



# 2022 Global Responsibility Report

Our Culture, Environment,  
Communities and Commitment

**global**payments

# Table of contents

3	<a href="#">Message from Our CEO</a>	17	<a href="#">Culture and values</a>
6	<a href="#">Message from Our CHRO</a>	43	<a href="#">Environmental sustainability</a>
8	<a href="#">About Global Payments</a>	53	<a href="#">Community impact</a>
14	<a href="#">About this report</a>	66	<a href="#">Corporate responsibility</a>
		80	<a href="#">SASB index</a>
		82	<a href="#">TCFD Index</a>
		83	<a href="#">Additional resources</a>

## Forward-Looking Statements

This report contains forward-looking statements pursuant to the safe harbor provisions of the U.S. Private Securities Litigation Reform Act of 1995. All statements other than statements of historical fact could be forward-looking statements. When used in this report, the words “believe,” “anticipate,” “intend,” “plan,” “expect,” “could,” “may,” “would,” “will,” “targets,” “commitments,” “goals” and other similar words and expressions are intended to identify forward-looking statements. Examples of forward-looking statements include, but are not limited to, statements that relate to Global Payments’ future prospects, developments, and business strategies, as well as achievements of ESG targets, goals, and commitments outlined in this report or elsewhere.

Many factors and uncertainties relating to our operations and business environment, all of which are difficult to predict and many of which are outside of our control, influence whether any forward-looking statements can or will be achieved. Any one of those factors could cause our actual results to differ materially from those expressed or implied in writing in any forward-looking statements made by Global Payments or on its behalf.

We describe these risks and uncertainties in our SEC filings, including our most recent Annual Report on Form 10-K and our subsequent reports on Forms 10-Q and 8-K. We caution you that the important factors referenced there may not include all of the factors that are important to you. Our forward-looking statements speak only as of the date of this report or as of the date they are made and should not be relied upon as representing our plans and expectations as of any subsequent date. While we may elect to update or revise forward-looking statements at some time in the future, we specifically disclaim any obligation to publicly release the results of any revisions to our forward-looking statements, except as required by law. Further, the contents of the various websites referenced throughout this report are not incorporated by reference and do not constitute a part of any filing we have made or will make with the SEC.

Because of this report’s length and intense colors, Global Payments recommends using the online version. If you need to print, we recommend printing in black and white, double sided and using recycled paper.



# Message from **our CEO**

One of our greatest strengths is how we pull together during the most challenging times. This was tested again in 2021, and I couldn't be more proud of what our approximately 25,000 team members have achieved together and the exceptional service they delivered for our customers and our communities during this period. It is clear that when we work together as a team anything is possible, and we can overcome any obstacle. We are continuing to move our business forward while adapting to new ways of working with efficiency and understanding. We are setting ambitious goals rooted in our core values that outline how we hold ourselves accountable, measure progress and define our success. **We remain focused on driving positive change across our four Global Responsibility pillars of Culture & Values, Environmental Sustainability, Community Impact and Corporate Responsibility.**



## Strength of our Culture & Values

The strength of our culture and values has been remarkable. Even as we evolve and adapt to new ways of working together, we have been determined and purposeful in finding opportunities to grow our culture. Sound corporate citizenship is fundamental to Global Payments. One of our core company values is **People Who Make a Difference**. As a global company with team members in 38 countries speaking 18 primary languages, having this shared value helps us come together with a common purpose to support our communities and each other even if we live thousands of miles apart.

Through our **Future of Work** initiative we are focused on providing a sustainable, flexible work environment to meet the ever-changing needs of our business and our team members. We have reimaged the ways team members work at Global Payments and have explored how to make the most effective use of our office environments while delivering an exceptional team member experience. No matter where we are working, we can still come together as one team.

## Promoting Diversity, Equity & Inclusion

Diversity, like rapidly evolving technology or globalization, is a business reality. Trends and changes in technology and global competition require constant adaptations and carry implications for organizational effectiveness and competitiveness. Diversity, Equity and Inclusion (DEI) is no different—our DEI initiatives also require adaptation and carry implications for organizational effectiveness and competitiveness. We remain committed to addressing the ever-changing needs of our team members and

our communities while holding ourselves accountable for finding new ways to improve our DEI efforts. We have now shifted from commitment to action, and I am delighted about the great strides we have made on infusing DEI into our recruiting, succession planning, and development efforts. We have set well defined goals and are already making solid progress which we detail in this report.

In September, I was proud to join Global Payments team members around the world during our annual **Inclusion Celebration Week**, which allowed us to spotlight our commitment to building an inclusive workplace where our team members are fully accepted, included and feel a sense of belonging. The events of the week provided our senior leaders with an opportunity to share their perspective on and support for our DEI goals and highlight the importance and value of our Employee Resource Groups. **Diverse Perspectives** is also one of our core values and we recognize that unique viewpoints and experiences make us stronger and help us grow.

## Pillars for Community Engagement

We recently refreshed the key pillars of our community engagement strategy so that the ways we make a difference are aligned with what's important to our team members. Our pillars include **Financial Literacy & Economic Inclusion, Education, Health & Wellness** and **Social Equity**.

As a financial technology company, we believe that **Financial Literacy & Economic Inclusion** are critically important to well-being. Because of the vital role Global Payments plays in commerce enablement around the world, we are uniquely positioned to help people fully



participate in commerce. We want everyone to have access to the appropriate tools and information so they can enjoy the benefits of our rapidly digitizing economy. And today, Global Payments provides approximately 4 million, primarily small and medium-sized business locations around the world with digital commerce solutions and enables the acceptance of over 140 payment methods, allowing merchant customers to operate their businesses more efficiently.

Global Payments is the leading deployer of NFC technology worldwide, and we were able to rapidly enable contactless acceptance for merchants at the onset of the pandemic. And the adoption of these solutions has continued at an accelerated pace as consumer behavior and preferences have shifted. Other solutions we have been implementing include social commerce, pay by link, mobile payments, telesolutions, virtual terminals and digital wallets. In our Xenial quick service restaurant business, the number of omni mobile and online orders we processed



for customers reached 300 million in 2021, a 50% increase from 2020 and a 16 fold increase since the onset of the COVID-19 pandemic. And our AdvancedMD business facilitated more than 2.5 million telemedicine visits in 2021, up from 100 thousand in 2019.

**Education** is fundamentally important to establish a strong foundation for the future of our communities. It's another area where our team members regularly step up and volunteer their time to help students from preschool to college. For example, we provided financial support to create the TSYS Center for Cybersecurity at Columbus State University in Columbus, Georgia, and our Chief Information Security Officer and information security team members help shape the curriculum. We have active internship and full-time team member employment programs for students and graduates, while we provided over \$150,000 in scholarship funds to 40 deserving children of Global Payments team members from the Class of 2021 as part of our Future Scholars Program.

Of course, people must have their basic needs met. Our **Health & Wellness** focus supports efforts that provide resources for people to live healthy, comfortable and

productive lives. I am particularly proud of the way our company comes together when a team member is facing a health challenge. Some of the corporate-level efforts we have today began when a team member faced a crisis of his or her own. Many of our team members are passionate about helping find a cure for breast cancer, for example, and through their efforts Global Payments team members raised more than \$74,000 for the Susan G. Komen Foundation in 2021.

Our **Social Equity** pillar reaffirms our ultimate goal to be a champion for equality and inclusion in both the workplace and our communities. Over the last two years, we have expanded our charitable giving plan to incorporate a Social Justice and Equality Fund to address the needs of the Black community. We also enhanced our Charitable Gift Matching program to support a wider variety of cultural and civic programs so we can have a greater impact on the causes that are most important to our team members.

### Exit of Business in Russia

Being a socially responsible company is about more than financial giving at the corporate level. It's about addressing real societal needs and driving progress in individual communities. As global citizens, the welfare of our team members, customers, partners and communities around the world is paramount. The Global Payments leadership team is deeply concerned about the devastating situation in Ukraine. We recently closed on the sale of our United Card Service business in Russia and have made significant charitable donations to assist those affected by the Russian invasion of Ukraine, and we take some solace that we've done what we can to responsibly support our team members and aid groups providing

financial and humanitarian support to those impacted. The strength of our company, culture and our values will carry us forward through this difficult time.

We are **People Who Make a Difference** and we will continue to provide compassion and support to those who need it, while remaining resilient and hopeful that peace returns as quickly as possible.

I am proud of the great progress we are making as we evolve our Global Responsibility efforts. We continue to grow and deliver exceptional results and realize long held goals, most notably the achievement of Fortune 500 status in both 2021 and 2022. And as a Fortune 500 company, the expectations of Global Payments—from our investors, our customers, our team members and our communities are only increasing. Looking ahead, the pace at which technology is transforming our industry is only accelerating, and we believe that we are at the forefront of leading that change. We are committed to **Innovation That Delivers** and maintaining our technology leadership, so that we continue to drive positive change to the benefit of our people, our customers and our communities around the world.

Sincerely,

**Jeff Sloan**

Chief Executive Officer

# Message from **our CHRO**

Our Diversity, Equity and Inclusion mission is to ensure fair treatment, access opportunity and advancement for all team members. This focus on engaging our diverse workforce across every function at Global Payments goes hand-in-hand with our commitment to deliver innovative solutions and services to our customers.

At Global Payments, we want our team members to experience a genuine sense of belonging and feel accepted and included. We encourage diverse perspectives and believe our inclusive behaviors are critical for attracting, retaining and progressing talent who have direct impact on creating innovative solutions.



A handwritten signature in blue ink that reads "Andria Carter". The signature is fluid and cursive, matching the name of the CHRO.



Our strategic focus is to **ensure fair treatment, access opportunity,** and **advancement** for all team members.

2021 was a pivotal year as we shifted our focus on managing the expectation of an ever evolving workforce amid the “Great Resignation.” The need for organizations to actively show their commitment to their culture and values through a lens of diversity, equity and inclusion remains integral to talent acquisition and management and is at the forefront of our efforts to achieve our DEI vision and diversity goals by 2025.

Throughout this report you will learn more about our DEI accomplishments which include the reset and relaunch of our Employee Resource Groups to position them as strategic partners to positively impact the business and team member engagement. We also established a formal supplier diversity program which accomplished an 8.6% diverse spend in its inaugural year, and conducted a pay equity study. Further, we are cultivating strategic relationships to diversify our talent pipeline especially at leadership levels.

**We couldn't be prouder of what we have achieved in 2021 and are looking forward to the opportunities to come in the years ahead.**

Sincerely,

**Andreea Carter**

Senior Executive Vice President,  
Chief Human Resources Officer

Our DEI strategy reflects the shift in our current workforce, ever changing business landscape and potential talent and is anchored by the following three pillars:

### **Accountability:**

Hold leaders accountable to lead inclusively and equitably

### **Inclusive Capability:**

Empower team members to adapt and shift their mindsets to create an inclusive and authentic culture

### **Engagement:**

Actively listen and engage with our team members and communities

# About **Global Payments**

Global Payments Inc. (NYSE: GPN) is a leading payments technology company delivering innovative software and services to our customers globally. Our technologies, services and team member expertise allow us to provide a broad range of solutions that enable our customers to operate their businesses more efficiently across a variety of channels around the world.

Headquartered in Georgia with approximately 25,000 team members worldwide, Global Payments is a Fortune 500® company and a member of the S&P 500 with worldwide reach spanning over 170 countries throughout North America, Europe, Asia Pacific and Latin America. For more information, visit [www.globalpayments.com](http://www.globalpayments.com) and follow Global Payments on [Twitter \(@globalpayinc\)](https://twitter.com/globalpayinc) [LinkedIn](#) and [Facebook](#).



## Our Values

At Global Payments our values are not just words, they are at the core of who we are, as people and as a company. Our culture matters, our values matter. Our success depends on both. Our values are how our exceptional team drives superior performance.

Our values empower a strong business culture which drives our vision to be the leading payments technology and software company worldwide.

### People Who Make a Difference

We make the impossible possible and are driven to do great things for our business, our communities and each other.

### Diverse Perspectives

We respect and value the differences of our team members. We believe unique viewpoints and experiences make us stronger and help us grow.

### Trusted Partnerships

We demonstrate integrity and understand our stakeholders' priorities.

### Business Agility

We embrace challenges and opportunities at every turn.

### Innovative Thinking

We deliver extraordinary value from creative ideas and solutions.

### Performance Excellence

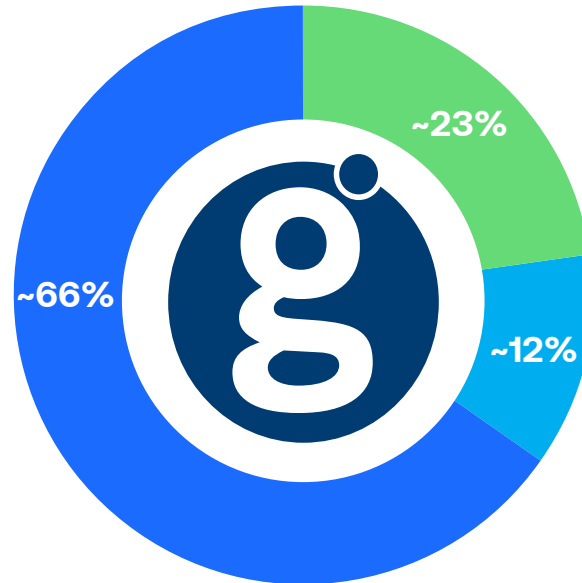
We continuously raise the bar to exceed expectations, and hold ourselves accountable for exceptional results.

## An Exceptional Team Driving Superior Performance



# 2021 Performance

2021 Adjusted Net Revenue **\$7.74b**



**Merchant Solutions**  
~66% of Adj Net Revenue

**Issuer Solutions**  
~23% of Adj Net Revenue

**Business & Consumer Solutions**  
~12% of Adj Net Revenue

**~25,000**  
employees

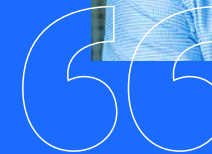
**>170**  
countries  
cross border

**140+**  
payment types across  
every channel

**4.0m**  
customer  
locations

**59b**  
transactions

**~696m**  
card accounts on file



Our performance for the full year 2021 meaningfully exceeded our initial expectations despite the unexpected impact of COVID-19 variants, highlighting outstanding execution, the durability of our business model, and the wisdom of our technology-enabled payments strategy.”

**Josh Whipple**  
Senior Executive Vice President  
and Chief Financial Officer

# 2021 Financial and Operational Highlights

We delivered the following key milestones across the four pillars of our long-term growth strategy:

## Software-Driven Payments Focus:

- Partnered with Google to deliver innovative and seamless digital services to merchants worldwide.
- Selected by Mercedes-Benz Stadium to enable its multi-channel commerce ecosystem.
- Formed a strategic alliance with Virgin Money to support its digital wallet as our first use case in combining issuing and acquiring.
- Entered the large and attractive real estate vertical with the acquisition of leading software and payments technology company, Zego.
- Enabled over 2 billion BNPL transactions and issued 55 million virtual cards with more than \$31 billion in volume.

## Full Omnichannel Capabilities:

- Achieved worldwide e-commerce and omnichannel growth of roughly 20% year-over-year on the heels of a strong 2020 performance.
- Signed new agreements with large multinationals including Google, Uber Eats and Uber Rides, Footlocker, Hunter Douglas, The Swatch Group, Mary Kay, and eShopWorld spanning multiple countries across North America, Europe and Asia.
- Delivered more than 300 million omnichannel restaurant experiences, up 50% over 2020.
- Enabled over 100 million transactions and \$1.5 billion in sales for the year in our Enterprise QSR business with Xenial's Cloud POS and Omni Solutions.



Global Payments accomplished a great deal in 2021 as we continued to advance our differentiated strategies for growth. These achievements were made possible by the dedication of our exceptional team members whose commitment to our customers, to each other and to our communities was unwavering.”

### Cameron Bready

President and Chief Operating Officer

- Extended our Citi partnership to offer payment acceptance services to its multinational banking clients on an omnichannel basis in Continental Europe to include Ireland, the Netherlands, and Germany, an expansion from our existing efforts to pursue customers jointly in the United States, the United Kingdom, and Canada.

## Faster Growth Market Exposure:

- Acquired Bankia's payments businesses in Spain through our Comercia Global Payments joint venture with CaixaBank after increasing our ownership stake in the joint venture from 51% to 80% in 2020.
- Closed the acquisition of MoneyToPay, Bankia's prepaid portfolio.
- Purchased Worldline's PAYONE Austrian POS acquiring assets through our joint venture with Erste Bank, enabling us to bring distinctive distribution and market-leading technologies at scale to another attractive market.
- Signed a new multi-year issuer partnership with Banco Carrefour in Brazil, as well as two letters of intent, one with a leading bank in Chile that has also been a long term partner in other geographies and another with the financial arm of a major South American retailer.

- Went live with our first issuer joint competitive takeaway with AWS, our preferred cloud provider for issuer processing, in Asia Pacific.
- Onboarded Google as a merchant customer in the Asia Pacific region.

## Established B2B as Newest Strategic Pillar:

- Formally entered B2B market with acquisition of MineralTree, a leading technology provider of end-to-end accounts payable automation and payment solutions.
- Delivered >\$600M of B2B revenue enabled by our technologies centered on accounts receivable, virtual card solutions, commercial cards, data and analytics, and market-leading payroll software.
- Achieved growth of >30% in our Human Capital Management & Payroll business.
- Launched Earned Wage Access solution for existing B2B clients and began selling into new verticals including restaurant, retail, hospitality, and healthcare.
- Locations using Netspend's TIPS prepaid solution grew to >1,700 exiting 2021, a 12 fold increase from year-end 2019.

# 2021 Global Awards & Recognitions

We are proud to have been recognized by some of the most important and influential publications and organizations around the world with the following notable awards since the beginning of 2021:

## Number 407 on the 2022 Fortune 500 list

(Global Payments) — *Fortune*

## Best Overall FinTech Company for 2021

(Global Payments) — *FinTech Breakthrough*

## FinTech Rankings Top 100 list

(Global Payments #7) — *International Data Corporation (IDC)*

## Global 2000: The World's Largest Public Companies list

(Global Payments) (#695) — *Forbes*

## Most Innovative Fintech Solutions Company

(Global Payments) — *European Enterprise Award*

## 2021 Wnet Corporate Champion Award: Enterprise

(Global Payments) — *Women's Network in Electronic Transactions*

## Corporate Equality Index: Best Places to Work for LGBTQ Equality

(Global Payments) — *Human Rights Campaign Foundation*

## Best Customer Service

(TSYS Managed Services EMEA) — *The Card & Payments Awards*

## CIO 100 Award

(Global Payments Information Security team) — *CIO 100*

## Best FinTech Company CEO

(CEO Jeff Sloan) — *FinTech Breakthrough*

## 2021 Wnet Advocate of the Year Award

(Chief Information Officer Guido Sacchi) — *Women's Network in Electronic Transactions*

## Number 14 on The Top 25 Financial Technology CTOs of 2021

(EVP and Chief Technology Officer of Consumer Solutions, Data & Architecture Shannon Johnston)

## Top 100 Women in Business

(Senior EVP and Chief Human Resources Officer Andréa Carter) — *National Diversity Council*

## 2021 Atlanta Mayor's Masked Ball MASKED Honoree

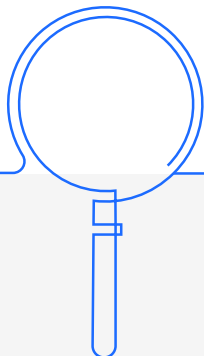
(Senior EVP and Chief Human Resources Officer Andréa Carter) — *UNCF Atlanta*

## 2022 Corporate Counsel Honoree

(Senior EVP and General Counsel David Green) — *Atlanta Business Chronicle*

## 2021 Wnet Individual Diversity Champion Award

(Project Manager, Product Integrations Angie Griffin) — *Women's Network in Electronic Transactions*



# Our Family of Brands

Our branded products span a range of verticals to create an unrivaled breadth of solutions and services.



We meaningfully accelerated our strategy to deliver the full value stack of solutions and services to customers in 2021, with our acquisitions of Zego, capitalizing on the convergence of software and payments in the attractive real estate vertical market, and of MineralTree, marking our formal entry into B2B.”

**David Rumph**  
Senior Executive Vice President,  
Chief Strategy and Enterprise Risk Officer



# About **this Report**

Our Global Responsibility Report highlights our commitment to our people, our customers and the communities in which we operate and facilitate commerce. This report is focused on our achievements in calendar year 2021, unless otherwise noted. We are dedicated to continuous improvement and we are committed to evolving our environmental, social and governance initiatives going forward. Our efforts focus on four pillars which are covered in this report:

**1 Culture & Values:** At Global Payments, it all starts with our people, which is why **People Who Make a Difference** is placed at the very top of our value wheel. Our unwavering focus on our team members and making Global Payments a great place to work allows us to attract premier and diverse talent committed to delivering the highest level of service to our customers and making a positive impact on our communities.

**2 Environmental Sustainability:** Global Payments is committed to minimizing its environmental footprint and achieving our Net Zero emissions target by 2040. Global Payments has established significant collaborations with both Google and Amazon Web Services and will migrate the vast majority of its work streams across our business to the cloud with these partners over the next several years.

**3 Community Impact:** Through corporate giving and team member volunteerism, we serve our communities around the world each and every day. This includes advancing education and promoting fairness, health and wellness for all. Twice a year all of our team members have an opportunity to spend a workday giving back to their communities during our **Worldwide Days of Service**. Additionally, our businesses play a significant role in financial inclusion by driving commerce and providing access to capital for small & medium-sized businesses (SMBs) and underbanked and unbanked individuals.

**4 Corporate Responsibility:** Global Payments conducts all business ethically and in compliance with the law. We hold our people to the highest standards as outlined in our [Employee Code of Conduct and Ethics](#), and we run our business using these policies as our primary guide. All company employees receive annual training to help us mitigate risk and reinforce our values.



## Environmental, Social and Governance (ESG) Oversight

Our Governance and Nominating Committee has formal oversight of the Company’s ESG activities, as reflected in the committee’s charter. The committee and our board have an active role in the continued evolution of Global Payments’ ESG strategy, policies, programs and public reporting. To advance our ESG initiatives, our ESG Steering Committee, a cross-functional management committee of the Company co-led by our General Counsel and Chief Financial Officer, reports to the Governance and Nominating Committee on ESG matters. The ESG Steering Committee serves as a central coordinating body facilitating our ESG strategy and reporting efforts, and its members are designated as champions across the four pillars detailed in this report.



Environmental, social, and governance best practices are imperative to business success and competitiveness. As chair of the Nominating and Governance Committee, which has formal oversight of ESG matters, I am proud of Global Payments’ commitment to driving positive change across its four global responsibility pillars.”

**Connie McDaniel**  
Director and Chair of Nominating and Governance Committee

## Supporting the United Nations Sustainable Development Goals

In 2015, the United Nations (UN) adopted the 2030 Agenda for Sustainable Development, a shared blueprint for peace and prosperity for people and the planet, now and into the future.

The agenda outlines 17 Sustainable Development Goals (SDGs) that serve as an urgent call-to-action for governments, businesses, and other organizations around the world to end poverty and address social needs while protecting our planet. We are committed to supporting those goals that most closely align with our vision, our mission and our values. In total, we believe our business directly or indirectly impacts 9 of the 17 SDGs.



## Aligning with the SASB Framework

Founded in 2011, SASB's goal has been to help businesses and investors develop a shared language about the financial implications of sustainability. Sustainability Accounting Standards Board's (SASB) industry specific standards seek to help make corporate sustainability disclosure more transparent and understandable for both investors and businesses.

Global Payments is pleased to align our reporting with the SASB sustainability topics and metrics specific to the Software & IT Services industry. At the end of our report on page 80, we have mapped our ESG program, policies, and metrics to the specific topics for Software & IT Services.



## Adopting TCFD Disclosures

In 2017, the Financial Stability Board (FSB) released the Task Force on Climate-Related Financial Disclosures (TCFD), a set of recommendations designed to promote transparency leading to better climate-risk management and to assist investors and other organizations in assessing climate-related risks and opportunities. The disclosure recommendations are structured around four thematic areas including governance, strategy, risk management, and metrics and targets.

As we continue to enhance our ESG disclosures to reflect industry best practices, Global Payments is providing details on its approach to managing climate risks and opportunities in alignment with the TCFD recommendations which can be found on page 82.



## Submitting to CDP

Global Payments also reports environmental disclosures through CDP, a robust environmental dataset founded in 2000. Participating in CDP provides a transparent disclosure of climate risks and opportunities and empowers investors, companies, cities, and governments

to make the appropriate decisions today to ensure alignment between the global economy and the people and planet for the long term.



# Culture & Values

At Global Payments, it all starts with our people, which is why **People Who Make a Difference** is placed at the very top of our value wheel. Our unwavering focus on our team members and making Global Payments a great place to work allows us to attract premier and diverse talent committed to delivering the highest level of service to our customers and making a positive impact on our communities.



4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH

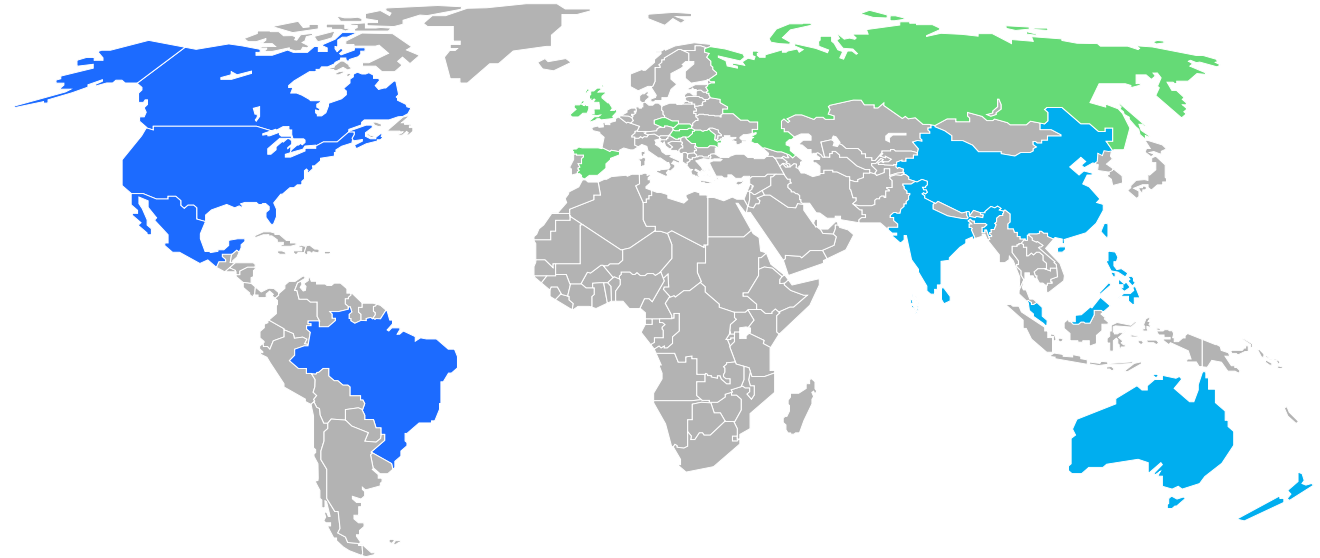


10 REDUCED INEQUALITIES



# Building a Diverse Culture

At Global Payments, we have offices and resources across 38 countries, speaking 18 native languages worldwide. Our ability to enable local and multinational solutions for our customers in more than 170 countries is critical, and we believe having our people reflect the diversity of the markets we serve is key to our success. We are focused on increasing diversity across our organization, particularly in leadership roles, and **Diverse Perspectives** is one of Global Payments' core values.



## 2021 Workforce Highlights

**~25,000** Team Members

**~80** Nationalities

Across **38 countries**

**18 Native** Languages

## Workforce Geographic Distribution

- Americas (including USA): **64%**
- Asia - Pacific: **20%**
- Europe: **16%**

*59% of total workforce is based in the U.S.  
Global Payments exited Russia in 2022*

## Business Goals

Our vision, culture and values all align and provide the critical foundation needed to achieve our business goals:

- Lead with technology and innovation to deepen our competitive advantages.
- Further scale the four pillars of our strategy: software-driven focus, e-commerce & omnichannel solutions, exposure to faster growth markets and B2B payments.
- Deliver commerce enablement solutions globally to broaden our leading position as a sales-driven, product-led company.
- Provide frictionless, best-in-class customer experiences, creating stickier, longer-term relationships.
- Nurture our culture, values, and DEI initiatives to attract, retain and motivate exceptional team members.
- Support our communities as a socially responsible company with purpose and understanding.

These business goals describe what we are going to do to execute against our strategy as we strive to achieve our vision. They also help define how we hold ourselves accountable, measure our progress and define success.

## Recruiting Top Talent

Talent at Global Payments is not only our greatest asset; it is the future of our organization. The desire to attract talent and retain talent has never been more important. To attract the right external talent, we are elevating our recruitment teams to be Talent Acquisition Advisors to the business. We are working not only to ensure Talent Acquisition has the right suite of technology tools to utilize, but also to develop capability and training sessions to grow and develop our Talent Acquisition Team members. The Talent Acquisition Center of Excellence (CoE) is focused on partnering with HR and Business Leaders to provide strategic direction and governance. By leveraging the right technology and having the right partnerships, Global Payments will continue to be nimble and responsive to the business, while striving to provide a more frictionless candidate experience for our applicants and new hires.

Attracting and cultivating a diverse workforce is a key priority for Global Payments. We are building strategic partnerships with diverse organizations, universities and platforms, which is critical to our company culture as

well as talent strategies for undergraduate professional and executive recruitment. Our agency partnerships focused on diversity for executive recruitment was established in late 2021 and drove 8 candidate hires at the leadership level prior to the end of the calendar year. For 2022, we will also focus on engaging our Employee Resource Groups to identify, attract and advocate for underrepresented talent.

To continue to position Global Payments as an employer of choice, we have also embraced the hybrid work model by promoting flexible work arrangements and offering opportunities for some roles to be fully remote. In 2022, the CoE is launching a Candidate Relationship Management (CRM) system in conjunction with a renewed career site. The launch of these two initiatives will allow each of Global Payments' unique brands to be amplified in the marketplace while also allowing stronger attraction and engagement strategies to be deployed for sourcing and creating a pipeline of talent.

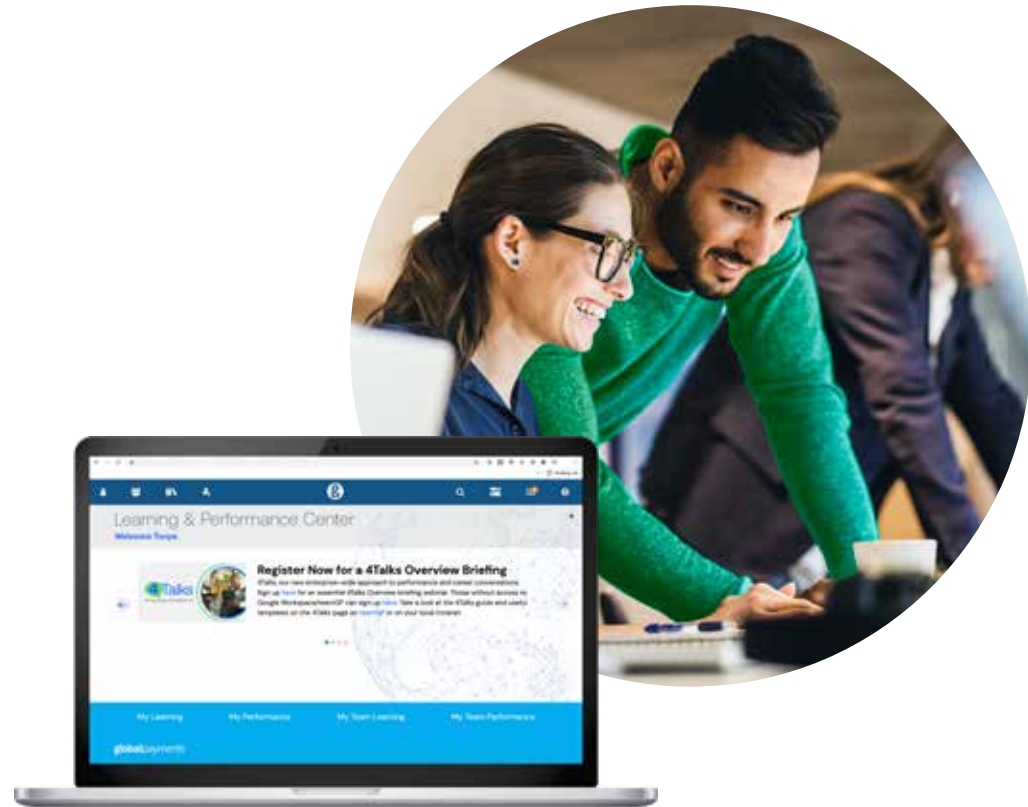


## Training and Development

### Global Payments Learning and Performance Center

Launched in 2021, the Global Payments Learning and Performance Center is a single platform for the combined Global Payments and TSYS organization following our merger. The newly established, centralized platform elevates our learning offerings and options for team members throughout the company. It provides more than just skills-training—the center also includes access to books, e-learning, and instructor-led courses from the just-in-time training library. The center truly allows team members to learn on their own terms.

- **67%** of team members accessed the new training and learning portal, utilizing roughly **6,500 different courses** from the time of the launch of the portal in late May through the end of calendar year 2021.
- The platform offers over **45,000 training modules** available through more than five content providers, including Skillsoft/Percipio, Udemy, Security Innovations, KnowBe4, and OneTrust.
- Training modules are made available **in over 30 countries** and **in 15 languages**.



### Core Leadership Program

In 2020, we launched our Core Leadership Program, a virtual instructor-led series that consists of 10 modules that are up to two hours each for leaders who are new to leadership or have had little structured leadership development.

**There were 12 cohorts with 380 leaders who completed 7 or more modules of the program in 2021,** and there are currently three cohorts in progress with 192 team members. There will be another six cohorts with 360 spaces being filled for the remainder of 2022, putting us on track for almost 50% of the global leadership population having completed the program by the end of 2022.

Participants provided feedback at the conclusion of the program with positive results: 89% agreed that the delivery approach was effective, and 89% have reported that they have incorporated the tools and theories from the program and believe they are more effective leaders as a result.

**89%**  
agreed that the delivery approach was effective

**89%**  
have reported that they have incorporated the tools and theories

### 4Talks Performance Enablement

The Global Payments Learning and Performance Center also facilitates 4Talks, our performance enablement process. 4Talks takes four pre-existing one-on-one meetings and elevates them to become four purposeful, forward looking conversations spread throughout the year, with a clear agenda focusing on each team member’s **Well-Being, Performance, and Growth**

We acknowledge that typical one-on-one meetings can be more tactical than personal, and they can often exclude broader perspectives. 4Talks encourages team members to focus on the bigger picture, talk about what they want and need, learn from their experiences and plan their ongoing development.

Following the completion of all four 4Talks conversations, team member overall performance is summarized using a four point rating scale, using simple labels and not numbers. In addition to the four conversations, these labels provide further clarity, to help team members plan to develop and grow with our organization.



4Talks is an interesting as well as a unique concept. This kind of one-on-one with management helps in breaking the stereotypical conversation barrier and helps us to grow holistically.”

**Ayushi Bajaj**  
Senior Software Engineer

## Employee Engagement

### Global Payments 2021 U.S. Pulse Survey

Following the conclusion of our second year post the Global Payments and TSYS merger, we launched a Pulse Survey in August 2021 for team members in the United States to gather feedback on how we are doing as a combined company. While this was still a difficult time to get feedback as many team members were still working remotely due to the pandemic, we understood the importance of hearing directly from team members. 61% of U.S. team members completed the survey and provided valuable insights, allowing us to more accurately assess levels of engagement, commitment and satisfaction in working for Global Payments. Team member input from the survey also played a critical role in shaping our Diversity, Equity, and Inclusion (DEI) strategy.

Using the results, we have identified opportunities to enhance team members' connection to Global Payments overall, beyond their immediate teams and managers. All team members show a desire to see the employee value proposition through a better team member experience, advancement opportunity, and feeling more valued.

When asked what would improve their experience at Global Payments, many team members referenced more flexibility for remote work, enhancing the work environment with increased staffing and lower stress levels, and competitive and fair pay. We are taking action to address the feedback we received from our team members through our **Future of Work** initiatives, Health & Wellness and Team Appreciation efforts and the pay equity study we conducted in 2021 to help us identify gaps in our current DEI strategy.

**We are pleased that we will conduct our first enterprise-wide team member survey as a combined company in the first half of 2023 to provide our leaders with an updated assessment on engagement and enablement.**

We look forward to sharing the results of our survey in our 2023 Global Responsibility Report.

### Top 3 Strengths:

# 86%

feel heard by their team which incorporates their unique perspectives

# 84%

feel valued by their manager

# 82%

get timely feedback from their manager in order to improve performance



## Health and Wellness

### Supporting our team members during COVID-19

At Global Payments, the health and wellness of our team members is always our highest priority and that commitment has been unwavering during the global pandemic.

Global Payments has made significant investments in modernizing our operating environments and technology that support day-to-day execution as part of our commitment to business agility. The largely cloud-based systems and collaboration tools we use globally facilitated a smooth transition of our operations to business continuity mode at the onset of COVID-19 with significant utilization of work from home arrangements.

Our Corporate Incident Management Team (IMT) continues to oversee our global operations as part of our COVID-19 response plan. The cross-functional IMT consists of approximately 25 team members from our Enterprise Risk Management, Human Resources, Facilities, Technology, Legal, and Corporate Communications organizations. The IMT continues to report to our Senior Executive COVID-19 Steering Committee as it has since the start of the pandemic.

As more team members have returned in many regions in accordance with local guidelines and mandates, we continue to focus on protocols and offerings to help keep our employees safe including:

- Health screenings utilizing thermal temperature cameras
- Appropriate social distancing practices including A and B team scheduling
- Antibacterial hand sanitizers and masks being widely available

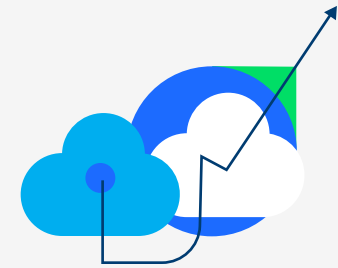
- Increased frequency of cleaning of key areas
- Travel restrictions
- Complimentary meals
- Third party visitor restrictions
- Private transportation
- Family First Time Off
- Mental health support
- Changes to U.S. Health Plans waiving the copay and/or deductible for COVID-19 testing and waiving refill restrictions for prescription drugs



### Staying Connected through Future of Work Initiative

Our **Future of Work** initiative that spans in-office, flexible and remote operating models has continued to transform and expand as we consider what is best for our team members in a post-COVID working environment.

To help us stay connected as a team whether in an office or working remotely, we launched our new corporate intranet, teamGP, as our next innovative step to support enterprise communications and engagement, in a world where we all work differently. Our Communications, Culture and Communities features spotlight the most important information of the day with content that is relevant to a team member's business, location and interests.



### Leveraging Google Workspace

Global Payments made a conscious decision to shift to a cloud first data architecture several years ago. Google Workspace provides us with many of the tools we need to collaborate and stay connected with our team members whether we are in the office or working remotely in support of the **Future of Work**. No matter where we are working, we can still interact as a team.



## Mental Health & Well-Being Initiatives

### Employee Assistance Program

In 2021, through our partnership with Anthem, we launched a comprehensive Employee Assistance Program (EAP) that is easily accessible through our teamGP intranet. The EAP provides an opportunity for team members to connect with specialists who will listen to specific needs and assist team members in accessing the appropriate resources. Some of the situations that clinicians, counselors, mediators, lawyers and financial advisors are ready to help with include the following:

- Child care and parenting
- Helping with aging parents
- Financial issues or legal concerns
- Emotional well-being
- Addiction and recovery
- Coping with stress and change
- Resources to support work/life balance
- Dealing with traumatic events
- Wellness and prevention
- Life events

Global Payments hosted our *Out With the Old, In With the New* campaign to highlight the relaunch of our new company intranet and to bring our team members together, across the enterprise. Team members had the opportunity to win teamGP-branded giveaways by participating in our mental health and well-being initiatives, which raised awareness for our EAP resources.

## Celebrating Breast Cancer Awareness Month: Pink Pumpkin Challenge

In honor of Breast Cancer Awareness Month, Global Payments encouraged team members to take part in the pumpkin-to-pumpkin battle for the best pink painted pumpkin. Throughout the month of October, team members were asked to post a picture of themselves and their fellow team members showing off their pinked out pumpkins in the Breast Cancer Awareness Community, on our teamGP intranet. Team members marked submissions with the hash tag #WePaintPinkinOctober.





The **health** and **wellness** of our team members is always our **highest priority**

### U.K. Mental Health Awareness

In the U.K. it is estimated 1 in 4 will suffer from mental health illness each year. In order to help team members who may be suffering, we have established a system of Mental Health Champions and an internal web-based hub for resources. The hub includes information about how to contact a mental health champion, links to external health organizations, a list of on-line resources including a Life Skills Library, Mental Health Foundation E-books, videos, relevant news articles, and specific information to help team members struggling with mental health issues. In all of our U.K. offices there are Mental Health Champions that are willing to help. They are ready to lend support to any team member who wants to have a conversation on how a mental health situation is impacting that team member personally and/or broader family members. All of our champions are accredited with the Mental Health Champion (England) certificate. Our champions can also help recommend specific resources that are free and available on our internal website.



### India Vaccination Drive

In June 2021, TSYS India organized a COVID-19 vaccination drive to benefit team members and their families based out of our Pune and Noida locations.

In Pune, the vaccination drive was conducted in association with Bharatiya Jain Sanghatana (BJS).

BJS is a non-political, non-profit, and professionally managed Non-Governmental Organization (NGO) headquartered in Pune. In Noida, TSYS partnered with Stellar IT Park to run the vaccination drive.

The initiative taken by TSYS India to vaccinate all its workforce and their families has gone a long way in ensuring their health and safety and in maintaining operational and business continuity.

### Encouraging Positive Change

We asked team members to share photos showing how they're making positive changes to improve their mental health and well-being through new activities or hobbies. The top photos were included in the featured photo section of the home page of teamGP. We also launched the Bravo Board as a new interactive space for team members to celebrate each other for business agility, performance excellence and living out our values. We've selected some examples of our team members who shared their hobbies and activities which help their mental health:



Celebrating her first bee hive.

**Jessie Williams**  
Heartland



"I had been wanting to make a big painting for the last 2 years but didn't have enough motivation. After seeing this I started a new painting and finished it in a few weeks."

**Preeti Jain**  
TSYS



Jack shared this picture of his amateur hockey league team after they won the championship, in which Jack actually scored the tying goal.

**Jack Marr**  
Global Payments

# The Care Foundation

The Care Foundation is a non-profit organization funded by team members of Global Payments' Heartland business. Its mission is to give hope to eligible employees in their time of need by providing financial support needed due to natural disasters, emergencies, and other financial hardships beyond their control.

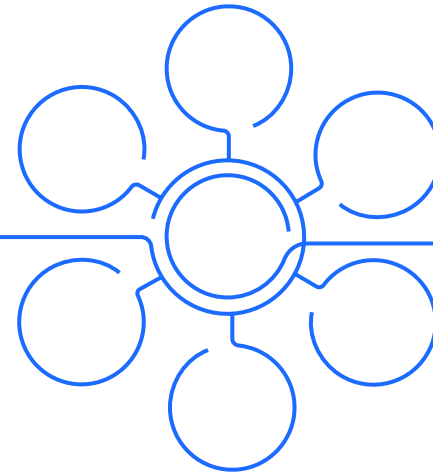
The Care Foundation was created in 2005 in the wake of the number of Heartland team members in the Gulf

Coast region who were impacted by hurricanes Katrina and Rita. Team members wanted a means to help organize their support of their colleagues. Since then, The Care Foundation has continued to provide support to team members who have endured traumatic events in their lives.

In 2021, The Care Foundation helped 28 team members, providing \$112,000 in assistance. This included providing nearly \$40,000 to those affected by Hurricane Ida, which devastated large portions of Louisiana and caused flooding across the Northeast. We also continued to provide assistance to team members affected by the COVID-19 pandemic, and the Care Foundation has

provided 33 team members with over \$120,000 in assistance directly related to the pandemic.

The Care Foundation is truly making a difference in the lives of team members with disaster and emergency relief. None of this would be possible without the generous contributions from our team members.



Since its formation in September 2005, **The Care Foundation has provided over \$1.65 million** in financial assistance to team members in need.



### Netspend CARES

Netspend, a Global Payments company based in Austin, TX, is committed to giving back to the community. As part of this commitment, the team created Netspend CARES with a focus on supporting areas in our communities that could use a helping hand. Hundreds of our team members have spent over 34,000 hours volunteering for local charities since 2012.

In 2021, Netspend CARES focused on aligning with the Netspend’s Employee Resource Groups (ERGs) to jointly support the community. Each Netspend ERG was given the opportunity to partner with an existing Netspend CARES supported non-profit or select a new non-profit that aligned with their members and initiatives. Through this effort, Netspend supported 23 non-profits with over \$150,000 and countless service hours. Some of the team’s efforts included:

- Supporting Feeding America by providing over 42,000 meals to families in need.
- Volunteering with the Girls Empowerment Network, a non-profit that teaches and promotes self-efficacy to girls in

grades 3-12, by writing mentor letters and creating activity “SPARK” boxes to support programs in underserved communities.

- Working closely with The Dog Alliance, a non-profit that provides service dogs to veterans and first responders who were disabled in the line of duty. Activities included sponsoring a therapy dog and assisting with planting & landscaping for the community garden and building.
- Conducting a webinar to spread awareness about OutYouth’s mission, a non-profit serving Central Texas LGBTQIA+ youth and their allies, in addition to organizing a pantry drive for the OutYouth pantry, hosted by the Pride ERG.
- Co-hosting an informative, interactive webinar session in English and Hindi for American and Indian team members on Smartphone Security with the Indian ERG and Technology for Tomorrow, a non-profit that provides technology education to senior adults and new Americans.



### Wellness in Action

Our U.K. team embodies our culture of service and health and wellness. In April of 2021, team members took two hours out of their day to take part in a fun run raising funds and awareness for Alzheimer Society’s “Jog on Dementia” campaign. The team raised over £2,000 from over 100 participants traveling over 1,000km.

### Self-Portrait Activity

Global Payments supports the health and well-being of its team members. In that spirit and as part of Inclusion Celebration Week, on September 16, 2021, we held a Self-Portrait event. This event served as a creative, self-expressive activity to portray how we see ourselves, while supporting a healthy self-image.

We had more than 200 people from around the world on Google Meet with some joining from as far away as Romania, Sri Lanka, Pune and the Philippines. We had hundreds more join on the Google Live Stream.



Julieanne Westover, HR Netspend



Jeni McCullough, Business Analyst II TSYS

## Spotlight: Future Scholars Golf Tournaments

TSYS holds a Future Scholars Golf Tournament in Columbus, GA each year to help raise funds in support of the TSYS Future Scholars Program. In 2021, the Columbus tournament was held on May 14 at Bull Creek golf course. Also in 2021, Global Payments hosted the first ever TSYS Future Scholars Golf Tournament in Atlanta at The Fairways of Canton which took place on May 21. 340 golfers participated across the two golf events, raising nearly \$70,000 to support higher education through college and vocational institution scholarships for the children of Global Payments team members.



This investment in the **future of our team members' children** exemplifies *People Who Make a Difference.*

The TSYS Future Scholars Program represents our company's commitment to supporting higher education through a scholarship program for the children of company team members. Originally founded at TSYS in 2008, this program has provided college scholarship opportunities to eligible children of TSYS team members through the TSYS Future Scholars Foundation, Inc. Additionally, each year, the Foundation awards the Richard W. Ussery Scholarship, named for retired TSYS Chairman and CEO Richard Ussery, to the top scholar.

Since our merger with TSYS, the Foundation has now opened the program to all eligible college-age children of Global Payments team members in the United States. Global Payments proudly supported the expansion of this special program with a \$100,000 donation to TSYS Future Scholars Foundation, Inc. Thanks to the contributions of Global Payments team members and friends of TSYS, the TSYS Future Scholars Foundation, Inc. **awarded \$154,500 in scholarships to 40 deserving college students from the class of 2021.** Since its inception, the TSYS Future Scholars Program **has awarded more than 700 scholarships totaling \$1.5 million.**

## Team Member Recognition

We honor and recognize the efforts of all our team members, and we celebrate our highest achievers, top performers and notable contributors who embody our value of **People Who Make A Difference** through our annual awards programs.



### President's Club

Our President's Club members are an elite group of team members selected for their contribution in driving our business success and those that exemplify our values every day. All are extraordinary **People Who Make A Difference**. With their **Diverse Perspectives**, the 2021 winners included 181 team members representing 12 countries from around the world. Their accomplishments are built on **Trusted Partnerships, Innovative Thinking** and **Business Agility** that encompass their daily drive for success. Their performance excellence speaks for itself.

#### 2021 President's Club Award

Our President's Club winners have historically been awarded a trip to a destination where they have the opportunity to be recognized by our Executive Leadership team. As a company trip was not possible given the ongoing pandemic, the winners instead received \$5,000 in cash, an award, and a commemorative book. In addition, they were recognized on a special page on teamGP that featured a video of the winners.

### First Time President's Club



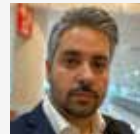
**Leah Townsend** is Vice President of Accounting, North America Payments and Payroll and is based out of our Windward Atlanta office. She helped complete two acquisition working capital adjustments

with seller acceptance, as well as leading teams through financial system conversions and enhancements. Leah lists her secret to success as "having the ability to meld business curiosity with sound financial principles" and "maintaining a practical approach to work."

**Kevin Andrews** works in Integrated Digital Sales based in Boston, Massachusetts. Kevin won rep of the year and grossed the highest commission on his team. Kevin lists his secret to success at Global Payments as "being dedicated, determined, and going above and beyond to meet the needs of the customers."



**Nestor Vega Rodriguez** is Head of Payments Solutions for our Comercia Joint Venture and is based out of our office in Barcelona, Spain. Nestor led the team in achieving improvements in POS installation times and processes, as well as being a pivotal part of the successful integration between Caixabank and



Bankia. Nestor notes that he and his teammates have managed to "build an incredible team over the past years, without which it would not have been possible to achieve all that we have accomplished during 2021, and with which we will surely continue to reap new successes in the years to come."



### Circle of Excellence

The Circle of Excellence program rewards team members for their outstanding achievements, innovation, teamwork and leadership during the calendar year. Our honorees represent the top 3% of team members who embody our vision and values and have surpassed the Global Payments standard of excellence.

We welcomed 353 team members from 19 countries to this circle for their hard work in 2021. For the first time in 3 years we were able to celebrate the achievements of our team members in person. Their achievement was also recognized and celebrated virtually through a dedicated online community platform on our internal teamGP site. There we showcased a picture of each recipient and one word contributed by the winner describing a key attribute of that individual's personality that was integral to their success at Global Payments. The platform enabled all team members to come together to share their messages of support and congratulations for colleagues that joined this prestigious circle in 2021.



Being recognized as a Circle of Excellence honoree has been extremely gratifying. It is fulfilling to know that I work at an organization where team members' hard work is not only celebrated, but is also appreciated and acknowledged by our leaders."

#### Chardae Carter

Senior Manager, Internal Communications

### Heartland's Diamond Conference

Heartland's Diamond Conference recognizes the company's top sales professionals and provides an opportunity for them to come together to hear from and interact with world-class speakers and leaders from across the organization. This annual conference also celebrates our culture, people as well as the products and services we provide.

In recognition of their outstanding work done in 2021, over 1,400 team members gathered for four days of events in Oklahoma City. Team members had an opportunity to hear Valorie Burton, an entrepreneur and motivational speaker, share how she maintains a growth mindset and operates with optimism and purpose. We presented The Heartland Way Award to 64 team members who are exemplary employees and consistently demonstrate the Heartland tenets in their everyday lives. We also celebrated 10 Entrepreneur of the Year winners who exhibit ingenuity and entrepreneurial thinking through their work and day-to-day professionalism. These team members also embody the principles and cultural norms of a Heartlander.



One of the things that makes our business so special is the way our people value experiences and work to create a unique experience for our partners, customers and each other. Diamond Conference is a time where we all come together to celebrate what we do and how we do it while creating a truly memorable experience for our team members. Through guest speakers, celebration and awards and learning and development, this annual conference builds connection, excitement and is the highlight of our year.”

**Vincent Lombardo**  
President, US Payments and Payroll

## Team Appreciation Week

Every year we dedicate a full week to honoring and celebrating each of our colleagues whose hard work and unwavering commitment to Global Payments enables our success. 2021 was no exception despite the ongoing impact of the global pandemic. In fact, in addition to in-person activities, we hosted a number of virtual appreciation events during the week of June 14-18, 2021, to provide our team members with multiple opportunities to truly come together globally, regardless of office location or time zone. Team Appreciation Week is always a special time, but it was particularly notable in June of 2021, as we aligned our celebration with Global Payments' Fortune 500 recognition to reward the hard work of our team members who helped us achieve this goal.

**We had a week packed full of fun team appreciation events for our team members in June 2021 that included:**

### Live Cooking Class with Fabio Viviani from Top Chef

Back by popular demand, our Global Payments families were able to cook together again! They joined world-renowned chef Fabio Viviani as he walked through how to make Chicken Lemon Piccata & Chicken Marsala (or a Vegetarian option provided in the recipe card). This event was also recorded for playback to accommodate our Global Payments family members in different time zones.

### Virtual Escape Room—Chasing Hahn: The Heist Volume 1

This virtual escape room opened 24/7 beginning Monday, June 14 at 10:00pm ET ending Wednesday, June 16 at 12:00am ET to accommodate all time zones around the world. Team members participated at their leisure anytime through the day. They took on the role of a secret agent, fresh out of training, who was assigned to the case of Vincent Hahn—an internationally infamous art thief. With the help of an intelligence agent, team members had to use their wits to uncover Hahn's true identity, dig up his dirt, and pin him down before another priceless piece went missing.

### NYSE Bell Ringing Ceremony & Kick Off Celebration

Team members joined together to kick off the week with a celebration that included trivia, prizes, and a live band taking their music requests. During the events, team members were able to interact with each other and the band, and voted on their favorite songs for the band to play. It all got started after CHRO Andréa Carter and team members from our Faces of 500 campaign rang the Opening Bell at the New York Stock Exchange.

### Wellness Thursday! Energy Boost & Desk Chair Workout with Stephanie DePersio

Team members were able to start their day or end their evening focusing on them by joining with colleagues for a desk chair workout and learning some great tips for boosting energy and productivity. This event was recorded for playback to accommodate our Global Payments family members in different time zones.



### Wellness Thursday! Healthy Dessert Cooking Class with Nilou Motamed

Team members had the opportunity to join Chef Nilou Motamed, former Editor-in-Chief of Food & Wine magazine and Condé Nast's Epicurious, in making some delicious and healthy pavlova with coconut yogurt whipped cream & fruit. This guilt free dessert satisfies all those sweet cravings. This event was available for playback to accommodate our Global Payments family members in different time zones.

### Global Payments Got Talent!

The grand finale on Friday was Global Payments Got Talent! Team members were able to tune in to see colleagues and their families show off their unique skills for a chance to win a grand prize! This event was available for playback to accommodate our Global Payments family members in different time zones.

### \$15 Gift Card provided to all team members worldwide

To further recognize how incredibly hard our team members worked over the past year, Global Payments provided all team members worldwide with a \$15 USD e-gift card to enjoy a meal on Global Payments or donate to a non-profit organization. The funds were available through the end of the weekend following Team Appreciation Week. If team members opted to spend their funds on a meal, they were able to choose from a variety of meal delivery services and restaurants in their area. If they decided to donate to charity, team members were able to choose from a list of eligible charities or they were able to split their gift equally across Global Payments non-profits **The Care Foundation, Netspend Cares, and TSYS Future Scholars.**



### Spotlight: Opening Bell Celebrating Fortune 500

Global Payments joined the Fortune 500 in the 67th edition of the ranking of America's largest companies, realizing an audacious goal we set in 2013 to double our revenue and more than double our profit. This great achievement represents everything our team members have done and would not have been possible without their determination and focus, even through the many ebbs and flows during that time including the COVID-19 pandemic.

As a result, to commemorate this achievement, we launched our **Faces of 500 Campaign** to celebrate our team members' hard work and highlight their inspirational stories, experiences at Global Payments, and their part in making us the company we are today. We also celebrated this accomplishment by kicking off our team appreciation week with the ringing of the NYSE opening bell on June 16, 2021, with 18 of our team members spanning the globe, including CHRO Andréa Carter and Faces of 500 team members, participating in the ringing physically and virtually.



Joining the Fortune 500 means the ability for our company and team members to achieve big things. Even things that seem impossible in the moment. When Jeff set this goal back in 2013, it seemed hard to believe that we would get there in our working lifetimes given how far we had to go. But through the hard work of our team members and support of our customers and partners we achieved the goal well ahead of schedule."

#### David Green

Senior Executive Vice President, General Counsel and Corporate Secretary

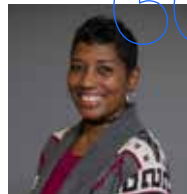
### Faces of 500 Campaign

**People Who Make a Difference** sits at the top of our value wheel, and we are proud to recognize the people that made it possible for Global Payments to join the Fortune 500 in the 67th edition of the ranking of America's largest companies through our Faces of 500 campaign. As part of this campaign, we shared inspirational team member stories about their experiences at Global Payments and their part in making us the company we are today. These stories represent all of our businesses, across all geographies, varying years of service, and diverse perspectives, which are critical to our values and our culture.



I continue to invest my time at Global Payments because there are opportunities for me to grow by learning more of system processes which helps me continue to enhance technical skills and become more knowledgeable of the business structure and needs. Starting out as a Collections agent to where I am now has shaped me into a well-rounded individual from all standpoints, especially from the technical aspect dealing with computer information management.”

**Curtis Richardson**, Telecommunications Analyst, Technical Support, TSYS



One thing that I have taken on my own is one of our operations mottos—we are one team, around the world. It is so awesome to be able to get a unique perspective of how things are in Manila, what is different in Prague, and how they see the world in the U.K. When you sit us all together in a room, or have us all on a call together, it is so nice to hear all of the different perspectives.”

**Tanya Stanley**, Senior Executive Assistant, Global Payments



I’ve had a lot of people reach out to me because they saw potential, and helped mentor me into various positions. I really love how much everyone seems to care about each other. I also have been given opportunities to move up through the company and so each of those times, I personally have had to make the decision of whether or not I wanted to make that career change.”

**Rebecca Pipkin**, Associate Technical Product Owner, Engineering, AdvancedMD



It seemed to be something that was like a family type of situation. It wasn’t like a situation where you felt like a number. The CEO and people like that were stopping by and saying hi to you, which is not something you would think happens in companies, but it was something that happened daily. It continues now even with how big we are, being a part of Global Payments.”

**Daniel Diegel**, Customer Support Director, Xenial

## Employee Benefits

We offer team member benefits that rival some of the largest global technology companies. Our U.S. based employee benefits include both employer paid and voluntary health care coverage, including comprehensive medical, prescription drug, dental, and vision coverage. Team members can also customize their coverage with voluntary plans that include critical illness, life insurance, hospitalization protection, legal assistance and pet insurance, among others. We also offer access to tax-advantaged accounts that can help employees pay for current and future health care expenses, including Health Savings Accounts and Flexible Spending Accounts.

**Additionally, this year we added fertility and surrogacy benefits as well as access to expert medical opinions to our U.S. medical plan at no additional cost to our team members.**

- All salaried U.S. employees receive, at no cost, a core set of life and disability insurance coverages, as well as an employee assistance program.
- Global Payments provides six weeks of maternal, paternal, foster care and adoption leave, all at 100% of base pay.
- Global Payments also offers benefits to support our team members when they need time off including paid time off, paid sick leave, 10 paid holidays and paid caregiver support leave.
- Global Payments added a program in 2022 providing up to an additional 10 days of paid time off for team members who are faced with specified emergencies and have used all other available paid time.

### Retirement & Savings Planning

Global Payments provides various types of savings and retirement programs to help support team members' plans for the future, including a 401(k) retirement savings plan, Employee Stock Purchase Plan (ESPP), and a tuition assistance program.

#### Employee Stock Purchase Plan (ESPP)

Under the ESPP, team members can contribute from 1% to 20% of eligible compensation to purchase Global Payments stock. Team members receive a 15% discount applied to the last day of the quarter's closing stock price. The program has strong participation, including 34% of eligible U.S. employees and 30% of all eligible employees worldwide.

#### Retirement Plans

All full-time U.S. employees are eligible to participate in the 401(k) plan starting on their first day of employment. Employees in the U.S. can also contribute from 1% to 75% of eligible compensation to the 401(k) plan. The company provides a match of \$1 for every \$1 an employee contributes up to 4% of an employee's salary and then 50 cents for every \$1 on the next 2%, for a potential total company match of up to 5%. Employee and company matches are immediately 100% vested.



### Virtual Benefits Fair

During annual enrollment, we held our first Virtual Benefits Fair providing team members with the opportunity to explore benefit vendor booths, "chat" with benefits representatives, and attend live and on-demand sessions. Team members visiting the fair could attend live events, read materials and collect gold Global Payments coins to accumulate points for a chance to win Global Payments merchandise. This event aligns with our **Future of Work** initiative, allowing all of our team members to attend the fair and learn about our benefits offerings regardless of office location or whether they joined from an alternative flexible or remote work location.

## Promoting Diversity, Equity & Inclusion

At Global Payments, we are fully committed and focused on creating a better tomorrow in the communities in which we live and work. We all have a role to play in building an inclusive and diverse culture. Diversity, like rapidly evolving technology or globalization, is critical to a successful business. Trends and changes in technology and global competition require constant adaptations and carry implications for organizational effectiveness and competitiveness. Diversity, Equity and Inclusion is no different; they also require adaptation and carry implications for organizational effectiveness and competitiveness. We currently do business in over 170 countries around the world, with team members living and working in 38 of them.

**Our Vision:** To be “Champions of Equity and Inclusion” in the workplace and to ensure that fair treatment, access, opportunity, and advancement exist for all team members at Global Payments. If we show up with this purpose in mind, we believe we will naturally create an inclusive and respectful environment where we all feel a sense of belonging and value.

**Our Commitment:** We are committed to addressing the ever-changing needs of our team members and holding ourselves accountable for finding new ways to improve our initiatives and set bigger, more impactful goals for our company. We believe without a focus on equity for all team members we cannot be an inclusive workplace. We believe all team members should be able to bring their true, authentic selves to the workplace and feel accepted, engaged and understood. We seek to create a workplace that reflects the diversity of our customers and communities around the world where we live, work and play.

**Our approach to Diversity, Equity and Inclusion is anchored by the following:**



To support the realization of our vision and demonstrate our commitment, we have established the following strategic objectives:

**Diversity** — Improve the representation of women and minorities at all levels of the organization and integrate people with disabilities and Veterans by driving talent acquisition and management practices to achieve results.

**Accountability** — Hold leadership accountable for Diversity, Equity, and Inclusion goals and objectives.

**Inclusive Capability** — Empower team members to adapt, shift mindsets to create an inclusive and authentic culture.

**Engagement** — Actively listen and engage with our team members and communities.

**Communications** — Ensure that Diversity, Equity, and Inclusion initiatives, actions, and results are transparent to all key stakeholders.

**External Relations** — Engage various external stakeholder groups that support and serve Global Payments values and interests including our diverse suppliers.

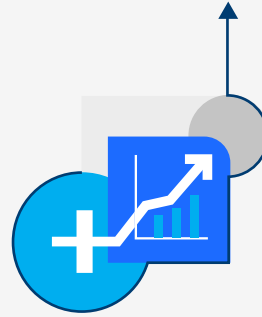


Our company has an increased responsibility to ensure we have the strongest and most effective diversity, equity, and inclusion strategies and programs possible.”

**Jackie Parker**  
SVP Talent Management  
and Chief Diversity Officer

## Spotlight: TSYS Serves as Host Business of Project SEARCH

Global Payments' TSYS Issuer business is a proud host business of Project SEARCH. Project SEARCH is an international program for recent high school graduates with significant intellectual and developmental disabilities. Project SEARCH provides these recent graduates with internships at host businesses, where they work alongside mentors to develop relevant, meaningful, and marketable job skills. Global Payments was proud to host 3 young men and women through Project SEARCH at its Columbus office for a nine month internship in 2021 and 46 interns since 2016. In fact, since its first Project SEARCH graduation class of interns in 2016, TSYS has hired 13 participants into full-time positions. We are proud to be one of 21 employers participating in this program in Georgia and the only one in Columbus, GA.



## Vision of our Workforce

In the spirit of transparency, we established concrete goals in 2020 that we have continued to work towards. These goals continue to support our efforts to foster DEI and promote an innovative culture. Our executive leaders and Board of Directors are committed to these goals that continue to support our work towards ensuring an inclusive, equitable and diverse organization. As an organization we are intentional about our KPIs to achieve business results and ingrain DEI in the rhythm of our business. Hence, we have developed Diversity, Equity and Inclusion goals as follows:

*These goals were set to ensure the Global Payments team reflects the diversity of the global workforce on female representation and the U.S. workforce on people of color representation.*

## Diversity Goals:

### Workforce Diversity

- Increase Female representation from 44% in 2020 to **47% by 2025**<sup>1</sup>
  - Female representation was **42.4% in 2021**. While we took a small step backward this year due to the challenges of the Great Resignation, we continue to work on increasing female representation to achieve our goal.
- Increase People of Color representation from 31% in 2020 to **39% by 2025**<sup>2</sup>
  - People of Color representation improved to **32.3% in 2021**

### Leadership Diversity<sup>3</sup>

- Increase Female leadership from 32% in 2020 to **49% by 2025**<sup>4</sup>
  - Female leadership **increased to 33% in 2021**
- Increase People of Color leadership from 17% in 2020 to **29% by 2025**<sup>5</sup>
  - People of Color leadership **improved to 19.2% in 2021**

(1) Female representation in global workforce

(2) People of color representation in U.S. workforce

(3) Leadership Workforce is defined as Director level and above.

(4) Female representation in leadership roles in global workforce

(5) People of color representation in leadership roles in U.S. workforce

## 2021 DEI Progress Update:

### Achieving Equity

We conducted a pay equity study through a third party to predict the pay of each team member given their relevant job and team member-specific information. In this process, we also conducted a demographic and pay gap analysis of the population to inform and understand the origins of pay differences. The findings of this report has provided us with the foundation for decision-making in the next steps of our DEI strategy.

### Integrate DEI into Organizational Processes

We conducted a pulse survey for our U.S.-based team members. The intention of the survey was to help us understand team member perspectives as it pertains to our workplace and culture, to encourage and enable high levels of team member engagement, and to inform our DEI strategy. Our engagement score was 71% while our DEI score was 79%. Our goal is to increase our engagement score, representing the number of team members agreeing that the organization is a place they feel they belong to an external benchmark of 78%.

**Supplier Diversity Program.** We formally launched our supplier diversity program. The mission of this program is to create mutually beneficial business relationships with diverse vendors that strengthen the communities in which we operate. Our organization's diverse supplier spend represented 9% of our total supplier spend in 2021 and increased 25% from 2020.

### Attract, Mobilize and Develop Diverse Talent

**External Search Partnerships.** At the end of the third quarter of 2021, we established a strategic partnership with two external executive search agencies specializing in diverse hiring to support our representation goals. By the end of December, we had already hired 8 individuals through this partnership. We understand that developing, retaining and mobilizing talent is key for our DEI strategy. We also introduced career pathing, internal mobility and succession planning in our talent management process—with a lens of inclusion.

**Next Generation Leaders.** As part of our overall vision of becoming champions of inclusion in the workplace, we have partnered with Pathbuilders, a consulting firm based in Atlanta. Together, we will offer a series of interactions and opportunities that will allow leaders

to get to know and develop under-represented talent segments and to support and grow our next generation leaders. .

### Living Inclusively Everyday

We are working to design and build formal and informal learning to improve the inclusive capability across the workforce. As part of the strategy, we have numerous ongoing programs and initiatives to live and lead inclusively everyday. In 2021, we launched Inclusion 365, an engagement platform for our team members to bring important DEI topics to the forefront to continue to impact change in our organization and communities.



## Inclusion Celebration Week

The week of September 13, 2021, we hosted our Inclusion Celebration Week to provide an opportunity for all of our team members to engage, connect and educate each other on Diversity, Equity and Inclusion. During this week-long celebration our team members shared their stories on intersectionality, what it means to them and why talking about intersectionality can be an uncomfortable conversation. Our senior leaders also shared their perspective and support to achieve our DEI goals and the importance and value of Employee Resource Groups. Health and well-being was also an important discussion topic. The week concluded with finale dance celebrations with music from around the world.

Events we offered during Inclusion Celebration Week included:

### Intersectionality Video Challenge Reveal

On Monday, team members were able to watch the reveal of a video of fellow team members participating in an intersectionality roundtable to learn what intersectionality means to them and why talking about it can be an uncomfortable conversation.

### Roundtable Discussion: The New and Improved ERGs

On Tuesday, team members had the chance to participate in a live roundtable discussion with our four Employee Resource Groups (ERGs) and their executive sponsors. Participants had the chance to discuss the current ERG reset and how they are creating strategic initiatives to focus on delivering business results.

### Roundtable Discussion: International leaders

On Wednesday, Global Payments senior executives from around the world came together during a live webcast to discuss how they are supporting our company's DEI goals within their organizations. Organizational leaders including Chris Davies, President, Europe; Konrad Chan, President, Asia Pacific; Vincent Lombardo, President US Payments and Payroll as well as many others all participated in this unique discussion.

### Self-Care Day

Global Payments supports the health and well being of its team members. Hence, on Thursday, team members had the chance to participate in two activities to help make self-care a priority.

The first activity was a self-portrait activity, where team members had the chance to create self-portraits in order to portray how we see ourselves, while supporting a healthy self image.

The second activity was a fun and engaging baking demonstration. Team members had the chance to make their own "unicorn cakes", a fun activity that promoted positivity, exploration, creativity, as well as happy little accidents!

### Inclusion Dance Celebration

On Friday, team members had the chance to close out Global Payments' 2021 Inclusion Celebration Week by participating in one or both of our finale dance celebrations, where they could hear and dance to our DJ playing music from around the world.



## Employee Resource Groups (ERGs)

ERGs are designed to amplify team member voices within Global Payments. We understand the ERGs are able to impact DEI strategy at the grassroots level. In 2021, we introduced a 4C structure (Community, Career, Culture, Commerce) for the current groups. As part of adopting this structure, the groups went through a reset process to align with our overarching DEI strategy and KPIs established to maximize business results.

### The 4Cs Structure for ERGs

#### Community

Commitments related to economic inclusion, supplier diversity, philanthropic investments in opportunity funds in underrepresented minorities.

#### Career

Commitments related to the attraction, development, promotion and retention of diverse talent.

#### Culture

Commitments related to creating a culture and work environment where diverse talent can be their authentic self, feel a sense of belonging, and feel physically and psychologically safe.

#### Commerce

Provide consumer insight while fostering innovation and sustainable solutions such as our digital technologies for consumers, clients and team members with disabilities.



The Global Payments Onyx Network (GPON) is for team members committed to celebrating and spreading awareness about the Black Community and cultural differences.



*The Onyx Network leadership hosted a conversation with “Dr. Marcus Andrews” from TV’s #1 new drama The Good Doctor on ABC, played by Hill Harper.*

*Hill is not only an actor, he is also a humanitarian, entrepreneur, health and wellness ambassador, educator and philanthropist. He founded The Manifest Your Destiny Foundation, a non-profit dedicated to empowering, encouraging, and inspiring underserved youth to succeed through education, mentorship, and grant programs.*



The Global Payments Women's Network (GPWN) is committed to developing a diverse group of engaged women and allies empowering women at Global Payments to achieve their personal and professional goals.



*GPWN hosted a conversation with Sallie Krawcheck, CEO & co-founder of Ellevest and seventh most powerful woman in the world according to Forbes. In her session, Sallie shared her thoughts on how women have been disproportionately affected by the pandemic and have opted to leave the workforce. She also shared tips on how team members can help better prepare young women for careers.*



The Global Payments Pride Network (GPPN) is focused on creating a safe and supportive atmosphere for our Global Payments LGBTQIA+ team members so that we may expand their potential. We're also committed to impacting the communities where they work, live, and play. We do this by attracting and retaining talent, inspiring acceptance through education, creating engaging mediums, and by acting as a resource for them and their families.



The Global Payments Veterans Network (GPVN) is dedicated to providing opportunities for the company to support our veteran team members and recognize the service and sacrifices of all veterans and their families.

The GPVN focuses on increasing veteran inclusion and hiring, connecting and enhancing camaraderie among the company's veteran team members, and providing volunteer opportunities for team members to support veteran-related organizations and events.



*In June of 2021, GPPN hosted Cleve Jones, an Author, AIDs and LGBTQIA+ rights activist. In his session, he recounted his experiences joining the gay liberation movement, working with Harvey Milk (first openly gay elected official in CA), creating the AIDS Memorial Quilt and his recent work with Unite Here. He also chatted about his book, "When We Rise." Cleve provided poignant and helpful insight on how we can take lessons learned from his experience to make the workplace more inclusive and equitable.*



*The GPVN group organized a campaign at our Windward campus to write letters of appreciation to service members. The team received an overwhelming response to the call to action.*

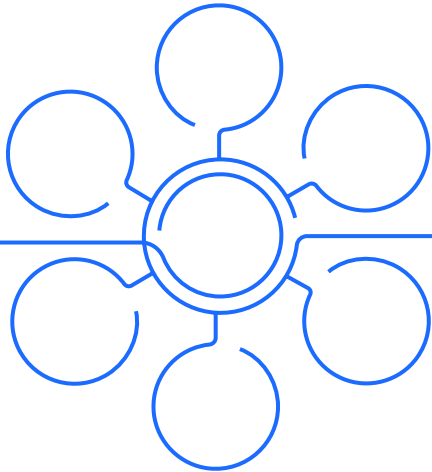


Global Payments is proud to be one of the 240+ companies across metro Atlanta to have signed on to the ATL Action for Racial Equity initiative that leverages the size, scale and expertise of the region's business community to advance racial equity.



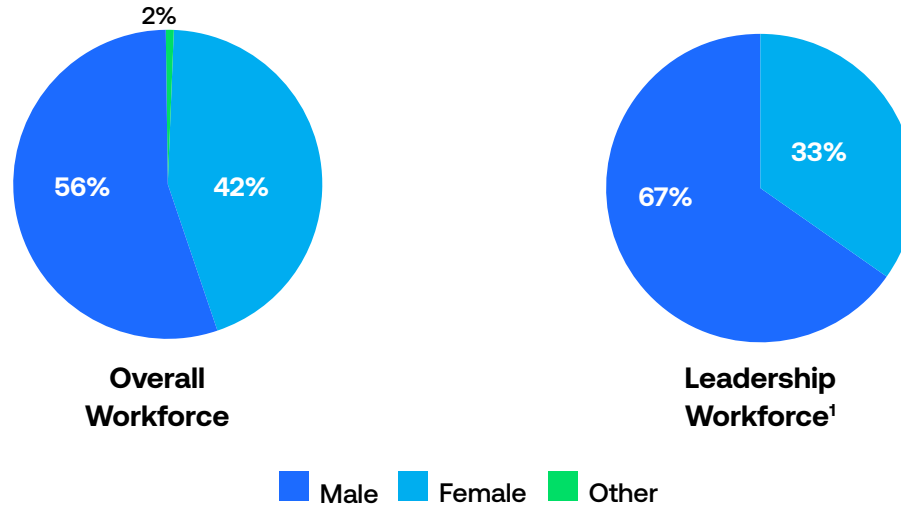
Our company is strengthened by our diverse workforce that reflects the unique perspectives, backgrounds and experiences of our team members and the communities where we live and work. As executive sponsor of our Diversity, Equity and Inclusion Advisory Council, I am proud of the commitment and support of all of our team members to making Global Payments a diverse, equitable and inclusive workplace.”

**Cameron Bready**  
President & COO



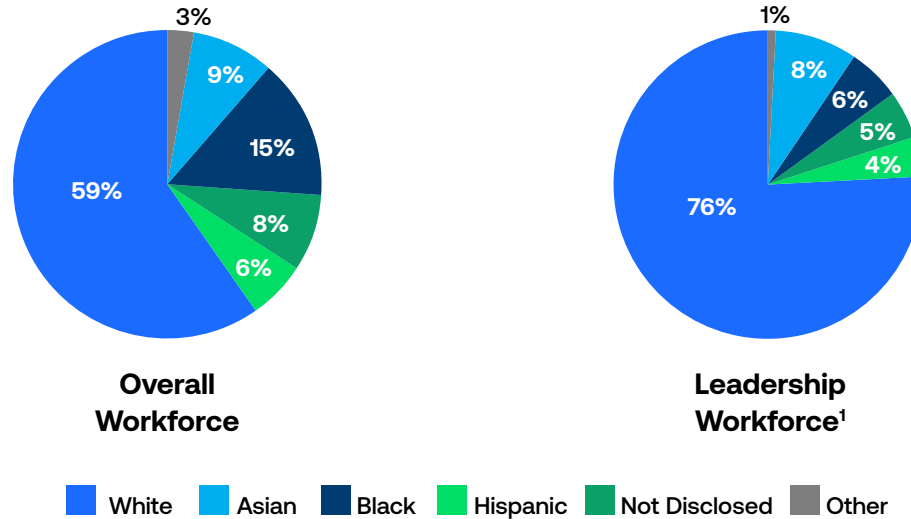
# Workforce Diversity Metrics

## 2021 Global Gender Diversity<sup>2</sup>



Male Female Other

## 2021 U.S. Ethnic Diversity<sup>2</sup>



White Asian Black Hispanic Not Disclosed Other

<sup>1</sup> Leadership Workforce is defined as Director level and above.

<sup>2</sup> Due to rounding, percentages may not precisely reflect the absolute figures.

# Environmental Sustainability

Global Payments is committed to minimizing our environmental footprint. We have prioritized areas where we believe we can make the most meaningful contribution, which includes managing our energy consumption, limiting waste and conserving water across our facilities and data spaces globally. While the vast majority of our office properties and enterprise data center spaces are leased, we can still have a significant environmental impact. We have many initiatives in place today and are focused on identifying additional ways to conserve around the world. In addition to our own efforts, we are committed to assessing the policies and practices of our existing and potential vendors and suppliers on environmental stewardship.

12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



13 CLIMATE  
ACTION



# Focusing on our Environment

## Net Zero Commitment

Global Payments recognizes the vital importance of the Paris Agreement and the effects climate change has on our planet and will work toward achieving net zero greenhouse gas emissions prior to 2040. As part of our commitment and focus on minimizing our environmental footprint, Global Payments understands the importance of tracking and reporting on our energy consumption, renewable energy mix, and GHG emissions for our facilities and data centers.

Global Payments has partnered with VitalMetrics, the leader in environmental reporting services to set a baseline for GHG emissions and develop an effective decarbonization strategy. In 2021, we established a comprehensive GHG emissions baseline to identify the largest sources of emissions. Armed with this insight, we will develop our reduction strategy that includes short- and long-term Science Based Targets, allowing for reassessment based on current climate science. We are creating a plan to take decisive action to reduce our carbon footprint.



## Reducing our Carbon Footprint

To help us achieve our goals, we are focusing on the following strategic abatement initiatives:

- Incorporating climate-related risks and opportunities into Global Payments strategy and operational initiatives.
- Defining the boundary of our net zero target and setting interim targets.
- Prioritizing emissions reductions, while exploring carbon offset and removal options.
- Evaluating options for the procurement of renewable energy.
- Engaging with our landlords and property managers to advocate for environmentally friendly practices in our offices and other facilities.
- Partnering with strategic suppliers across our value chain to identify joint sustainability priorities.
  - 80% of our top 30 suppliers representing roughly half of our total spend have made specific carbon reduction commitments.
- Working with data center providers to collect and analyze data on the energy, emissions, and water footprints and migrate processes to cloud providers when appropriate.
  - With our data center initiative, we are migrating the vast majority of our work streams to the AWS and Google clouds.

## Streamlining our Facilities

As part of the merger integration with TSYS, Global Payments identified opportunities to combine physical office locations in a number of markets around the world.

Today, Global Payments has 158 office locations across 38 countries, down from 242 office locations at the time of our merger with TSYS in late 2019. We plan to reduce our footprint to no more than 122 office locations or by another 36 by the end of 2022. We will continue to identify opportunities to reduce our physical footprint given the success of our **Future of Work** initiative.

Over the past several years, Global Payments has made significant investments in modernizing the operating environments and technology that support day-to-day execution. The largely cloud-based systems and collaboration tools used globally facilitated this smooth transition of operations to business continuity mode at the onset of the pandemic, and many of our team members continue to work remotely.

## Green Certified Facilities

Global Payments is committed to enhancing energy efficiency across our facilities. It is our practice to procure green certified properties where possible. In 2021, approximately 30% of our total building square footage was in certified green buildings.

Other initiatives include converting to LED lighting, motion controlled systems and operating controlled temperature environments.

## Providing Alternative Transportation

As part of our effort to reduce our carbon footprint, all of Global Payments' U.S. and the majority of our international office locations are located close to public transit. Additionally we offer bike racks and storage at all owned offices and all leased offices where permissible by building management.

We have installed electric vehicle charging stations within the grounds of our Columbus campus, our largest owned facility, supporting our team members who are making their own efforts to reduce their impact on the environment. Many of our leased facilities in the

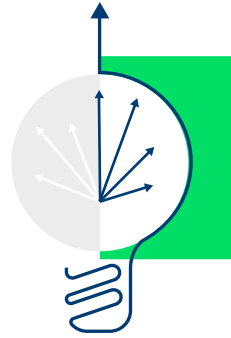
U.S. also provide charging stations including our co-Headquarters located at Three Alliance Center in Atlanta and our Office of the Future in North Atlanta.

Our U.K. offices also have electric vehicle charging stations and share electric vehicles for use by our team members for travel between our multiple sites. This ensures we minimize emissions from these journeys.

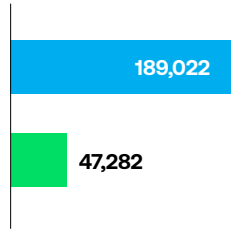
Our U.S. team members are eligible to pay for commuting expenses such as bus passes, train passes, subway passes and van pools on a pre-tax basis. This is a convenient program to save on taxes and lower the greenhouse gas emissions (GHG) associated with commuting to and from work.



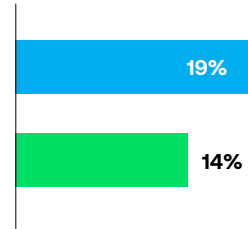
# Energy Use & GHG emissions\*



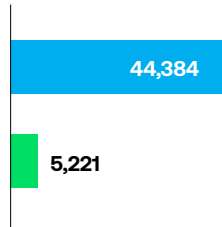
### Global Energy Use by Facility Type (GJ)



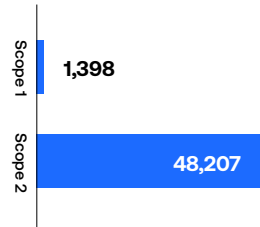
### Renewable Energy as a % of Energy Usage



### Global GHG Emissions by Facility Type (CO2e)



### Global GHG Emissions by Scope (CO2e)



■ Offices
 ■ Enterprise Data Centers
 ■ Enterprise Wide



\*Our reporting boundary includes owned, operationally controlled and leased facilities representing over 90% of office space and approximately 90% of data center square footage globally. Approximately 100% of owned facilities are reflected in these figures. Scope 2 emissions are calculated following the GHG Protocol Location-Based Method and are measured in CO2e

## Data Space Initiatives

### Global Payments Enterprise Data Centers

**In the U.S., 6 leased data center facilities currently account for roughly 90% of our global storage.**

**QTS Atlanta, GA.** QTS' Atlanta facility is Gold LEED certified with nearly 35% of energy consumption from carbon neutral or renewable sources. QTS has committed to achieving 100% renewable power across its data centers by 2025. The facility has an active rain-water collection program in addition to water-side economizers that pull colder outside air into the facility for free cooling. We plan on reducing our footprint here and moving into Google Cloud Platform (GCP) in 2023.

**QTS Richmond, VA.** QTS' Richmond facility is Gold LEED certified and has a supplemental on-site solar panel power system. Nearly 40% of energy consumption is sourced from carbon neutral or renewable sources. The facility has an active rainwater harvesting and reclamation program. This data center is currently targeted to move its workloads into GCP in 2023.

**Fujitsu America Sunnyvale, CA.** Fujitsu developed Silicon Valley's first hydrogen fuel cell which provides a portion of this facility's power. As part of our data center consolidation goal, we will migrate data from this facility to QTS Atlanta and Google Cloud as we plan to fully exit the Fujitsu data center in the back half of 2022.

**Evoque Allen, TX.** The Allen facility has implemented an efficient HVAC infrastructure and low-flow plumbing

systems. Texas has the most installed wind capacity of any state in the nation and wind power accounts for roughly 24% of electricity generated in Texas. Our cloud backup provider for this facility, Sirius Data center in Elk Grove, IL is LEED Gold certified and makes extensive use of sustainable power and cooling efficiencies. We are planning on moving the workloads from this facility into GCP in 2023.

**QTS Suwanee, GA.** QTS' Suwanee facility is equipped with one of the largest constant power systems in the world. The facility is also designed with water-side economizers utilizing plate frame heat exchangers, which eliminates the need for cooling via compressors when environmental conditions are favorable. This facility replaced the TSYS owned and purpose built data center that was located in Columbus, GA. QTS Suwanee is a greener and more energy efficient facility than the legacy TSYS data center.

**IBM Data Center Boulder, CO.** IBM's Boulder campus utilizes advanced data analytics and facilities management solutions to continuously monitor hundreds of air handling units and other equipment that may be wasting energy. The facility's use of chilled water plants to cool its data center and Colorado's arid climate uniquely positions IBM Boulder to benefit from "free" evaporative

cooling from its chilled water cooling plants. IBM Boulder also hosts a solar array which has directly contributed to the increased generation of renewable electricity in Colorado. This is a certified ISO 50001 site.

QTS has committed to achieving **100% renewable power** across its data centers **by 2025.**



## Enterprise Data Center Initiative

Global Payments is committed to both reducing its data center footprint and making all data center operations as efficient as possible through a number of initiatives. For example, the continuous migration of less energy efficient data centers into more energy efficient data centers, resulting in a target state of three Enterprise Data Centers that form a backbone of communications to the card networks, our customers and cloud providers, with a placeholder for legacy compute. We have made good progress so far, reducing our data centers from 40 to 30 since our merger with TSYS, and we are well on our way to 3.

This Enterprise Data Center initiative supports the two other cloud transformation initiatives in the Issuer and Merchant segments with our technology partners AWS and Google respectively. These initiatives modernize and migrate many workloads into world class efficient cloud technology data centers.

### Spotlight: Broomfield Data Center Migration to GCP

In 2021, we completed one of our largest moves to the Google Cloud yet. Over the course of the migration, more than 40 applications were successfully cut-over from our Broomfield data center to the Google Cloud and we decommissioned 260 servers. Throughout the migration we integrated the lessons learned into our programs best practices, which will help accelerate and standardize the many subsequent migrations we have planned. Exiting data centers while maintaining our standards of reliability and security requires focus and time. Hence, our plan to reduce—from 40 data centers post-merger to 3—is targeted to be completed within the next 4-5 years. With the migration of the Broomfield data center workloads to the Google Cloud Platform, Global Payments is one step closer to a simplified and standardized operating environment.



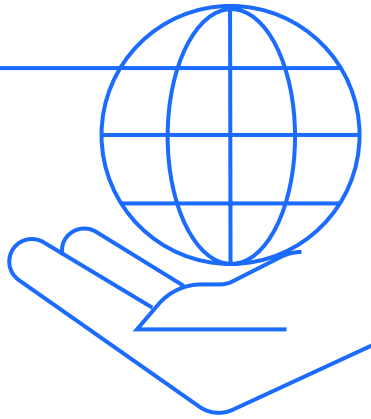
The Broomfield Data Center migration was a lot of hard work by many people across different parts of the organisation, working closely with Google, to safely and reliably transition business operations into a Cloud operating environment. The investments in Cloud training and transformation joined by the professionalism and perseverance of our team members were instrumental in achieving another key milestone in the company's Cloud First strategy.”

#### Jason Sharples

Executive Vice President, CTO-Merchant Acquiring



## Collaborations with AWS and Google



In July 2020, we announced AWS as our preferred cloud provider for issuer processing. Together we are bringing an industry leading cloud-based platform to institutions of all sizes around the world. By strategically collaborating with AWS, we will transform Global Payments' core issuing platform to deliver secure, innovative solutions for the payment industry at scale. We will work with AWS to build on their customer relationships, making innovative technologies available to institutions of all sizes worldwide and expand the customer base for Global Payments' issuer processing services.

We rely in part on AWS's physical and virtual infrastructure to sell our market leading issuer products and services worldwide. Amazon, company wide, has made a commitment to be net zero carbon by 2040 as part of their Climate Pledge. AWS is committed to achieving 100% renewable energy usage for its global infrastructure by 2025. Amazon is the world's largest corporate purchaser of renewable energy, reaching 65% renewable energy across its businesses.

We are one of the largest users of Google Cloud in the FinTech industry globally. Google is Global Payments' preferred cloud provider for our merchant solutions business, and we utilize the complete GSuite offering across the company, leveraging the many Google Cloud Platform products including virtual machines, cloud storage, and BigQuery.

Google Cloud sources 100% renewable energy for all cloud regions and is 2x more efficient than a typical enterprise data center. For the same amount of electrical power Google delivers 6x the computing power compared with 5 years ago and they are still innovating. Google is working toward sourcing 24/7 carbon-free energy for all of its data centers and campuses around the world, with the aim to get there by 2030.

All products in Google Cloud are carbon neutral and 81% of Google Cloud Waste is diverted away from landfills. Google Cloud data centers use 50% less energy than industry average. Google is committed to decarbonizing their energy consumption so that by 2030, they will operate on carbon-free energy, everywhere, 24/7.



GG

Our technology leadership is enabled by the modern architecture we have built over the last decade, which allows us to be nimble, scalable, and deliver continuous innovation for our customers, while ensuring we maximize efficiency and sustainability. We are proud of our differentiated cloud partnerships with several of the largest technology companies worldwide that are also committed to minimizing their carbon footprints.”

### Guido Sacchi

Senior Executive Vice President and Chief Information Officer

## Conserving Water

We actively manage our water usage and have implemented conservation practices across our global office footprint. Efforts include efficient and low-flow plumbing systems, water reuse and water-efficient landscaping.

### Facility Water Conservation Highlights

- **Three Alliance Center:** Gray water system covering irrigation and certain plumbing functions
- **Knaresborough:** Time based sensors installed to maximize toilet efficiency
- **Windward:** Instituted a program where we eliminate plastic water bottle usage and donate to a water charity based on the drinking water consumed on site

### Electronic Waste

Global Payments uses Lifespan for its IT asset disposal services. As a certified ISO 14001 vendor, Lifespan works exclusively with EPA-registered and regulation-compliant partners to maintain the highest standards of environmental protection, as well as full compliance with local, state, and national regulations. In 2021, Global Payments safely disposed of approximately 5,000 hard drives, 3,000 computer and network devices, and 10 Gaylord boxes of cabling with Lifespan.

\* Owned or operationally controlled leased facilities representing approximately 90% of office space and 90% of data centers by square footage globally. Approximately 100% of owned facilities are reflected in these figures.

2021 Total Water Usage:  
**38.7m Gallons\***

Offices\*:

**35.2m Gallons**

Enterprise Data Centers\*:

**3.5m Gallons**

### Fill it Forward

At our Windward Atlanta office we partner with Fill it Forward. Fill it Forward provides stickers with QR codes that are placed on reusable water bottles. Each time a team member refills their bottle, Fill it Forward tracks the impact of that bottle. Through this initiative we have prevented the use of nearly 1,000 single use bottles, resulting in the prevention of almost 400lbs of GHG emissions and 26lbs of waste diverted. With each scan, Fill it Forward also donates money to charities providing access to clean water across the world. Altogether, Fill it Forward has diverted 6+ million single-use items and funded 357+ projects globally.



## Managing Waste

Global Payments generates physical waste as well as e-waste in the everyday operation of our business. We have implemented recycling initiatives to limit what we send to landfills and have a formal destruction of data policy to minimize e-waste. Across Global Payments facilities, the company utilizes Iron Mountain and Shred-it globally for the recycling of paper and paper products. In all larger offices, physical recycling policies extend to plastics and glass.

TSYS manages its own recycling programs across the majority of its North American facilities. Working with waste partners, across its owned facilities in the U.S., **TSYS recycled 73% of the waste generated in 2021, which was a 4% increase from 2020, while also expanding the scope of facilities tracked.** Recycled materials included waste metals, wood pallets, aluminum cans, plastics, paper, card, foam and fluorescent light bulbs.

Outside of the United States, the legacy TSYS owned facility footprint consists of 3 office complexes in the UK. At these locations, the company diverts 100% of waste away from landfills. TSYS targets reducing waste volume in its UK facilities by 3% annually. After a 70% reduction in 2020 of waste volume due in part to the pandemic, we were able to reduce our waste in 2021 by 25%, continuing to exceed our goal even as more team members returned to the office.

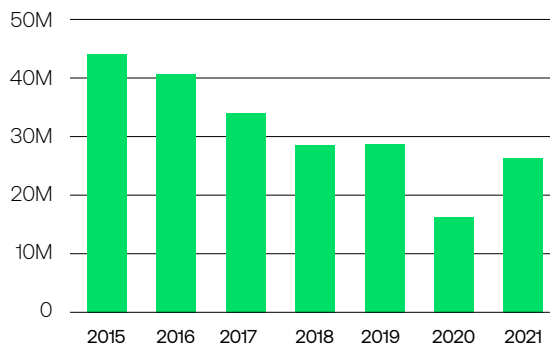
## Sustainability at Columbus Co-Headquarters

Our co-headquarters located in Columbus, Georgia, represents 11% of our total office square footage and is the largest of the 14 office facilities owned by Global Payments. This facility is committed to minimizing its environmental impact. The 540,000 square foot Energy Star Certified campus was built in 1999 on a 54 acre site developed on a largely abandoned, brownfield site. Sustainability improvements at our Columbus Campus have been a significant focus point over the years. Key investments in our lightning and HVAC control systems have greatly improved energy efficiency. All outdoor, parking garage, and 24/7 lighting has been converted to LED resulting in a greater than 60% reduction in energy consumption. During the summer, "Lights Out Friday" was instituted where all interior lighting is lowered or turned off completely to promote an energy efficient mindset by team members. Campus wide recycling programs are also in place to address paper, plastic, aluminum, batteries, carpet, and food waste. In efforts to reduce food insecurity in the local homeless community, the onsite cafeteria donates excess food daily to organizations providing support for this vulnerable population. We also provide multiple clothing donation boxes throughout the campus so that team members can donate unwanted articles of clothing to local charitable organizations.

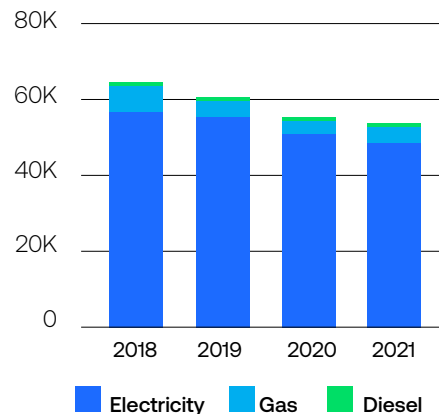
In 2021, total energy usage was reduced by ~3% across all owned Columbus properties compared to 2020 as our team members started to return to the office. This exceeded the target TSYS established to maintain energy usage at 2020 levels and demonstrates the ongoing commitment to improving energy efficiency.

Efforts prioritizing the installation of LED lighting in our buildings and grounds were a major factor in our reduction of energy usage. Electric vehicle charging points have also been installed at the Columbus Campus, supporting team member initiatives to reduce their own impact on the environment.

**Columbus Annual Water Usage (Gallons)**



**Total Energy Usage (kWh)**



Paper recycling increased

**14.4%** in 2021

Landfill diversion increased

**4%** in 2021

Decreased the weight of trash sent to the landfill by

**12.7%** in 2021

Landfill decreased in relative and absolute numbers even as we returned to a more normalized office setting in 2021.



## Future of Work

Global Payments' Future of Work initiative has been a long-term plan to provide a sustainable, flexible work environment to meet the ever-changing needs of our business and our team members. We have reimagined the ways team members work at Global Payments and we have explored how to make the most effective use of our office environments. We want to make sure that all of our team members have the right amenities to be successful at their disposal. We designed a number of different spaces for collaboration and productivity, as well as for relaxation and enjoyment. We aim for a full work-life balance.

With our ability to provide productive remote and flexible work options for our team members, Global Payments is making strategic decisions to streamline its facility footprint by either reducing office capacity or

by reducing the total number of office locations. At the same time, flexible work also reduces environmental costs associated with various forms of commute.

As one example in metro-Atlanta, Global Payments launched a flexible workplace as part of the broader Future of Work strategy. This initiative consolidated four offices into one new, state of the art facility in North Atlanta to meet the needs of our team members by providing more flexibility as it relates to how they work in the Global Payments environment.

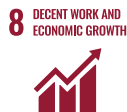
Team members can reserve desks, conference rooms, offices, or other spaces using an application that integrates with Google Workspace. Additionally, neighborhoods have been set up for team collaboration, giving grounding to team members who are flex-working or in the office permanently.

As part of our technology evolution we have transitioned from a wired LAN to a full Wi-Fi network. We have eliminated the need for desk phones through our investment in Google Workspace. **We estimate that these initiatives avoided the deployment of 42 miles of cables, 1200 desk phones and a further \$500K of spend on 50 other technology assets at Windward alone.** This has significantly enhanced our efficiency and will meaningfully reduce our future technology and electronic waste. The Windward office applies our Future of Work principles that support our culture of innovation and technology, all of which contributes to make Global Payments such a great place to work.



# Community Impact

At Global Payments, we do our utmost to demonstrate passion and enthusiasm for making a difference in the lives of others. As a member of the global business community, corporate citizenship is fundamental to our values and who we are. We take action around the world to create change by offering our time, services and financial assistance to those in need.



# Corporate Citizenship— Giving Back Globally

Global Payments' philanthropic efforts are focused on Financial Literacy & Economic Inclusion, Education, Health & Wellness and Social Equity. We believe that by supporting these common societal issues and concerns, we will be able to help individuals, businesses and communities overcome barriers to economic growth. We support a variety of organizations and programs that help create and sustain commerce around the world, to drive positive economic outcomes wherever we live and work.

## We strive to integrate corporate citizenship into every aspect of our company in order to:

- Empower and encourage our team members and others to serve their communities
- Leverage our resources, talent, global reach and expertise to create meaningful change
- Ensure that society benefits from our company's commitment to make a difference around the world



## Worldwide Day of Service

Global Payments designates two days each year, typically in April and October, to highlight the importance of team member participation in service projects that give back to our communities. In 2021, we were excited to return to our traditional in-person events and continue to have events that could be accomplished virtually. Through our core values of **Business Agility** and **Innovative Thinking** we continued to make a difference in the lives of others even in the midst of an ongoing global health crisis.

### Select Day of Service Events

- The Lindon, Utah team organized a canned food drive for a local food bank with a goal of donating 2,500 cans. The team was able to nearly double that, with 4,671 food cans donated to many families in need.
- The team in Taiwan worked with the Taipei blood donation center to organize a blood drive, to help save lives in the local hospital.
- The York, UK team spent the day with the North York Moors National Park Ranger team, rebuilding footpaths and creating drainage channels at the park.
- The Dubai team spent the day at the AL Noor Training center, helping young people with special needs learn the full commerce cycle from ordering, to marketing, all the way through to the production, delivery and settlement of the various items that they make and produce right at the center. Not only did they produce and package all of the items purchased by the team, but they also made their own T-shirts for the Worldwide Day of Service!
- After a pause due to Covid-19, our Raleigh, North Carolina team had the chance to resume their 14-year long monthly tradition of buying and cooking breakfast for the Raleigh Rescue Mission during our Spring 2021 Worldwide Day of Service.
- Our amazing team in India came together with local organization ANIKET Sevabhavi Sanstha to set up a donation pool in an effort to improve the lives of homeless children.

- The Columbus, Georgia EPIC team donated their time to the Feeding the Valley food bank in Columbus. They packed 390 boxes, equating to 7,150 meals. These meals were distributed locally to food insecure families.
- The Global Payments Plano, Texas office partnered with the National Breast Cancer Foundation (NBCF) and raised \$1,600 for charity, while also enjoying a fun time at the Spike OUT Breast Cancer volleyball event.
- Global Payments Noida organized a fundraising event where half a million rupees were raised by voluntary contributions from team members. Team members visited and donated to four different local organizations, including the Earth Savivors Foundation and the Shri Raj Kumari Memorial Charitable society.
- The Dublin team held a Litter Picking Challenge as part of Day of Service. To support the effort, the team shared information on compostable cups, explaining the difference between biodegradable and compostable, and why we should use reusable keep cups as a better alternative for the environment.

The team has also educated the office on the environmental impact of plastics and encouraged team members to take part in the Plastic Free July Challenge by sharing photos on our PepTalk app under #PlasticFreeJuly and providing details for colleagues on how they personally try to reduce plastics in their everyday life. At the end, our Green Scene committee selected a winner and provided a shopping voucher in a sustainable fashion shop.



## Corporate Giving

We donate regularly to organizations that reflect our values. In 2021, Global Payments donated more than \$5,000,000 in support of many organizations that have touched the lives of our loved ones and our communities in different ways, including:

- Mercer Medical School
- Susan G. Komen
- The American Heart Association
- Red Cross
- United Way
- Leukemia & Lymphoma Society
- UNCF



**Global Payments is committed to supporting and nurturing programs that serve a global community in each of the following areas:**

### Financial Literacy and Economic Inclusion:

As a Financial Technology company, we believe that financial literacy and economic inclusion is critically important to the well-being of all people. We want to ensure that everyone has full access to participate in commerce and has the appropriate tools to do so in a responsible way. Global Payments is uniquely positioned and well-equipped to make a huge impact in this target area.

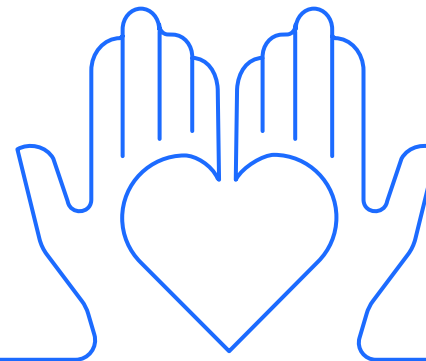
**Education:** Education is also important to us at Global Payments because we believe all forms of education serve as an important basis for improving lives and laying down a strong foundation for the future.

**Health & Wellness:** With our Health & Wellness pillar, we will work to ensure people have the necessary resources that are needed to live healthy, comfortable, and productive lives.

**Social Equity:** Our Social Equity pillar reaffirms our role as a champion for equality and inclusion in the workplace and communities and our commitment to working on strengthening under-represented communities.

We believe that by focusing our investments, time and resources on these pillars, we will maximize our impact in the communities in which we live and work around the globe.

**~\$5 million** donated to support multiple organizations



### Spotlight: **COVID-19 Support for India's Rural Communities**

In an effort to support communities in India heavily impacted by COVID-19, but where aid had been more limited, the Global Payments team selected two non-profit organizations, Bharatiya Jain Sanghatan, (BJS) in Maharashtra and Srijan in Uttar Pradesh, which were executing relief in rural regions of India. Each organization was given a cash donation of INR 2 million to assist in the relief efforts in these communities in May 2021.

### Spotlight: **Children's Home in Bratislava**

In October 2021, Global Payments team members raised \$5,000 to purchase new bicycles for a children's home in Bratislava, Slovakia. The old bikes were in bad condition and would routinely break down. With the generous support from a local bicycle shop, we were able to order new bicycles for the children. Additionally, the bicycle shop mechanics provided tune up services for the old bikes.



### Global Giveback Initiative

In honor of our Fortune 500 listing and our team members worldwide who made it possible, we launched our Global Giveback Initiative. With this initiative, Global Payments donated \$150,000 to organizations in honor of our team members throughout our different locations around the world. Team members were able to select the local organizations that meant the most to them to receive a gift from Global Payments. This was in addition to our annual giving commitments. This effort reaffirms our responsibility and commitment to give back to the communities where we live and operate, and to improve the lives of others. Organizations supported by the program included:

- **The Dougy Center-** a Portland, Oregon based organization that works to create safe spaces and free resources for children and families in the process of grieving.
- **Canadian Cancer Society-** Canada's largest national cancer charity and funder of cancer research.
- **The Community Chest-** a well established charity organization based in Hong Kong that caters to the needs of the underprivileged.
- **SickKids-** one of the most prestigious hospital health organizations in Canada, leading the way globally in pediatric research and care.
- **When You Wish Upon a Star-** an organization that works to "grant the wishes" of children living with life threatening illnesses.
- **Heart to Heart-** charity that works to improve healthcare access in the U.S. and around the world.
- **My Block My Hood My City-** Chicago based organization that works to help underprivileged youth by bringing awareness and opportunities to them beyond their neighborhoods.
- **The CRIBS Foundation-** Philippines based organization that works to provide a safe and loving home for children that have experienced violence and/or abuse.
- **Central Texas Food Bank-** Austin based food bank distributing 50M meals a year across central Texas.
- **Maggie's Place-** Phoenix, Arizona based organization that welcomes pregnant and parenting women and their children into a safe and loving community, providing life-changing programs and ongoing services to help them to become self-sufficient.
- **Hope Southern-** Indiana based organization that helps to assist local families with a variety of areas, including family stability, food insecurity, and more.

## Matching Team Member Gifts

Global Payments is committed to making a positive difference in the communities in which we live and work. In addition to our corporate philanthropic programs, we also support the individual efforts of Global Payments team members in the United States through matching their personal contributions to charitable organizations. Our gift matching program was instituted to support our team members in their efforts to make their communities and the world a better place. We offer two matching programs: the General Matching Fund and the Social Justice and Equality Fund. We match one-for-one up to \$2,000 per fund.

# ~\$2 Million

contributed to United Way



## Selected Sponsorships

### United Way

Global Payments supports United Way across the organization and gave \$350,000 to the annual fund, representing a one-third payment on our \$1 million pledge over 3 years. We also gave the United Way of the Chattahoochee Valley \$150,000 in an annual pledge gift. We also raised \$1.5 million through our annual team member fund raising campaign. In total, Global Payments is proud to have contributed \$2 million to United Way in 2021.

### Susan G. Komen

In support of our company's commitment to making a difference, Global Payments is proud to have participated as a presenting sponsor for the 2021 Komen Greater Atlanta MORE THAN PINK™ Walk for the second consecutive year. Our relationship with Susan G. Komen has spanned over many years, with local partnerships in both Atlanta, Georgia and Plano, Texas. It brings together an empowered community of hope and the money raised from this event helps fund lifesaving research, education, screening and treatment.

For the Greater Atlanta Walk, Team Global Payments set ambitious goals to surpass the records we set in 2020. We had 600 team members from all throughout the U.S. who raised nearly \$75,000, making Global Payments the #1 fundraising team for the event. Also, this year our team members had the opportunity to walk together virtually to raise funds in support of their local Komen chapters. Walkers and runners from anywhere were able to join our team on October 19, 2021 and were encouraged to walk their neighborhood, local park, or wherever they were able to join together for the event with family and friends. Global Payments is also delighted to have continued our tradition of contributing the first \$50 to the fundraising efforts of each team member participant.



# Driving Positive Change Through Our Businesses

Global Payments is a leading worldwide provider of payment technology and software solutions delivering innovative services to our customers globally.

We enable approximately **4 million small and medium-sized business** locations as well as complex multinational companies around the world to **accept over 140 payment methods** and operate their businesses more effectively.

We also serve as a valuable partner to **more than 1,500 financial institutions globally**.

We deliver prepaid card solutions that help businesses and consumers manage their finances and **enable customers with alternative financial solutions that may not otherwise have access to traditional banking products**.

Our buy now pay later offerings (BNPL) enabled over 2 billion transactions and issued 55 million virtual cards, for more than \$31 billion in volume in 2021. **These services provide customers access to finance who might not otherwise have the ability to purchase these goods and services.**



## Enabling Commerce Across Global Communities

We play a significant role in driving commerce and economic growth enabling

**59 billion**

transactions annually across global communities in nearly

**170 countries**

cross-border and

**38 countries**

physically.

## Helping our merchants access capital

Through our partnership with Lendio, the United States' largest and most trusted loan marketplace, **we can offer our merchants unprecedented access to capital**. Merchants can apply for various lending solutions from **as little as \$5,000 to \$5,000,000 in 15 minutes** and get access to over 75 lenders to help grow their business. Depending on the lending solution, **funding can occur within 24 hours**. In 2021, we were able to **help 120 small and medium businesses grow their businesses with loans totaling \$5.5M** through this partnership.



# Our Solutions Enable Commerce in Communities Worldwide

## AdvancedMD

Through our AdvancedMD (AMD) business, we are able to have a positive impact on the health and wellness of communities across the United States. AMD is a leading provider of end-to-end cloud-based, SaaS software solutions, serving approximately 50,000 medical, mental health and therapy providers and 850 medical billing companies, enabling them to run their businesses more efficiently. Nearly 9.5 million insurance claims are processed monthly on the AdvancedMD billing platform. In turn, doctors are able to spend less time on paperwork and more time providing outstanding medical care to patients.

AMD's leading telemedicine capabilities have been critically important to the physician practices it serves during the COVID-19 pandemic. In 2021, AMD facilitated more than 2.5 million telemedicine visits, an 85% increase from 2020, and up from 100,000 in 2019. Additionally, AdvancedMD was

used as the platform to deliver nearly 32 million COVID-related visits in 2021 and 2020 combined (COVID testing, follow up visits, etc.)

The all-in-one cloud suite from AdvancedMD is the unparalleled choice for total practice performance. All technologies are seamlessly integrated as a unified bundle to provide a consistent user experience and immediate access to all data that is centrally managed in the AdvancedMD cloud.

With AdvancedMD, medical practices can achieve a remarkable outcome: the ability to manage higher patient volumes with improved productivity and financial results. Go ahead: grow your practice. Treat more patients. Chart your way. Work on the go. Measure your revenue. Control your destiny!

## greatergiving

Greater Giving is a Global Payments business that facilitates charitable giving through its full suite of services for nonprofits, associations, schools, campaigns, public broadcasters and faith-based organizations. These technologies help simplify event management, quickly train volunteers and streamline check-in and check-out, so organizations can successfully maximize funds raised.

Greater Giving also provides free fundraising education resources and thought leadership for any non-profit throughout the year, including webinars, live seminars, eBooks, guides and blog articles.

Since 2002, Greater Giving has processed more than \$7.5B in credit card payments at over 100,000 charity events in support of nonprofit causes for thousands of organizations and schools across the United States.



Using the [AdvancedMD] EHR as an all-in-one software solution, I have been able to seamlessly consult remotely with patients. They appreciate the “face-to-face” visits, and clinically I get a much better understanding of the options. I schedule and consult all in one place, which is incredibly effective from a workflow perspective. With almost no additional overhead, I leverage an inclusive and efficient solution that’s brought in higher volumes, a strong consult-to-conversion rate, and an integration that’s seamless from a practice management perspective.”

**Deven Griner**, MD plastic surgeon in Provo, Utah



We wanted to attach patient progress photos in the EHR, make notes about specific payment structures and track tasks relating to client care so we never missed a step. AdvancedMD could provide us with all of that, and the foundation to run a really tight business on solid data and processes. I believed their technology could help take our practice to the next level, and I was correct.”

**Bill Siwicki and Dana Sterling** of Sterling Structural Therapy, Carefree, AZ



ACTIVE Network, a Global Payments business, helps enable activity and participant management. ACTIVE's SaaS technology platform offers intelligent and intuitive registration, insightful data and services to help a range of local organizers, governments and other clients, including race & events, non-profits, outdoor activities, camps, sports programs, parks & recreation, schools, and universities, drive increased participation and revenue while streamlining administration. The platform's consumer membership and registration marketplace offerings make it easier and more affordable for participants to find activities and connect to the communities they love. ACTIVE is committed to bringing communities together through shared experience by leveraging continuous innovation to meet the needs of its customers and their participants. **ACTIVE Network's mission has always been to connect people to their communities, activities and events they are passionate about. As we emerge from the pandemic, this mission has never been more critical.** ACTIVE has invested in reconnecting participants with their passions through:

- Expanding offerings within ACTIVE Advantage to provide consumer members more perks and discounts to get back to the activities and events they love.
- Connecting even more constituents to their community parks & recreation departments by expanding their partnerships that today includes 65 of the top 100 municipalities in the United States.

- Delivering strategic developments of their resort's management platform RTP|One to delight customers and further expand their reach within the resort's space.
- Creating new engagement and revenue channels for customers in the Local Government and Camps spaces with the launch of ACTIVE Captivate and ACTIVE Reserve.
- Making it easier than ever to be a community member by entering the government technology market with Payment Manager and RPA offerings to help streamline both internal and external government processes.

Through continuous innovation and expanded offerings, ACTIVE is making it even easier for organizers and consumers to engage and participate. To that end, **ACTIVE engages over 13 million participants on behalf of over 27,000 organizers through their global marketplace for activities and events.** The partnerships and data insights achieved through ACTIVE's diverse customer base fuel innovations and enable the delivery of best-in-class solutions.



Xenial is a leading provider of end-to-end enterprise hardware and SaaS for Fast Casual, Quick Service Restaurant (QSR) and Managed Food Service industries in more than 61 countries. Specifically, Xenial's automated Chef Kitchen Management solutions enable QSR restaurants to reduce waste, while also driving greater profitability, efficiency, food freshness and guest satisfaction.

The restaurant industry was one of the most impacted by the COVID-19 global pandemic. Xenial helped customers stay open during this crisis by enabling restaurants to shift to online to-go orders and accept mobile payments. As a result, **the number of omni mobile and online orders processed for Xenial customers reached 300 million in 2021, a 50% increase from 2020 and a 16 fold increase since the onset of the COVID-19 pandemic** as QSRs shifted toward online fulfillment.



We understand that access to financial services is challenging for many individuals and small businesses. Our Netspend business offers a convenient way to manage money on a FDIC-insured prepaid debit card that has no activation fee, no minimum balance requirement and no credit check. **Netspend serves the estimated 68 million underbanked and unbanked in the US by giving them financial convenience, security, and freedom. Netspend's products are designed to be used as tools for people who don't have access to traditional bank accounts or who prefer to use alternative financial services.** Specifically, these products provide traditional banking solutions to those customers who may not qualify for these services with a traditional financial institution. By offering prepaid debit cards, Netspend provides a way for customers to access direct deposit capabilities and avoid paying high check cashing fees. Netspend also makes direct deposit funds available up to two days faster than typical banks.

Additionally, **Netspend enables its customers to receive government benefits through direct deposit payments to a Netspend account at no cost.** This includes Social Security, Supplemental Security Income (SSI), pension payments, Railroad Retirement benefits, Government Disability benefits and Veterans' benefits, just to name a few.

**During the pandemic, Netspend was one of the first companies to provide stimulus funds to customers as part of the U.S. Government Covid-19 CARES Act, ahead of both financial technology peers and financial institutions.** Netspend facilitated the rapid distribution of over 500,000 stimulus payments accounting for nearly \$1.2 billion in the month of April 2020 alone. And beginning in December 2020 through the first quarter of 2021, Netspend once again facilitated the rapid distribution of stimulus funds to customers most in need, processing more than 2 million deposits, accounting for over \$3.5 billion in stimulus payments disbursed by the IRS to American consumers. In total, Netspend disbursed more than \$5 billion in aid to customers days in advance of many of our traditional financial institutions and financial and technology peers.



## Netspend Earned Wage Access (EWA) Platform

As part of Global Payments' growing B2B focus and strategy, Netspend launched the Netspend Earned Wage Access platform and mobile app, which allows businesses to offer their employees on-demand access to accrued wages that the employees have earned before the current pay period's payday. Earned wage access solutions are critical in competitive, labor-seeking industries, such as restaurant, retail, entertainment, healthcare, hospitality, among others. **The Netspend Earned Wage Access platform adds to Global Payments' B2B suite of financial wellness solutions to help pay hourly and salaried employees, and distribute tips digitally.** Workers being paid by cash or check are more likely to allow financial stress to disrupt their work, while workers with more debt are twice as likely to miss work because of this stress. In fact, research shows that 65% of workers who are paid via cash or check are more likely to run out of funds prior to their next paycheck. Financial wellness has become a critical issue for employees, and a major opportunity for businesses to stand out as they seek to retain and attract workers. **We are proud of the work Netspend and Global Payments have done to provide innovative solutions providing access to finance for consumers and businesses of all types.**



## Financial inclusion for thousands—in less than 40 days

Brazil launched a massive social assistance program to provide its citizens with digitally distributed financial aid during COVID-19. But not everyone was able to access the funds—an estimated 45 million people in the country don't have banking relationships.

Carrefour Brasil—the country's leading supercenter retail chain—and their financial services arm, Banco Carrefour, recognized there was a tremendous opportunity to better serve their customers without banking relationships. For help, Banco Carrefour, one of the largest credit card issuers in the Brazilian market turned to Global Payments' TSYS Issuer Solutions, and together designed a prepaid, closed-loop digital account for customers to access



their monthly government benefits on their smartphones. Customers could spend them as desired at nearly 500 Carrefour locations and affiliated stores.

In addition, large numbers of Carrefour customers now have access to a store account for the first time, allowing them to develop a financial history with the potential to qualify for convenient credit accounts.

## Mission Lane

Mission Lane is a fintech company offering a suite of products and services designed for consumers that are underserved by traditional banks. TSYS is partnering with Mission Lane on a number of initiatives.



## Ecolytiq Partnership

TSYS Issuer Solutions is proud to partner with ecolytiq, bringing Sustainability-as-a-Service® to the financial services sector. This partnership equips financial institutions and fintechs with the ability to provide consumers with a personalized view of their impact on the environment, driven by their personal transaction activities. With a line of sight to how everyday activities and choices can impact the world around us, financial institutions and fintechs want to invest in ESG solutions that provide tailored information and engage consumers on a recurring basis. This partnership enables clients to leverage technology that aligns to their digital strategy and supports their ESG commitments, while delivering differentiated customer experiences.

Through our partnership, our issuer clients can offer customers the ability to see the estimated CO<sub>2</sub> equivalent of their purchases and receive tips on how to change lifestyle habits and choices that empower them to make more sustainable lifestyle and purchasing decisions. To offset their remaining environmental footprint, users can also decide to donate to a charitable organization or NGO.

The Sustainability-as-a-Service® from ecolytiq enables corporate clients to align their digital banking strategies with consumers and supports ESG commitments by delivering sustainable products.



## Furthering Education and Innovation

Through partnerships with universities and other institutions, Global Payments plays a role in the development of the skills and knowledge required of the workforce of the future. This allows us to play a key role in preparing our next generation employees and partners to innovate and adapt to the creative disruption all around us.



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**The digital economy can only progress as fast as security can keep up, which means that the Columbus State University cyber range can be a real catalyst for innovation and continued economic growth.”**

**Jeff Sloan**

Chief Executive Officer

## University Partnerships



TSYS is a proud sponsor of the annual AuburnHacks hackathon, a social coding event that brings computer programmers from all backgrounds and other interested people together to build a new innovative software program. With this hackathon, Auburn University’s Computer Science & Software Engineering department strives to promote technical innovation and highlight students’ skills and abilities. In 2021, TSYS sponsored the “Data-Driven Decisions in a Post-COVID World” portion of the hackathon. In doing so, TSYS exposed their open APIs to help students pull together whatever data they could find to demonstrate how and where consumers should be spending in a post COVID-lockdown environment. TSYS was happy to award each member of the winning team an Oculus 2 VR headset.



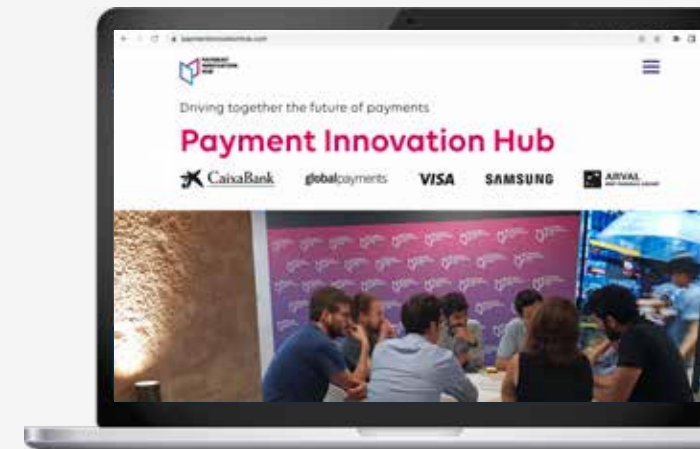
CSU’s TSYS Center for Cybersecurity is a \$2.5 million project and part of the \$5 million gift CSU received from TSYS during the university’s First Choice fundraising campaign. TSYS sees its investment in CSU as a broader investment in strengthening global networks and the workforce that builds, maintains and defends them.

This state-of-the-art facility is designed to enrich students academic experiences, broaden industry partnerships and meet workforce demands for high-tech cyber warriors. A first-of-its-kind in Georgia, the cyber range is available to train both college students and industry professionals. It is a “live-fire” range—meaning the center doubles as a training facility for industry professionals to practice live-fire exercises that address over 50,000 versions of malware on an exact replica of a company’s network.

## Payment Innovation Hub Barcelona, Spain

The Payment Innovation Hub is a joint venture among Global Payments, CaixaBank, Visa, Samsung, and Arval that collectively promotes R&D projects on new payment and commerce solutions. Located in Barcelona’s Tech City, the Hub aims to meet the challenges of emerging technologies in payments by building prototypes and minimally viable products using the agile methodology based on a user centered approach.

As we move into a Web 3.0 and decentralized fintech environment, the Hub is focused on innovation research and future payments trends. An extensive research project on the metaverse and payment technologies is in process. The Hub also conducted workshops with several partners on cryptocurrency trends and issues. Global Payments Merchant Solutions has aligned with the Hub on multiple projects related to new remote ways to purchase and pay, in alignment with our vertical software solutions.



# The Future of **Digital Commerce**

Global Payments has struck and expanded significant and unique distribution relationships across its businesses with two of the world's largest and most respected technology companies, Amazon Web Services and Google.



In 2020, Global Payments announced a new multi-year go-to-market collaboration with Amazon Web Services, its preferred cloud provider for issuer processing. Together, we will provide an industry leading cloud-based issuer processing platform for customers regardless of size, location, or processing preference. And in 2021, we went live with our first joint takeaway with a leading global financial institution in a large market in Asia. We have a large number of prospects in the pipeline including fintechs, neobanks, and start-ups, and recently announced we signed a letter of intent with CaixaBank, the largest domestic bank in Spain, to be the technology partner for its European card issuing business comprising nearly 30 million cards. **When this goes live, we expect this initiative to be among the first legacy direct-to-cloud transformations in card issuing technologies among major financial institutions.**

With AWS we are delivering innovative payments solutions at scale globally in a secure cloud based environment, enabling best in-class experiences for our issuer clients and their cardholders. Together, we are leapfrogging traditional analog means of distribution and redefining how issuer products and services are sold and consumed in the digital age providing immense benefits to consumers globally.

Our unparalleled legacy of reliability, performance, and experience, combined with AWS's cloud leadership, will allow us to meet the increasing demands of a connected, frictionless digital world for even more customers in the years ahead. **And we are excited to have extended our collaboration with AWS in 2021 to include unique distribution and cutting edge technologies at Netspend, which accelerates this businesses strategy across the three pillars of digitization, internationalization and**



## **B2B expansion.**

In early 2021, Global Payments announced a new multi-year strategic Merchant Solutions partnership with Google to meaningfully enhance our ability to deliver new, innovative cloud-based products and capabilities, advance our technology-enabled distribution strategy and deliver significant operational efficiencies, while improving speed to market and the scalability of our business. This exciting partnership has a number of facets that, collectively, serve to further distinguish our digital capabilities worldwide. Together we will collaborate on product development and innovation to enhance and differentiate the suite of cloud-based solutions available to our merchant customers. **We are creating a single destination and seamless digital experience for the full spectrum of solutions that merchants need to run and grow their businesses globally.** And our joint go-to-market efforts will drive significant referral and new customer acquisition opportunities for businesses of all sizes across our combined customer bases worldwide on an omnichannel basis. We have already launched the first phase of Google Run and Grow My Business, integrating Google's solutions in our digital portal environment. We expect to launch the next phase to help our merchants grow faster by connecting additional Google services, including online ordering, retail inventory, and reservations to our digital platform in 2022.

# Corporate Responsibility

We have adopted leading governance practices to establish strong independent leadership in our boardroom and provide our shareholders with meaningful insights. We value shareholder engagement and feedback as we strive to deliver strong financial performance and sustained value creation for our investors. What we learn through our ongoing engagements is regularly shared with our board and incorporated into our disclosures, plans and practices, as appropriate.



# Leading Governance Practices

- Strong Lead Independent Director
- Non-employee Chairman of the Board
- Board oversight of risk management
- Ten out of eleven directors are non-employee directors
- Nine out of ten non-employee directors are independent
- 50% of non-employee directors and 75% of committee chairs are diverse in gender and/or ethnicity
- Annual election of all directors
- Fully independent Audit, Compensation, Technology, and Governance and Nominating Committees
- Annual robust board and committee self-evaluations
- Proxy access for shareholders
- Majority voting for directors in uncontested elections
- No supermajority voting requirements
- 25% threshold for shareholders to call a special meeting
- Minimum stock ownership requirements for NEOs, other members of senior management and directors
- Limitations on outside board and audit committee service
- Greater than 75% director attendance at meetings
- Non-employee directors meet without management present
- Independent directors meet without non-independent directors present
- Code of business conduct and ethics for directors
- Established a number of diversity initiatives to increase representation of diverse individuals in the company and support and elevate our diverse employees, and enhanced our proxy disclosure with respect to such practices



Our Board of Directors, led by a non-employee Chair and a Lead Independent Director, employs leading governance practices to ensure responsiveness to our shareholders. We are proud of the diversity of our Board - both in its representation of women and underrepresented communities and the background and experiences our Board members possess - and our Governance and Nominating Committee is committed to ensuring that remains a hallmark of the Board.”

**David Green**

Senior Executive Vice President, General Counsel and Corporate Secretary

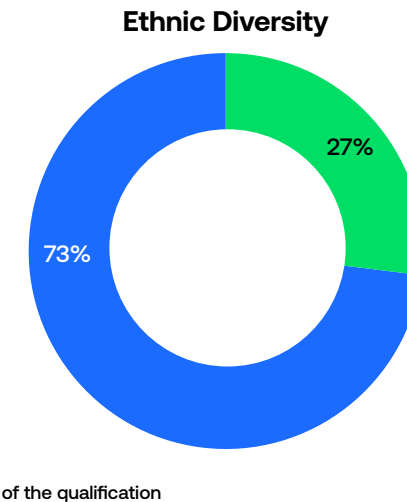
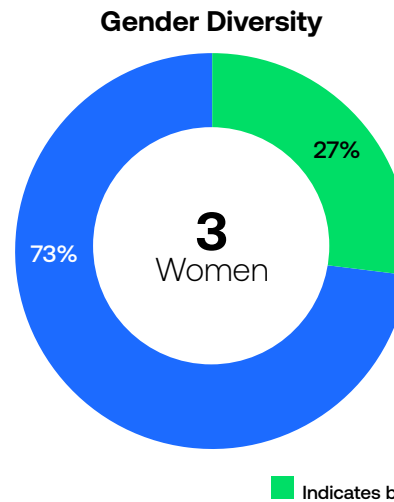
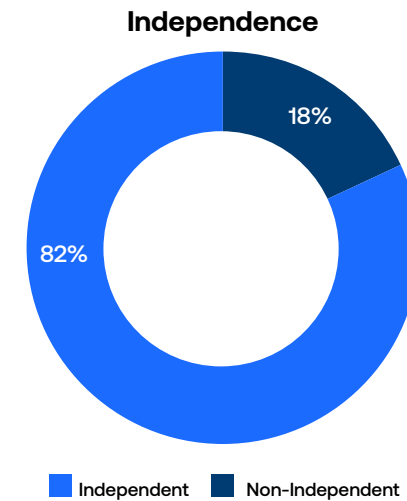
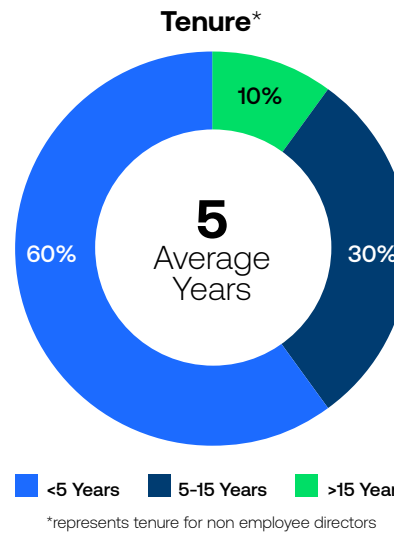
# Oversight

## Board Composition

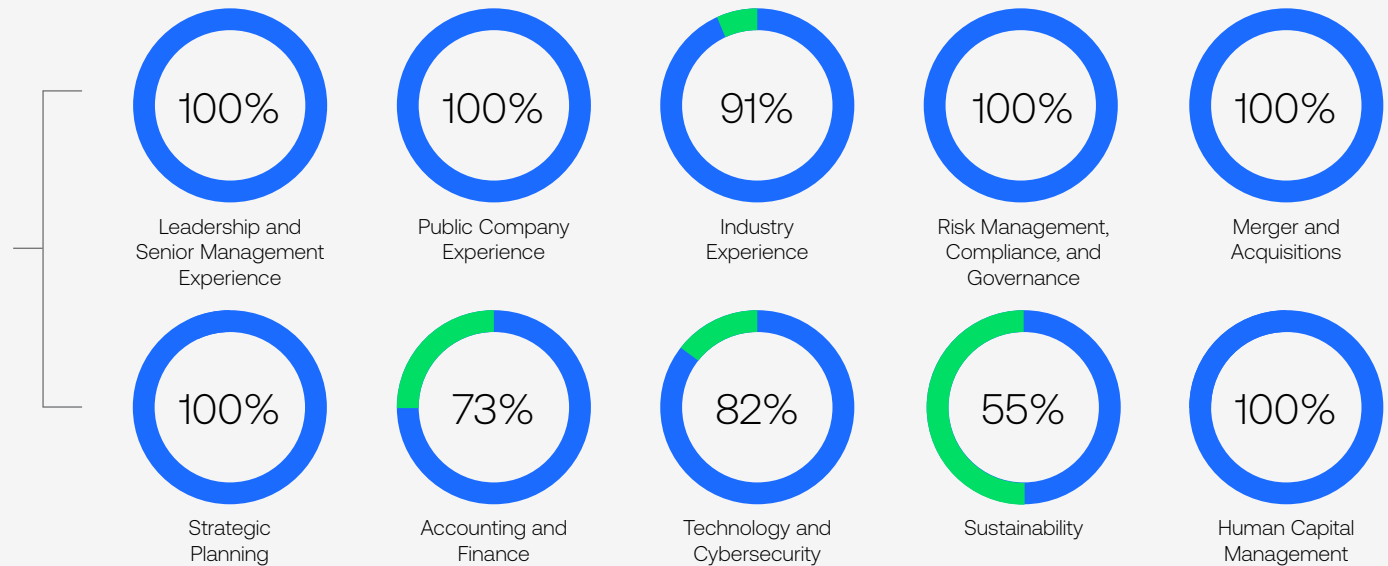
The board has taken a thoughtful and deliberate approach to board composition to ensure that our directors have backgrounds that collectively add significant value to the strategic decisions made by the company and enable them to provide oversight of management to ensure accountability to our shareholders. The Global Payments board includes five members who are diverse in gender and/or ethnicity.

6 new directors  
over past 3 years

### The composition of our board consists of:



The board has identified the following key qualifications and experience that are important to be represented on the board as a whole in light of our current business strategy and expected needs. The charts here indicate how these qualifications are represented on our board based on information provided by our directors.



## Recent Corporate Governance Developments

In 2021, we conducted a shareholder outreach program to gauge support for our executive compensation practices and corporate governance policies. Our Head of Investor Relations and our General Counsel invited shareholders representing approximately 60% of our total shares outstanding to discuss matters that were presented at our 2021 annual shareholder meeting.

### What We Heard:

We received positive feedback on our annual Global Responsibility Report.

We found that many of the institutions with whom we engaged were not supportive of the 2021 shareholder proposal for written consent, provided we have adequate special meeting rights.

### How We Responded:

Our board carefully considered the proposal that was presented at the 2021 shareholder meeting regarding the ability of shareholders to take action by written consent, feedback from the Company’s engagement with shareholders, as well as the resulting majority vote against such proposal.

Our board amended the Company’s bylaws to provide for shareholders representing 25% of the Company’s shares outstanding to call a special meeting.

We believe that this will continue to provide for a meaningful and balanced right for our shareholders to call a special meeting, the terms of which reflect current market practice.

### 2021 Corporate Governance Highlights

- ✓ Formally delegated Human Capital Management (HCM) oversight responsibility to the Compensation Committee, which receives regular reports from our Chief Human Resources Officer, who is a member of the ESG Steering Committee.
- ✓ The board’s Governance and Nominating Committee oversees the Company’s ESG activities and disclosures, advised by the ESG Steering Committee, a cross-functional management committee of the Company.
- ✓ Board appointed Connie McDaniel to Chair of Governance and Nominating Committee.

# Upholding the Highest Standards

At Global Payments, we are committed to upholding the highest standards of ethical conduct. Every day we work to fulfill our mission by delivering innovative solutions to help our clients drive commerce and better serve their customers. To do so, all team members must act ethically, with fairness and integrity. To put our mission and values into action, the [Employee Code of Conduct and Ethics](#) is intended to give all team members the tools to respond to situations that might violate our standards and company expectations. Our commitment to excellence is fundamental to our corporate philosophy both at Global Payments and at our affiliated companies. This commitment to excellence means our team members and directors share a common set of objectives and benefit from the achievement of those objectives through ethical decisions and behavior. We regularly review our Code and related policies to ensure they provide the very best guidance.

Upon joining our company and annually thereafter, our team members are required to complete annual training that is customized for each individual based on position and job responsibilities. **All team members are required to take annual courses on our Code of Conduct and Ethics, Anti-Corruption Laws, and Information Security Awareness Training.** Select team members also complete an annual Anti-Money Laundering /Counter-Terrorist Financing (AML/CTF) course.

## Mitigating Risks

We have established a management risk committee composed primarily of executive management that is responsible for identifying, assessing, prioritizing and developing action plans to mitigate key risks. **The management risk committee reports to the full board or appropriate board committee periodically and more frequently as needed.**

Through its oversight of our enterprise risk management program, our board takes a multi-layered approach to its oversight role. The full board engages directly with management to set high-level policy. At least annually, the board discusses with management the appropriate level of risk relative to our strategy and objectives and reviews with management our existing risk management processes and their effectiveness. In addition, the board receives regular reports on risk management activities from each committee chair while relying on each of its four standing committees to provide more in-depth oversight of specific key risk exposures. Risk oversight responsibilities related to the substance of each identified key risk exposure, such as the application of the board's risk tolerance in a particular area, are in some cases carried out by the full board without any delegation to a committee. For example, **the full board directly oversees our risk management activities with respect to risks associated with our strategic direction.**

Although Global Payments is unable to eliminate all risk, we are committed to do all we can through our risk management program, which is integrated into every element of our business. We believe that managing risk is not just about assessing and monitoring the things that could go wrong. Rather, it is about understanding all the things that need to go right for our company to achieve its mission and objectives.

### Our vision is to:

- **Embed risk management into the culture and strategic decision-making of our business functions to drive improved business results.**
- **Create a risk-aware culture, enabling Global Payments to identify and make plans to avoid material impact on our operations and financial performance, while encouraging the acceptance of manageable risk.**
- **Proactive monitoring of risks that may hinder the accomplishment of strategic goals.**



## Data Governance, Privacy & Security

The Technology Committee provides board-level oversight with regard to our technology and information security practices and technology and cyber-risk profile, and serves as a liaison between our board of directors and the Company's Chief Information Security Officer, Chief Privacy Officer and Data Protection Officers with regard to such matters. The Technology Committee reviews all of our key initiatives and practices relating to technology, information security, cyber-security, disaster recovery, business continuity, data privacy and data governance, recommends approval to the board of significant policies, and monitors our compliance with regulatory requirements and industry standards. The Technology Committee helps to ensure that our strategic goals are aligned with our technology strategy and infrastructure and that we receive adequate support from our internal technology and information security providers. In addition, our Technology Committee receives updates from the Enterprise Risk Management officer on our enterprise risk management exposure related to our technology and information security practices.

## Cybersecurity

We employ a comprehensive, layered security approach across the Company's computing environment to ensure the confidentiality, integrity and availability of our information and technical assets. The Cybersecurity program is under the direct responsibility of the Company's Chief Information Security Officer, or CISO, while governance and oversight is provided by the Technology Committee of the Board of Directors.

The Technology Committee is subject to the oversight of the Board of Directors. Technology Committee members are assessed by the Governance and Nominating Committee in which Technology and Cybersecurity qualifications are key factors. The Technology Committee, in turn, has oversight of the Cybersecurity program as part of its charter. These responsibilities include the annual review and approval (and subsequently the full board) of the Cybersecurity budget, major policies and any cyber related assessments or strategic updates.

The CISO is responsible for the strategy, execution and administration of the Cybersecurity Program and reports directly to the Company's Chief Information Officer, or CIO, while maintaining direct reporting lines to the Technology Committee, its Chair and the board. At every regular meeting of the Technology Committee, the CISO provides the committee with updates and changes to the state, strategy and risks related to the program as well as other security news and topics.

The CISO and CIO also regularly meet with the Chair of the Technology Committee outside of committee meetings. In addition, the board regularly receives information about these topics from the chair of the Technology Committee, the CIO and management and is apprised directly of incidents exceeding certain risk tolerances.



**“Cyber Security continues to be at the forefront of everything we do at Global Payments. Whether it is people, processes or technologies, security has a seat and a say at the table. As the threat landscape evolves and changes, we are confident that our strategic investments in technologies, team members and partnerships have us well positioned to continue our long track record of security success.”**

### Jody Lee

EVP, Chief Information Security Officer

## Information Security Strategy

The strategy of Information Security is encapsulated in three primary goals.

- 1. Continuous Improvement.** Always be on the lookout for improvements in the effectiveness and efficiency of the program.
- 2. Consistency.** By consistently deploying and managing common security tools and services, we will reduce complexity, reduce operating costs and improve the effectiveness and responsiveness to the needs of the organization.
- 3. Cloud.** Continue to support the organizational move to the cloud through the establishment of frictionless security built into the foundation and framework of the platform.

To support the strategy, we have a set of top priorities for Information Security that are the most critical investments for security in order to achieve our goals.

### CISO Top Priorities

Our objectives for the Information Security program are designed to support the security strategy, maintain an effective security posture and reduce the overall cyber risk to the company while minimizing friction to the enterprise. To accomplish these objectives the Information Security program is focusing on the following priorities currently:

- 1. Cloud Security.** As the business moves more and more of its processing workloads to the cloud, Information Security is there to support. We will continue our cloud enablement efforts across the enterprise as we provide expertise and leadership that will be the foundation for a secure migration to the cloud.
- 2. Evolving Threats.** The delivery of malware / ransomware and subsequent data loss through phishing attacks, malicious websites or vulnerability exploits continues to be a real and predominant threat. In addition, the emergence of attacks focused on critical software

suppliers has quickly emerged into the ranks with these other traditional vectors. To address these threats, we continue to focus on a defense-in-depth security approach that is designed to provide effective protection, detection and response at all layers of the technical stack.

- 3. Automation.** As our business continues to grow, security needs to grow with it. To keep up with the demand and scale of the business' needs, Information Security is focused on automation. This is critical to support all aspects of Information Security, from security as code in the cloud, to behavioral algorithms to detect ever more stealthy attackers. Automation is key to the next generation Information Security program.



## Education & Awareness

Information Security recognizes the importance that our team members play in securing our company. That is why we have continued to invest and promote security across the enterprise through the following key programs:

- **Application Security Champions:** This program is used as a force multiplier for the application security program. The Security Champions program identifies key members of the development teams and provides targeted application security training, certification boot camps and regular meetings so that the “/Champions” can be the security advocate on their teams and pass along a security mindset to others.
- **Targeted Security Training:** This program targets specialized functions within IT such as developers and users with privileged access and provides targeted training to promote security ideas specific to those functions.



- **Phishing Awareness:** This program provides regular delivery of real world phishing campaigns that give team members an opportunity to identify suspicious content in emails in context of their daily jobs.
- **Security Awareness:** This program focuses on raising the general security knowledge for all Global Payments employees. Through continual security awareness programs including regular communication, periodic security training, external speakers, and an annual security awareness program, we are keeping security in the forefront of our minds and raising the overall security conscientiousness of the company.

## Data Security

In addition to the security strategy, Global Payments takes data security seriously. Our company leverages the Payment Card Industry’s (PCI) Payment Data Security Standards and their certifications to validate that data within our environment. We continually stay at the forefront of data and payment security and have a seat on the PCI Security Standards Council Board of Advisors to shape the future of data security standards for the industry.

## Acceptable Use Policy

Global Payments has established a comprehensive Information Security Program that contains administrative, technical and physical safeguards to help protect the confidentiality, integrity and availability of our information assets.



## Partnership with Columbus State University’s TSYS School of Cyber Security

Global Payments has also recognized that the skills needed for Information Security are in short supply. In order to look to the future and invest in the community, Global Payments has partnered with Columbus State University’s TSYS School of Computer Science to provide students and professors regular access to, interaction with and opportunities with Information Security professionals in the workforce. In the Spring of 2021, Global Payments sponsored a Hackathon with the CSU students to provide a practical and fun event to test and grow their security knowledge and skills.



## Ensuring Data Privacy & Protection

Global Payments is obligated to adhere to certain legal and regulatory privacy standards and to comply with additional industry standards regarding data security and privacy. Beyond legal and industry requirements in an ever changing world of data privacy, we are committed to respecting the fundamental human right to privacy and handling personal data in a manner designed to respect that right.

Global Payments' team members are entrusted with the responsibility to properly handle personal and other sensitive information about Global Payments, our clients and customers and a variety of other organizations and individuals.

**The company's Internal Privacy Policy, together with associated standards and procedures, provides a comprehensive compliance framework to inform and guide the handling of personal data within the organization, including through Privacy by Design.**

Our Privacy by Design program considers the impact to privacy rights caused by any change to data processing, regardless of the reason, at all junctures in the product deployment process. These programs dovetail with the company's information security program in a manner designed to ensure that personal data processed by Global Payments remains protected.

## Global Payments Privacy Office

The company maintains a centralized Privacy Office, headed by our Chief Privacy Officer, Dara Steele-Belkin, committed to understanding the rapidly changing external regulatory environment around the world and to providing relevant and effective privacy training, advice, and guidance to the business. Privacy Office operations and strategy are led by Deputy Chief Privacy Officer, Pamela Brown Bosley, a seasoned privacy scholar, whose risk-based approach to compliance enables the Privacy Office to set clear priorities in a chaotic regulatory environment. **Our Privacy Office includes a team of dedicated privacy professionals who work to foster dialogue between the Privacy Office and the business around compliance with applicable law and industry standards, while meeting data subject rights and expectations.**

## Six Principles of Data Strategy

The Privacy Office has identified six principles critical to managing readiness for new personal data protection regulations and ensuring ongoing compliance with existing regulations. We use these six principles to create a clear, enterprise-wide data strategy that guides the company in the ethical collection, management, and use of personal data, while facilitating innovation and the creation of new revenue streams. These principles have guided our work over the past few years, starting in 2018 with our GDPR readiness project and continuing through today to address several new requirements in the U.S. and around the world.

**Data Lifecycle Management:** We employ data mapping to enable Privacy by Design, ensure accuracy in our privacy notices, and respond to individual rights requests.

**Transparency and Integrity:** We aspire to clearly and simply explain how personal data is collected, used, and shared.

**Policy Management:** We maintain privacy and information security policies and appropriate procedures to facilitate adherence to regulatory and industry requirements.

**External Party Risk Management:** We establish internal requirements, adhere to governance and enter into appropriate contractual terms with all external parties from whom personal data is obtained and with whom such data is shared.

**Individual Rights and Control:** Our goal is to utilize procedures to ensure respect for data subject rights, and to receive, verify, and respond to data subject requests.

**Strategy, Governance & Training:** We strive to maintain an overarching privacy program governance structure to enable compliance, and train personnel appropriately to ensure the same.



## Data Lifecycle Management

We place importance on understanding how personal data is collected, used, and stored to build a dynamic data inventory that forms the backbone of our privacy compliance. We aspire to act deliberately throughout the data lifecycle to understand the data we hold, the purposes for which we hold the data and the relevant regulatory and contractual requirements that attach. Data lifecycle management helps us complete individual rights requests, identify and manage third-party risk, respond promptly and efficiently to potential data incidents, and exercise Privacy by Design. We strive to use Privacy by Design to incorporate privacy controls throughout product development, thereby ensuring that personal data collection and processing is adequate, relevant, and necessary. Additionally, data lifecycle management provides us with the tools to create accurate privacy notices and operationalize data minimization.

Privacy Notices across the company's suite of products and services are tailored to each offering to ensure transparency in the collection and use of data, to provide insight into the information security and privacy standards applicable to the offering, and to reflect the Company's respect for data subject rights attendant to the same.

## Training & Awareness

The principles of privacy and data protection feature prominently in our [Employee Code of Conduct and Ethics](#), and indeed, guide our day to day interactions with personal data. All personnel, including contractors, receive annual training with respect to privacy principles

and obligations, including the protection of cardholder, customer and employee data. In addition, the Privacy Office offers supplemental, role-specific training designed to deepen privacy understanding and enable the practical application of relevant privacy and data protection principles to daily operations.

To reinforce annual training as well as to foster cultural awareness, the Privacy Office manages a variety of ongoing touchpoints for team members related to privacy, including on our company intranet, which provides regular updates and insight on the most recent privacy-related changes in the law and technology. The Privacy Office Community, hosted within the company's intranet, is one of the company's most active and engaged communities.

## Increasing Employee Engagement with Data Privacy Week

Each year, the company recognizes International Data Privacy Day, a day dedicated to raising awareness and promoting privacy best practices. We commemorate the occasion with guest speakers, interactive events, and other activities that educate and draw attention to the importance of data privacy and protection. In January 2022, following the lead of the National Cybersecurity Alliance, we expanded the event to Data Privacy Week, during which team members across the company engaged in a week-long series of interactive experiences to raise awareness and learn about relevant privacy and data protection best practices.

## Complying with the Highest Standards

Legal obligations most frequently applicable to Global Payments' handling of personal data include:

- **The Gramm-Leach-Bliley Act (GLBA) and the California Consumer Privacy Act (CCPA), and other applicable U.S. state data privacy laws**
- **The European Union General Data Protection Regulation (GDPR) and its United Kingdom (UK) counterpart**
- **The Personal Information Protection and Electronic Documents Act (PIPEDA) in Canada**
- **The comprehensive privacy legislation in Brazil, Singapore, Australia, and the Philippines**

Some of our software and vertical markets businesses may also (or alternatively) be subject to Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Family Educational Rights and Privacy Act (FERPA) and other laws applicable to health and education records. Additionally, the Global Payments businesses that handle and process card data maintain compliance with the Payment Card Industry (PCI) Data Security Standard (DSS), undergoing annual audits to re-certify compliance with the standard. Global Payments has created an industry leading program to assist our qualifying merchants to meet their own PCI DSS obligations through partnerships with carefully selected payment security specialists, Application Scanning Vendors (ASVs) and Qualified Security Assessors (QSAs), as certified by the PCI Council.



As a global company, we recognize that the stratification of regulations, as well as the constantly changing regulatory environment, make data privacy challenging. Despite these challenges, we are committed to securing and protecting personal data, as well as the full spectrum of individual rights attendant to that data, while simultaneously minimizing friction across the commerce experience.”

#### **Dara Steele-Belkin**

EVP, Assistant General Counsel  
and Chief Privacy Officer

We have governance procedures in place designed to ensure that we do not provide personal data to third parties unless we have determined we have a valid legal basis for doing so. In the event that we receive an inquiry from law enforcement that requires the production of personal data, the request is directed to the legal department to ensure that the request is lawful and narrowly construed.

#### **Data Transfer**

As a global company processing personal data, Global Payments must comply with the cross-border transfer rules around the world, ensuring that personal data transferred outside the location of its collection is no less protected when transferred to another jurisdiction. Our data transfer analysis includes examination of the measures taken by any importer of data for which we are responsible to determine that the transferred personal data will be adequately protected in the transfer-jurisdiction, and that individuals will continue to have the ability to exercise their data protection rights, including protecting themselves from unlawful use or disclosure of their personal data. Global Payments has devoted substantial resources to updating its agreements with vendors, customers and service providers to implement the appropriate contractual clauses and ensure compliance with applicable data transfer law.

The Company utilizes the UK’s and EU’s newly updated standard contractual provisions in all new contracts and has launched a program to retrofit existing contracts with the new standard clauses in advance of the September (UK) and December (EU) 2022 deadlines. Global Payments continues to closely monitor developments in the requirements for cross-border data transfers and plans to participate in the new Trans-Atlantic Data Privacy

Framework upon its implementation, which should allow for streamlined transfers of personal data to the U.S. while introducing greater protections for the data and new methods for individuals to seek redress within the U.S.

#### **Individuals’ Rights**

The Privacy Office has put in place a process for handling data subject requests regarding the processing of their data. Although data subject rights available under law are currently limited by jurisdiction or citizenship (e.g., GDPR, CCPA), as a matter of practice, we endeavor to respond transparently and promptly to requests from individuals even where not strictly required by law. Our response depends on our relationship with the data subject, but our goal is to keep the data subject’s rights and interests at the center of our data practices. In most cases, rights requests are directed to the Privacy Office, so that we can work in coordination with the relevant business unit to ensure a prompt and accurate response. Rights requests metrics are tracked by the Privacy Office to gauge trends and ensure adequate response resources.



## Data Asset Management and Enablement

Data Asset Management & Enablement is an enterprise wide program designed to enhance Global Payments' data management practices across the entire data lifecycle, addressing data risks, data asset value and data-relevant operational efficiency to drive data usage across the business. The program consists of a comprehensive service portfolio that includes data quality, data discovery, data governance, data issue management, metadata management, automated searchable data asset catalogs and inventories, data management advisory implemented in a consistent fashion with enterprise wide standards and policies.

The development and maturation of data asset management practices are being realized by establishing and institutionalizing effective and efficient process frameworks, by defining key data roles across business and technology functions to drive data ownership, accountability and data stewardship and by implementing data management tools.

Through organizational change management as well as comprehensive training and communication efforts, the program drives mindset shift and promotes data acumen across the enterprise to accelerate the transition to a data centric culture. The program partners with the business units, addressing unique priorities and data needs and increasing data value for the business.

The program drives a holistic approach to data management by establishing cross-functional operating models with business units and corporate functions such as privacy, information security, enterprise risk management, audit and enterprise architecture. This approach is strengthened by an enterprise level Data Lifecycle Management Council which defines and addresses cross-functional data agenda. This approach drives improved data visibility into the Company's sensitive data as well as business critical data. It also enhances data usage practices by helping operationalize privacy requirements including privacy by design, enable consistent enforcement of data classification & obfuscation requirements and address data risks and issues by helping to establish effective controls.

### Internal Audit

Our Internal Audit team is an independent and objective third line of defense that is guided by a philosophy of adding value to improve Global Payments' operations and processes. The Internal Audit team has personnel based in strategic locations throughout North America, Europe and Asia. The Internal Audit function derives its independence and authority from Global Payments' Audit Committee and brings a systematic and disciplined approach to evaluate and improve the effectiveness of the company's governance, risk management, information technology and security, financial, and operational control processes. The team also performs a number of annual



Through our enterprise-wide data asset management program, we holistically manage our data assets to securely enable the business and ensure scalability as the company's data ecosystem grows."

### Dipti Desai

SVP, Data Asset Management and Enablement

assessments to confirm that management's processes and controls support compliance requirements. The annual Internal Audit plan is highly aligned with strategic initiatives to ensure internal controls are properly designed and implemented. Audit results are shared with Executive leadership and the Board of Directors to assist in strengthening the company's internal control environment and risk management practices. Our Internal Audit program is externally assessed by public accounting firms and federal regulators to determine that it conforms with the Institute of Internal Auditors and other regulatory standards.

### Government Relations

Every single day Global Payments makes it possible for millions of merchants and consumers to transact with trust and confidence. As such, Global Payments has a unique responsibility to its customers, team members, retirees and shareholders to engage on a bipartisan basis in political and policy initiatives that directly impact Global Payments and the payments industry. Global Payments is committed to being fully compliant with all federal, state, and local requirements associated with participating in the policy making and political process. This compliance includes monthly reports to the Federal Election Commission on receipts and disbursements from the Global Payments political action committee (Global Payments PAC), compliance with the quarterly and bi-annual reporting obligations under the Lobbying Disclosure Act, and all other applicable reporting and registration requirements at all levels of government. The Global Payments Government Relations Team is responsible for coordinating the company's interactions with elected officials and legislative bodies at the federal, state and local level.

### Vendor Management

Effective management of our strategic vendors is critical to maintaining our operations as well as to satisfying regulatory obligations. We have implemented an end-to-end vendor management program to address this risk. Our standard vendor agreement requires each vendor to acknowledge our Code of Conduct and Ethics and to comply with applicable laws and regulations. New vendors are assessed on six key risk factors and tiered based on the types of products and services provided to our operations. Comprehensive vendor risk assessments are performed annually for our highest risk vendors.

### Selecting Suppliers

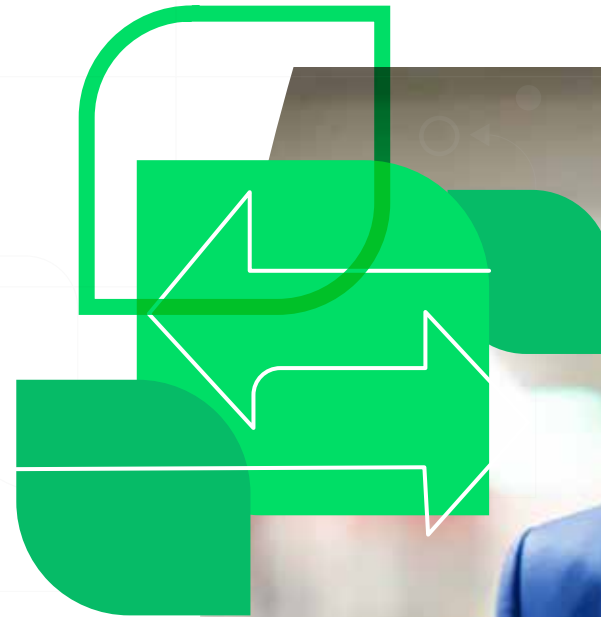
As an international company, Global Payments embodies acceptance, security and convenience. We recognize the importance of human rights and are committed to uphold them across the enterprise. We accomplish this through compliance with the UK Modern Slavery Act and through supplier diversity. Our recently established Supplier Diversity Program works to create mutually beneficial business relationships with diverse vendors; our hope is that such partnerships will have the ability to both help support the economic growth of diverse businesses, as well as strengthen the diverse communities in which we live and work.

Our Supplier Diversity Program ensures we consistently consider small business enterprises (SBE), minority owned enterprises (MBE) and women owned enterprises (WBE) when selecting new vendors and suppliers. This will allow us to identify and increase the utilization of diverse businesses throughout the enterprise. Pursuing partnerships with considerably diverse, as well as small suppliers, directly aligns with our organization's mission, vision, and values. We believe that doing so creates new and different kinds of value for certain stakeholder groups.

In 2021, we **committed \$150 million** with nearly **400 diverse suppliers** across our businesses.



# Reporting and **Resources**



## SASB INDEX—Software &amp; IT Services

Topic	Metric	SASB Code	Disclosure
<b>Environmental Footprint of Hardware Infrastructure</b>	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	(1) 206,304 GJ (2) 97.2% (3) 18%
	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	38.7M Gallons used in our owned or operationally controlled leased facilities.
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	We are working with data center providers to collect and analyze data on the energy, emissions, and water footprints and migrate processes to cloud providers when appropriate. <a href="#">See page 47 for more information.</a>
<b>Data Privacy &amp; Freedom of Expression</b>	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	In addition to legal and regulatory privacy standards, we comply with additional industry standards regarding data security and privacy. Beyond legal and industry requirements in an ever changing world of data privacy, we are committed to respecting the fundamental human right to privacy and handling personal data in a manner designed to respect that right.
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Unless otherwise disclosed in a specific notice, and subject to users consent where required by applicable law, we do not sell personal information to third parties for monetary compensation.
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	For information on monetary losses, please refer to the <a href="#">our latest 10-K</a> .
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	Global Payments does not disclose this information. In the event that we receive an inquiry from law enforcement that requires the production of personal data, the request is directed to the legal department to ensure that the request is lawful and narrowly construed.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	Global Payments complies with all applicable laws and regulations, including, but not limited to, regulations related to embargoed countries/regions and requirements under the Foreign Corrupt Practices Act and Export Control Regulations.

## SASB INDEX—Software &amp; IT Services

Topic	Metric	SASB Code	Disclosure
<b>Data Security</b>	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	All material data breaches are disclosed in our <a href="#">SEC filings</a> .
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Global Payments leverages the Payment Card Industry's (PCI) Payment Data Security Standards and their certifications to validate that data within our environment. We continually stay at the forefront of data and payment security and have a seat on the PCI Security Standards Council Board of Advisors to shape the future of data security standards for the industry. <a href="#">See page 71 for more information</a> .
<b>Recruiting &amp; Managing a Global, Diverse &amp; Skilled Workforce</b>	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	59% of the total workforce is based in the US 20% in Asia Pacific 16% in Europe
	Employee engagement as a percentage	TC-SI-330a.2	61% of U.S. team members completed the survey and provided valuable insights, allowing us to more accurately assess levels of engagement, commitment and satisfaction in working for Global Payments.
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	<b>Workforce</b> Gender - 42% Female, 56% Male, 2% Other 59% White, 9% Asian, 15% Black, 6% Hispanic, 8% Not disclosed, 3% Other <b>Leadership</b> Gender - 33% Female, 67% Male 76% White, 8% Asian, 6% Black, 4% Hispanic, 5% Not Disclosed, 1% Other
<b>Intellectual Property Protection &amp; Competitive Behavior</b>	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-SI-520a.1	For information on monetary losses, please refer to <a href="#">our latest 10-K</a> .
<b>Managing Systemic Risks From Technology Disruptions</b>	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	Performance issues or service disruptions material to our operations or financial results, if any, are disclosed in <a href="#">our latest 10-K</a> .
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Business continuity risks are disclosed in <a href="#">our latest 10-K</a> .

## Task Force on Climate-Related Financial Disclosures (TCFD) Index

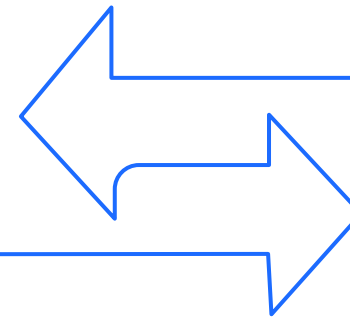
This index reflects our alignment with the Task Force on Climate-related Financial Disclosures (TCFD). Global Payments supports TCFD's goal to increase transparency around climate-related risks and opportunities. The index below is mapped to our [2022 CDP climate change questionnaire](#) with all data being as of December 31, 2021 unless otherwise noted.

TCFD Core Element	TCFD Disclosure Requirement	CDP 2022 Climate Change
<b>Governance</b>	(a) Describe the board's oversight of climate related risks and opportunities.	C1.1b
	(b) Describe management's role in assessing and managing climate-related risks and opportunities.	C1.2, C1.2a
<b>Strategy</b>	(a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	C2.1a, C2.3, C2.3a, C2.4, C2.4a
	(b) Describe the impact of climate-related risks and opportunities on the organization's business, strategy and financial planning.	C2.3a, C2.4a, C3.3, C3.4
<b>Risk Management</b>	(a) Describe the organization's processes for identifying and assessing climate-related risks.	C2.1, C2.2, C2.2a
	(b) Describe the organization's processes for managing climate-related risks.	C2.1, C2.2
	(c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management.	C2.1, C2.2
<b>Metrics &amp; Targets</b>	(a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk-management process.	C4.2, C4.2c, C9.1
	(b) Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	C6.1, C6.3
	(c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	C4.2, C4.2c

# Additional Resources

While this report features some of our recent programs, please visit our Additional resources page for other public disclosures. Questions or requests for additional information on our ESG strategy can be submitted to [investor.relations@globalpay.com](mailto:investor.relations@globalpay.com).

- [Global Payments](#)
- [Investor Relations](#)
- [2021 Annual Report](#)
- [2022 Proxy Statement](#)
- [Global Payments Corporate Citizenship](#)
- [2022 CDP Climate Change Questionnaire](#)
- [Shareholder Voting Rights](#)
- [Employee Code of Conduct and Ethics](#)
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#### About Global Payments

Global Payments Inc. (NYSE: GPN) is a leading payments technology company delivering innovative software and services to our customers globally. Our technologies, services and team member expertise allow us to provide a broad range of solutions that enable our customers to operate their businesses more efficiently across a variety of channels around the world.

Headquartered in Georgia with approximately 25,000 team members worldwide, Global Payments is a Fortune 500® company and a member of the S&P 500 with worldwide reach spanning over 170 countries throughout North America, Europe, Asia Pacific and Latin America. For more information, visit [www.globalpayments.com](http://www.globalpayments.com) and follow Global Payments on [Twitter \(@globalpayinc\)](https://twitter.com/globalpayinc), [LinkedIn](https://www.linkedin.com/company/global-payments) and [Facebook](https://www.facebook.com/globalpayments).