In May, CHAMPS organized an environmental awareness webinar for its talent community, reinforcing the importance of sustainability in remote work models.

Sustainable Business Model & Environmental Impact Study

- CHAMPS' business model is based on the principles of Bring Your Own Device (BYOD) and Home Office, which inherently supports environmental sustainability. This model significantly reduces carbon emissions by eliminating daily commuting and the need for office heating, cooling, and lighting. Additionally, BYOD minimizes unnecessary laptop purchases, reducing electronic waste, while remote work encourages home-cooked meals, leading to a decrease in food waste.

Literature review and environmental impact analysis

- In May, Champs conducted a literature review and environmental impact analysis comparing its ESG netive business model with traditional corporate structures. The findings highlighted the sustainability benefits of remote work and BYOD.



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ESG Native business model, in 2024

These calculations are based on a talent community of 22,000 individuals.
For further details, visit: <https://champs.cx.com/sustainability/>

CHAMPS has successfully:



- Prevented 5,800 tons of CO₂ emissions, equivalent to saving 232,500 trees.



Reduced food waste by 740 tons.



Decreased electronic waste by 6.3 tons.



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June 2024

ISO 14001 Environmental Management Certification

In June, CHAMPS obtained the ISO 14001 Environmental Management System Certification, demonstrating its commitment to implementing structured environmental management processes. This certification ensures that CHAMPS' sustainability initiatives are systematically applied and regularly audited.

September 2024

European Contact Center and Customer Services Awards ESG Impact Category Finalist

In September, CHAMPS participated in the European Contact Centre & Customer Service Awards (ECCCSA) and was recognized as a finalist in the ESG Impact category. This achievement validates the positive environmental and social contributions of the CHAMPS business model.

October 2024

Second-Hand Laptop Buyback & Refurnishment Campaign

In October, CHAMPS launched a campaign for its talent community to facilitate the buyback, repair, and resale of second-hand laptops. This initiative allowed talents to upgrade their devices while selling their old laptops to CHAMPS partnered company, resulting in cost savings and reduced electronic waste. Given its success, this program is planned to continue periodically in the coming years.



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Social Activities

At CHAMPS, we are committed to fostering diversity, equity, and inclusion (DEI) while continuously enhancing our talent development programs and employee well-being initiatives. Our 2024 social sustainability efforts focused on education, engagement, and structured support systems for our talent community.





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Month & Year	Initiative	Description
May 2024	ESG Webinars for the Talent Community	Series of ESG education webinars launched for the talent community. Training materials uploaded to internal portal for long-term accessibility.
June 2024	ISO 45001 Occupational Health & Safety Certification	Achieved ISO 45001 certification, reinforcing commitment to workplace safety and well-being.
September 2024	Open-Door Feedback Sessions with Talents	Open-door meetings held with talents and employees to gather feedback, leading to business model and operational updates.
October 2024	Structured Feedback & Support System Implementation	Introduced real-time chat communication and a ticketing system for structured support and issue resolution.
October 2024	Best Employee Experience Award at IMI Conferences	Received Best Employee Experience Award at IMI Conferences, recognizing efforts in creating a positive work environment.
December 2024	Health & Wellness Initiatives for the Talent Community	Collaborated with fitness centers and organized an online sports day, introducing wellness initiatives like yoga and breathing exercises.



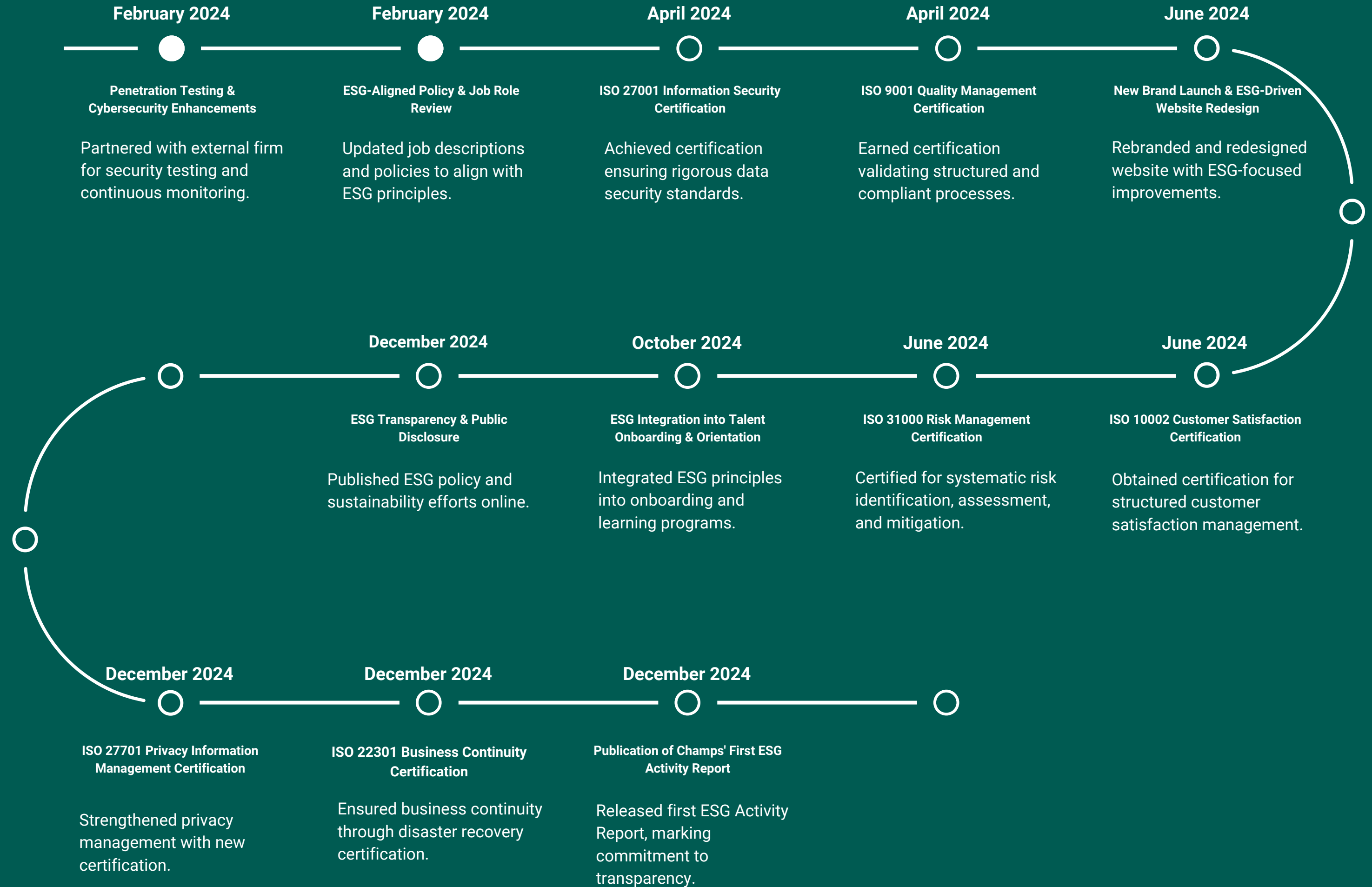
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Governance Activities

At CHAMPS, information security, ethical business practices, and risk management are key priorities to protect both our customers and talent community. In 2024, we strengthened our governance framework by implementing robust security measures, refining corporate policies, and obtaining internationally recognized certifications to ensure operational excellence.



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Conclusion

In 2024, Champs A.Ş. reinforced its commitment to ESG (Environmental, Social, and Governance) principles, proving that sustainability and business excellence can coexist. Through its ESG-driven business model, the company helped reduce environmental impact, enhanced employee well-being, and strengthened governance for ethical and secure operations.

Key achievements include:

- **Social impact:** Prioritized inclusivity, talent development, and well-being with **ESG-focused webinars, structured feedback systems, ISO 45001 certification, and the Best Employee Experience Award**. Wellness initiatives and engagement programs further supported employees.
- **Governance:** Integrated ESG principles into policies, improved cybersecurity, and obtained international certifications such as **ISO 27001, ISO 9001, ISO 27701, and ISO 22301**, emphasizing transparency, ethics, and risk management.
- **Milestones:** Launched an **ESG-driven brand identity** and published the first **ESG Activity Report**, reinforcing accountability and continuous improvement.

Looking Ahead:

CHAMPS remains committed to further enhancing its ESG strategy, fostering innovation, and driving positive change in workforce transformation and customer experience.

The company extends its sincere gratitude to its clients, employees, and all stakeholders for their support in shaping a sustainable, inclusive, and responsible future.