

# 2021 Global Responsibility Report

Our Culture, Environment,  
Communities and Commitment



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*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

2020 was an incredible year of challenge and change. I am truly grateful for the tireless efforts of our nearly 24,000 team members and for their unwavering commitment to our customers during this trying time. I've seen so much strength and perseverance within our Global Payments family, and together we exited 2020 in a better position than we entered it. And in 2021, 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.**



A handwritten signature in blue ink, appearing to be 'John', written in a cursive style. The signature is positioned to the right of the CEO's portrait.



### Celebrating our Team Members

Global Payments officially joined the Fortune 500 in this year's 67th edition of the ranking of America's largest companies, realizing a 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. **People Who Make a Difference** sits at the top of our value wheel, and we are proud to recognize the people that got us here through our Faces of 500 campaign. As part of this campaign, we are sharing 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 business, across all geographies

where we do business, varying years of service, and diverse perspectives, which are critical to our values and our culture.

We celebrated the team behind our success at the time of the Fortune 500 announcement with the kick-off of our annual team appreciation week, a tradition that has continued despite the global pandemic. We recognize it is especially important at this time to reinforce that we are better together, and that Global Payments is one family.

### Diversity, Equity & Inclusion Initiatives

Having now achieved Fortune 500 status, the expectations of Global Payments as a company—from our investors, our customers, our team members and our communities—will only continue to increase. We are expected to work even harder to drive innovation, set the standard of excellence, be a great place to work, establish new growth targets and have accountability.

One of the important ways we do that is through the purpose-driven goals we set for ourselves, including our Diversity, Equity & Inclusion (DEI) initiative. We have already made a great deal of progress on our DEI program. This year, in response to an internal request brought to us from our team members, we introduced our *Conversations of Understanding* series. We also launched our most recent Employee Resource Group (ERG), the Onyx Network, for Black team members and

their allies. Further, we held our first DEI Celebration Week to promote education, connection and engagement, and we highlighted the importance of addressing the critical needs of our communities by establishing a Social Justice and Equality Fund as part of our Charitable Gift Matching Program in the United States.

As a company, we remain committed to addressing the ever-changing needs of our team members and holding ourselves accountable for finding new ways to improve our initiatives. This includes providing transparency in reporting the facts and figures of where we are in our DEI journey, and setting well defined goals for the next several years for what we want to achieve to ensure we are an inclusive, equitable and diverse organization.

**Amid the extraordinary challenges of the past year and a half, we have pivoted and expanded our DEI efforts to respond to the needs of our communities and our team members.**



## Helping our Customers & Communities

Exceptional customer service has always been a key pillar of our business model, and Global Payments demonstrated its unwavering commitment to providing our customers with much needed support during the pandemic.

I am extremely proud that through our Netspend business we were one of the first companies to provide stimulus funds to customers as part of the U.S. Government COVID-19 CARES Act. 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, 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 traditional financial institutions and financial technology peers.

We also leveraged our relationship with our lending partner in the U.S. to facilitate the distribution of nearly \$500 million of Payroll Protection Program (PPP) loans to over 5,000 small-to-medium business customers.

Additional forms of economic relief we provided to customers included waiving or reducing certain fees or granting extended or free trial periods for solutions. We also rapidly equipped customers with contactless

payments solutions, including e-commerce acceptance, which enabled merchants to quickly pivot their businesses and adapt to the shifting demands and preference of consumers.

As we move forward, businesses need to be more agile than ever as they adapt to meet changing customer payment preferences due to the global pandemic. We are pleased to provide the millions of merchant customers we serve around the world with leading technology and software solutions that will enable them to continue to thrive as the trends of digitization, commerce enablement, software differentiation and omnichannel prevalence accelerate. In support of these efforts, we are delighted to have struck significant and unique distribution relationships with two of the world's largest and most innovative technology companies, Amazon Web Services (AWS) and Google, in the last 12 months.

I am proud of all that we achieved as we evolve our Global Responsibility initiatives detailed in this report. Our culture matters, our values matter, and our ability to provide our customers with **innovation that delivers** depends on both.

Sincerely,

**Jeff Sloan**

Chief Executive Officer

# Message from our CHRO

I am proud to work for a company led by a Board of Directors and an Executive Leadership Team that has an authentic desire to build an inclusive workforce and ensure we have equity as a key pillar in our growth.

Our vision for the future includes being champions of Diversity, Equity & Inclusion (DEI) in our businesses around the world. We are committed to make these three distinct focuses part of the fabric of Global Payments.



*Andrea Carter*

Together with our Executive Leadership team, we have identified four diversity, equity and inclusion focused objectives which were recently introduced to our nearly 24,000 team members.

- **First**, Global Payments will ensure that our team members can bring their true, authentic selves to the workplace so they feel accepted, engaged and understood.
- **Second**, we will address the ever-changing needs of our team members.
- **Third**, we will hold ourselves accountable for finding new ways to improve our initiatives and to set bigger, more impactful goals for our company.
- **Finally**, we've broadened our focus on inclusion and diversity to also include Equity in our conversations.

Global Payments has set objective goals to increase the representation of female team members and for people of color.

By 2025, our goal will be to increase total workforce female representation from 44% to 47% and to increase female representation in leadership positions from 32% to 49%.

Additionally, by 2025, our goal is to increase representation for people of color in the total workforce from 31% to 39%. For leadership positions, our goal is to increase representation of people of color from 17% to 29% over the same time period.

As we step up our commitment and accountability to our DEI goals, I am pleased to welcome Jackie Parker to Global Payments as SVP Talent Management and Chief Diversity Officer. Jackie brings strategic vision and expertise as a DEI pioneer. She knows how to effectively guide and equip us with the skills, knowledge and emotional intelligence to help us take our DEI initiatives to the next level.

We continue to make positive strides in our DEI efforts. I am particularly proud of the **Conversations of Understanding** series we launched at the onset of the pandemic in response to team member requests for an opportunity to discuss racial inequality in our communities. This monthly speaker series is hosted by our Executive Leadership Team to bring important inclusion and diversity topics to the forefront and promote team member engagement and participation in our diversity, equity, and inclusion discussions. Thousands of team members joined us to participate in these sessions.

## Workforce Diversity

- **Increase Female** representation from **44% to 47%**<sup>(1)</sup> by 2025
- **Increase People of Color** representation from **31% to 39%**<sup>(2)</sup> by 2025

## Leadership Diversity

- **Increase Female leadership** from **32% to 49%**<sup>(3)</sup> by 2025
- **Increase People of Color leadership** from **17% to 29%**<sup>(4)</sup> by 2025

(1) Female representation in global workforce

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

(3) Female representation in leadership roles in global workforce

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



Our first Conversation of Understanding featured Eddie S. Glaude Jr., Chair of the Department of African American Studies at Princeton University, with the theme of “Hear Me, See Me, Accept Me.”

Our first *Conversation of Understanding* featured Eddie S. Glaude, Jr., Chair of the Department of African American Studies at Princeton University with the theme of “Hear Me, See Me, Accept Me.” This event facilitated the open, honest and uncomfortable conversation of addressing today’s challenges facing the Black Community.

Subsequent *Conversations of Understanding* were led by prominent guest speakers including Melody Hobson, President and Co-CEO of Ariel Investments; Sallie Krawcheck, CEO and Co-Founder of Ellevest; and journalist and CNN Contributor Roland Martin.

We discussed prominent topics surrounding DEI such as being Black in corporate America, the effect of the pandemic on women in the workplace, as well as how to be an ally/advocate. We will use these conversations as one of many tools to continue to impact change in our organization and our communities.

Additionally, we continued our charitable efforts aiming to fight systemic racism and address the needs of the Black Community. Our Social Justice and Equality Fund advocates for affordable and equitable healthcare through the Bernard J. Tyson Fund and seeks to provide educational opportunities through UNCF.

I’m excited about the year ahead as we strengthen our culture of conscious inclusion through collaborative opportunities with our customers and in our communities.

Thank you for joining us in our journey to create positive change!

Sincerely,

A handwritten signature in black ink that reads "Andréa Carter". The signature is fluid and cursive, with the first name being more prominent.

**Andréa Carter**

Senior Executive Vice President,  
Chief Human Resources Officer



# 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 enable us to provide a broad range of solutions that allow our customers to operate their businesses more efficiently across a variety of channels around the world.

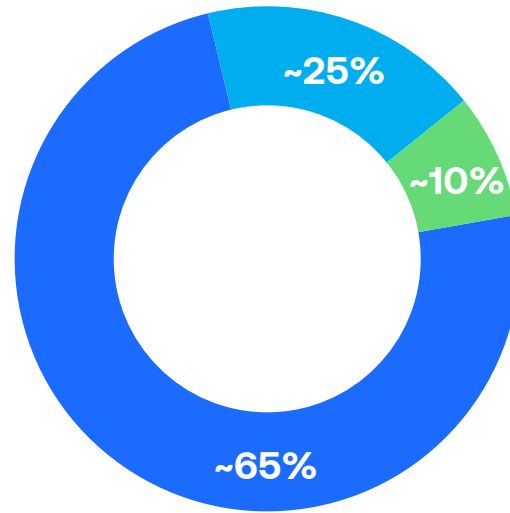
Headquartered in Georgia with nearly 24,000 employees worldwide, Global Payments is a Fortune 500® company and a member of the S&P 500 with worldwide reach spanning over 100 countries throughout North America, Europe, Asia Pacific and Latin America. For more information, visit [www.globalpayments.com](http://www.globalpayments.com) and follow Global Payments on [Twitter](#) (@globalpayinc) [LinkedIn](#) and [Facebook](#).



# 2020 Metrics

**2020 Adjusted Net Revenue**  
**\$6.8B**

- **Merchant Solutions**  
~65% of Adj Net Revenue
- **Issuer Solutions**  
~25% of Adj Net Revenue
- **Business & Consumer Solutions**  
~10% of Adj Net Revenue



Our performance for the full year 2020 exceeded our expectations post the onset of the COVID-19 pandemic and highlights our outstanding execution, the resiliency of our business model, and the wisdom of our technology-enabled payments strategy.

*Paul Todd, Senior Executive Vice President and Chief Financial Officer*

**~24,000**  
Employees

**56B+**  
Transactions

**~3.5M**  
Customer locations

**140+**  
Payment types across every channel

**100+**  
Countries

**680M**  
Card accounts issued

# Our Family of Brands

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



We seek to deliver the full value stack of solutions and services to our customers in the largest and fastest growing parts of the economy.

**Josh Whipple**, Senior Executive Vice President, Chief Strategy and Enterprise Risk Officer



# 2020 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 2020:

## Number 394 on the Fortune 500 list

(Global Payments) - First time in company history - *Fortune*

## Best Overall FinTech Company for 2021

(Global Payments) - *FinTech Breakthrough*

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

(Global Payments) - *Human Rights Campaign Foundation*

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

(Global Payments #598) - *Forbes*

## FinTech Rankings Top 100 list

(Global Payments #10) - *International Data Corporation (IDC)*

## Outstanding Customer Service Experience for Phone Support

(Global Payments Integrated) - *J.D. Power*

## Women Who Mean Business

(Chief Human Resources Officer Andréa Carter) - *Atlanta Business Chronicle*

## Most Influential Women in Payments

(Chief Information Security Officer Stacy Hughes) - *PaymentsSource*

## Best LGBTQ+ Lawyers Under 40

(Jonathan Olinger, VP and Senior Associate General Counsel)  
- *The National LGBT Bar Association*

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

(Shannon Johnston, Chief Technology Officer Data & Architecture and Consumer Solutions) - *The Financial Technology Report*

## Women Making a Mark

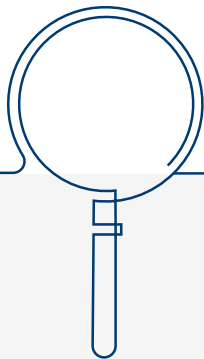
(Chief Human Resources Officer Andréa Carter) - *Atlanta Magazine*

## Lifetime Achievement Award

(Chairman Troy Woods) - *TAG (Technology Association of Georgia)*

## Achievement in Growth

(Global Payments) - *Stevie Awards (Silver)*



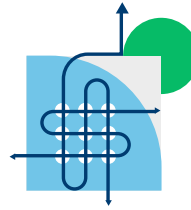
# 2020 Financial & Operational Highlights

Global Payments accomplished a great deal in 2020 despite the pandemic thanks to the dedication of our exceptional team members whose commitment to our customers, to each other and to our communities was unwavering during this difficult time. We made the following key achievements on the three pillars of our long-term growth strategy:



## Software-Driven Payments Focus:

- Reached 60% target for our technology-enabled business mix set in 2018 for end of year 2020, ahead of schedule.
- Exceeded our pre-pandemic new sales forecast in our Global Payments Integrated business, with new partner production increasing 171% versus 2019.
- Delivered adjusted net revenue and new sales growth in excess of 20% for our SaaS point of sale solutions in our U.S. relationship-led business.
- Entered a new collaboration with AWS, our preferred cloud provider for issuer processing, to launch a unique go-to-market distribution strategy coupled with transformative cloud native technologies. Extended our collaboration to include our Netspend business in 2021.
- Selected by Truist Financial Corporation, the 6th largest commercial bank in the United States serving approximately 12 million consumer households, to be its provider of issuer processing services for its combined businesses.



## Full Omnichannel Capabilities:

- Achieved record sales for our ecommerce and omnichannel solutions across our businesses globally, with roughly 25% of our business related to these initiatives in 2020.
- Signed agreements including Louis Vuitton, Dolce & Gabbana, Molton Brown, ParkNow, Yves Saint Laurent, and Alexander McQueen, spanning multiple geographies.
- 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.
- Expanded our Citi partnership to offer payment acceptance services to its multinational banking clients on an omnichannel basis, and are now pursuing customers jointly in the United States, the United Kingdom, and Canada. We also agreed to extend our partnership with Citi across Continental Europe, beginning in 2021.



## Faster Growth Market Exposure:

- Increased our ownership in our joint venture Comercia Global Payments from 51% to 80%, and extended our referral partnership with CaixaBank until at least 2040.
- Closed our new joint venture with CaixaBank, MoneyToPay, expanding the target addressable market of our Business & Consumer Solutions business to include Continental Europe for the first time.
- Signed a new multi-year omnichannel partnership with Uber in Taiwan to provide payment solutions for both Uber Rides and Uber Eats, achieved as a result of the strength of our domestic capabilities.
- Announced our first joint issuer win with AWS, a financial institution customer in Asia-Pacific to be boarded on our cloud-based solution in 2021.
- Secured long-term issuer processing relationship extensions with Banco Popular de Puerto Rico and Scotiabank in Central America, and a new PRIME partnership with Komercni Banka in the Czech Republic.

## 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 2020, 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:**

- **Culture and 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.
- **Environmental Sustainability:** Global Payments is committed to minimizing our environmental footprint. We are focused on managing our energy consumption, limiting waste and conserving

water across our facilities. Global Payments recently announced significant collaborations with both **Google** and **Amazon Web Services** and will migrate the vast majority of its workstreams across our business to the cloud with these partners over the next several years.

- **Community Impact:** Through corporate giving and employee volunteerism we serve our communities around the world each and every day. This includes advancing education, promoting fairness, health and wellness for all. Twice each 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.
- **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 principles go hand-in-hand with business performance and competitiveness. As co-chair of our ESG Steering Committee, I'm proud of Global Payments' steadfast commitment to these goals. Every day, our almost 24,000 team members show their commitment to their customers, their communities and each other.

**David Green**, Senior Executive Vice President,  
General Counsel and Corporate Secretary

## Environmental, Social and Governance (ESG) Oversight

We have formally delegated oversight of ESG matters to the Governance and Nominating Committee of our Board of Directors, which is 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. Additionally, 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.

## 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 13 of the 17 SDGs.



## Adopting the SASB Framework

As we continue to enhance our ESG disclosures to reflect industry best practices, Global Payments is pleased to have aligned our reporting with the Sustainability Accounting Standards Board's (SASB) sustainability topics and metrics specific to the Software & IT Services industry starting with this report.

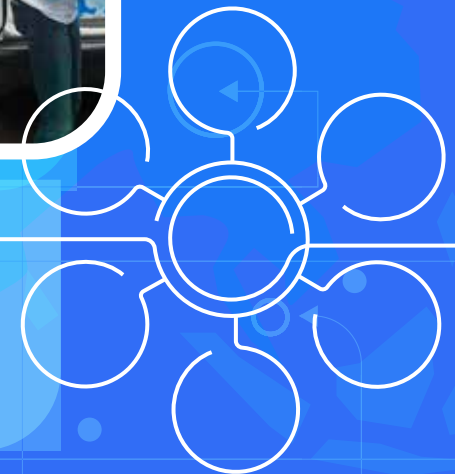
Founded in 2011, SASB's goal has been to help businesses and investors develop a shared language about the financial implications of sustainability. SASB's industry specific standards seek to help make corporate sustainability disclosure more transparent and understandable for both investors and businesses.

At the end of our report on page 74, we have mapped our ESG program, policies, and metrics to the specific topics for the Software & IT Services industry.



# Culture and 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.



- 1 NO POVERTY
- 2 ZERO HUNGER
- 3 GOOD HEALTH AND WELL-BEING
- 4 QUALITY EDUCATION
- 5 GENDER EQUALITY
- 8 DECENT WORK AND ECONOMIC GROWTH
- 9 INDUSTRY INNOVATION AND INFRASTRUCTURE
- 10 REDUCED INEQUALITIES



# Building a Diverse Culture

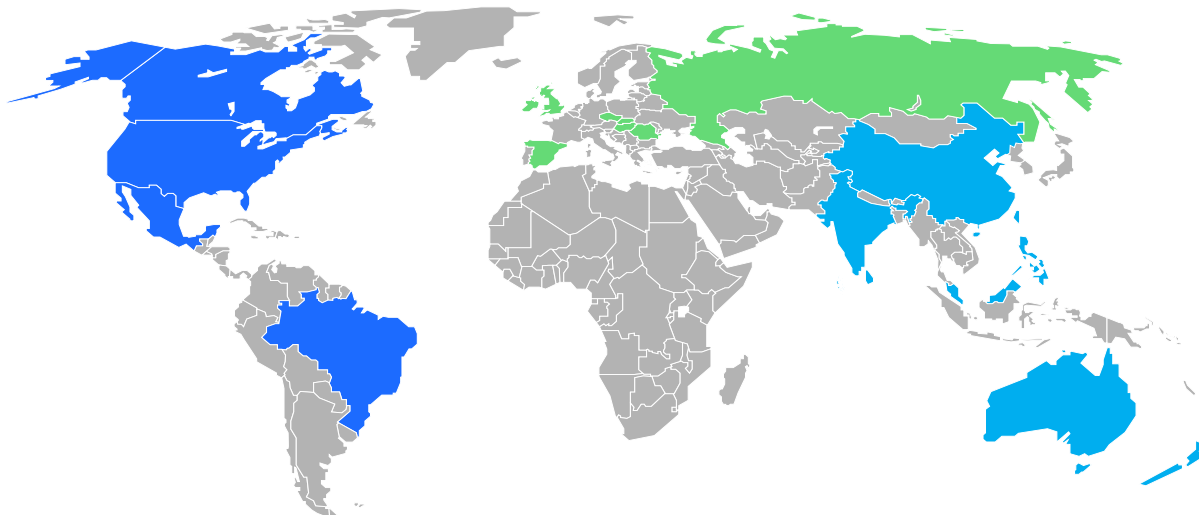
At Global Payments, we have offices and resources across 38 countries, speaking 18 native languages worldwide. Our ability to enable local and multinational solutions for our customers in more than 100 countries is critical, and we believe having our people reflect the diversity of the markets we serve is key to our success. We are focused on increasing diversity across our organization, particularly in leadership roles.

**2020 Workforce Highlights**  
**~24,000** Team Members  
**~80** Nationalities  
 Across **38 countries**  
**18 Native** Languages

## Workforce Geographic Distribution

- Americas (including USA): **66%**
- Asia - Pacific: **17%**
- Europe: **17%**

*61% of total workforce is based in the U.S.*



## Culture Transformation

Our top priority following the merger with TSYS in September 2019 was to establish our combined vision, culture and values for the new Global Payments.

Global Payments and TSYS shared a common value of putting people first, and both companies had strong complementary cultures, which served as the foundation for establishing our combined priorities. Through the work of dedicated leaders, thoughtful processes to bring the best together, and valuable input from our team members derived through focus groups, we established our new values that support our culture of people and performance.

## An Exceptional Team Driving Superior Performance



## Our Values

### 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 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.

## 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 three pillars of our strategy: software-driven focus, omnichannel expansion and exposure to faster growth markets
- Enhance frictionless commerce worldwide through our offerings as a sales-driven, product-led company
- Deliver operational excellence and outstanding customer experiences
- Optimize our culture and values to attract, retain and motivate exceptional team members who deliver superior performance
- 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

With the onset of COVID-19 and the subsequent shift to remote work in 2020, Global Payments made important adjustments to support and attract talent to the organization. In order to position Global Payments as an employer of choice, we introduced and implemented a new global recruitment model. Best described as a hybrid model, we maintained the embedded recruiting teams within our business that are valued by our leaders for their expertise and the strong partnerships with hiring managers, and we added a Center of Expertise (CoE), to provide strategic direction and governance. The Recruitment CoE has enabled us to standardize our processes, tools and resources, to leverage scale with our suppliers and to eliminate duplication of work. To better leverage data and integrate our database of talent, in 2020 we also undertook a large project to expand our Recruiting Applicant Tracking System (ATS) to incorporate all countries in the Global Payments footprint into a single unified system.

Moving our workforce almost entirely remote in 2020 accelerated some key pillars of our talent attraction strategy, most noticeably in expanding the usage of live and on-demand interview and online assessment tools. By leveraging technology, Global Payments has continued to be nimble and responsive to the business and provide a more frictionless candidate experience for our applicants. With fresh content and an updated brand, our Talent Acquisition Team found new forums to tell our story, frame our employee value proposition and provide a more contemporary experience for professionals looking to join Global Payments.

2020 was also a significant year for some of our key talent programs, most notably with our DEI efforts to partner with HBCUs to strengthen our emerging talent and with our ERGs to find new ways to engage directly with underrepresented groups including veterans, women, people of color and the LGBTQIA community.

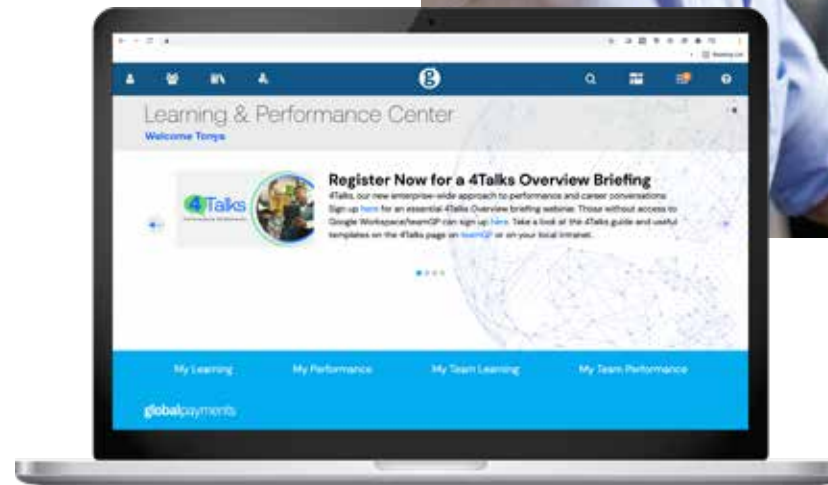


## Training and Development

### Global Payments Learning and Performance Center

We recently launched the Global Payments Learning and Performance Center, a single platform for the combined Global Payments and TSYS organization following our merger. Our newly established centralized platform elevates our learning offerings and options for employees 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.

- **43% of team members have accessed the new training and learning portal**, utilizing almost 1,500 different courses in just the first month following its launch at the end of May 2021.
- **The platform offers over 45,000 training modules** available through more than five content providers including Skillsoft/Percipio, Udemy, Security Innovations, SANS, and OneTrust.
- **Training modules are made available in over 30 countries and in 15 languages.**



## 4Talks Performance Management

The new Global Payments Learning and Performance Center will also facilitate the new performance management process, called 4Talks. 4Talks is our new approach to performance enablement. The new initiative provides a landscape for meetings and/or conversations with a clearer agenda than in the past. It involves four purposeful conversations on performance throughout the year, as part of the preexisting one-on-one meetings between team leaders and team members that occur on a regular basis.

**During these meetings, team leaders and team members will work together to create a transparent feedback and evaluation process with three key agenda items:**

- performance
- growth
- well-being

By encouraging the discussion of performance, growth, and well-being within our organization, all team members are able to focus on the bigger picture, as we acknowledge that typical one-on-one meetings can be more tactical than personal, and they can often exclude broader perspectives.

Following the completion of each 4Talks meeting, which will occur in four distinct periods throughout the year, team member performance is subject to a four point scale rating system, using simple labels and not numbers.

These labels include:

- exceeded
- achieved
- achieved some
- did not achieve expectations

These labels allow team members to have a tangible idea of their performance level, and how they can improve throughout the next year.

## Core Leadership Program

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

**There were seven cohorts with 330 leaders who completed the program in 2020/early 2021**, and there are currently seven more cohorts in progress with 314 team members. There will be another five cohorts with 250 spaces being filled for the second half of 2021, putting us on track for almost 20% of the global leadership population having completed the program by the end of 2021.

Participants have provided feedback at the conclusion of the program with positive results: **89% agreed that the delivery approach was effective, and 88% have reported that they have incorporated the tools and theories** from the program and believe they are more effective leaders as a result.



By encouraging the discussion of performance, growth, and well-being within our organization, all team members will be able to focus on the bigger picture.

## Employee Surveys

### Global Payments 2022 Team Member Survey

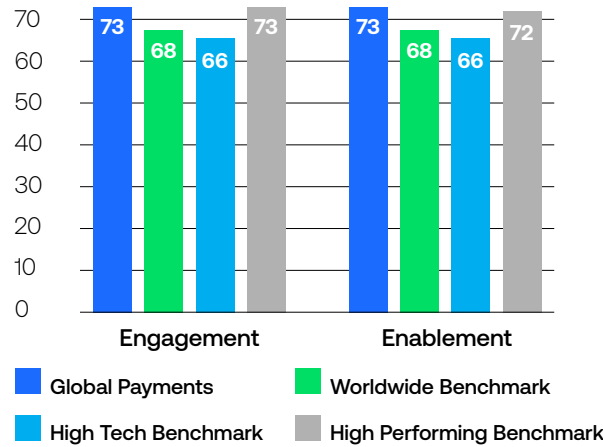
After completing the transformational merger with TSYS in September 2019, Global Payments had intended to conduct a new team member survey in mid-2020. However, this survey was delayed due to the pandemic. We are pleased that we will now conduct our first enterprise-wide team member survey as a combined company in 2022. In addition to an updated assessment on engagement and enablement, we plan to solicit U.S. team member feedback through a pulse survey in late 2021 regarding inclusion, belonging, and well-being in support of our DEI initiatives. We look forward to sharing the results of our survey in our 2022 Global Responsibility Report.

### Global Payments 2018 Team Member Survey

In 2018, Global Payments collaborated with leading HR consulting company Korn Ferry to conduct a company-wide team member survey focused on engagement and enablement to better understand the needs of our people and make the necessary changes throughout the organization to improve team member satisfaction. **When team members are engaged and enabled, it means they have what they need to be successful at Global Payments.**

The results of our survey compared favorably to the relevant benchmarks established by Korn Ferry, which included a group of 20 leading technology companies, a group of 35 high performing organizations across multiple industries that surpassed their peers in terms of financial performance and employee survey scores, and Korn Ferry’s worldwide client benchmark.

### Engaged and Enabled (%)



**81% of our team members globally participated in the survey**, a response rate that exceeded the benchmark established by other high performing organizations across regions and industries.

**73% of our team members are positively engaged** based on their survey responses, which is materially ahead of the benchmark for high tech companies worldwide and is consistent with the benchmark for high performing organizations. In other words, **our team members are proud of where they work, have the drive to go above and beyond in their role, and intend to stay with the company long-term.**

**73% of our team members are enabled to do their jobs** based on their survey responses, which exceeded the high tech and high performance benchmarks worldwide. **“Enabled” team members feel they are in roles that suit their strengths and that they operate in a supportive work environment.**

### TSYS 2018 Team Member Survey

Prior to the merger with Global Payments, TSYS also conducted a team member engagement survey in 2018 using Quantum Workplace. Key metrics included:

**62.3%**  
Response rate

**76.0%**  
Are satisfied with their organization as a place to work

**76.5%**  
Are proud to tell people where they work

**71.1%**  
Would recommend their organization as a great place to work

**72.3%**  
Intend to be working at their organization for a long time

**67.0%**  
Believe their organization motivates people to work hard and put in extra effort

## 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. As lockdown and shelter-in-place orders were implemented, by mid-March of 2020 95% of our team members began working from home. Over the last several years, 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 with significant utilization of work from home arrangements.

Our Corporate Incident Management Team (IMT) rapidly implemented extensive protocols for 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 has reported to our Senior Executive COVID-19 Steering Committee continually since the start of the pandemic, with regular meetings occurring at least on a weekly basis and as frequently as daily during certain periods.

For those team members who continued to work in our offices, and as more team members have returned in certain regions in accordance with local guidelines and mandates, we have implemented significant 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 made widely available
- Increased frequency of cleaning of key areas
- Closure of common areas
- Hosted team member vaccination clinics
- Travel restrictions
- Complimentary meals
- Third party visitor restrictions
- Private transportation
- Free at-home COVID-19 testing
- Family First Time Off
- Mental health support
- Pay continuation for team members unable to work from home
- Changes to U.S. Health Plans waiving the copay and/or deductible for COVID-19 testing and waiving refill restrictions for prescription drugs

### Mental Health & Well-Being Initiatives

During COVID-19, we inspired our team members to take a break and adopt ways to learn how to prevent and manage stress. In support of mental health awareness and the role our emotional health plays in our overall well-being, we encouraged all team members to join the **“Take A Break for Your Mental Health and Well-Being”** challenge and do something creative, active or mindful for 30 minutes, three times each week for at least four weeks to promote work-life balance.

We asked participating team members to record their activities and break times. At the end of the challenge, they were able to submit their log sheets showing they accomplished the goal for every week, which made them eligible for entry in a prize drawing.



## Leveraging Google Workspace during the COVID-19 Pandemic

COVID-19 had a profound impact on every company’s operations and Global Payments was no exception. Global Payments made a conscious decision to shift to a cloud first data architecture a few years ago.

The vast majority of our nearly 24,000 worldwide team members were able to seamlessly shift to work from home during the COVID-19 pandemic thanks to investments in the Google Workspace platform. The cloud-based tools include Gmail, Google Drive, Google Docs, Google Sheets, Google Calendar, and Google Meet.

Staying in touch with and connecting with team members can be challenging in a world of social distancing. Google helps alleviate this with their Meet tool. Google Meet allows for up to 48 participants to see each other in a tiled layout, and can support up to 200 attendees for any given meeting.

We may be remote but we can still interact as a team.

We also asked team members to share activities and hobbies they had started since the pandemic and to post photos to our internal webpage, teamGP.

“



This is such a fun activity, thank you for putting this together! I think I will just continue doing this even though I have already completed the 4 weeks!

**Amber Stubblefield, Heartland, Jeffersonville, IN,** participating in K-9 training

“



After a year of a pandemic and many events being canceled I was able to run a marathon once again. I finished my 7th marathon and got a new PR!

**Cielo Oyler, Global Payments Integrated, Lindon, UT,** completed her 7th marathon

“



Thanks for this challenge, I had been wanting to make a big painting for the last 2 years but was not getting enough motivation. After seeing this I started a new painting on canvas (24" X 30") and finished it in a few weeks.

**Preeti Jain, TSYS, Tempe, AZ,** painted an acrylic landscape

“



I did a skydive from 15,000 feet to raise money for charity. Hopefully it may make a few people smile. Was great fun and really was a different way to take a break. Freefall at 120 mph.

**Eric Isherwood, TSYS, United Kingdom,** went skydiving for charity



“

Let us all find time to reconnect with nature and appreciate this endless God given gift, don't be afraid to discover your own piece of paradise, find your balance with nature, take photos, breathe freely; help protect the areas where we love to play!

**Dwight Lalo, Global Payments, Philippines,** developed his photography skills



## 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 following natural disasters, emergencies, and other financial hardships beyond their control.

Several Heartland team members in the Gulf Coast region were impacted by hurricanes Katrina and Rita, which drove the creation of the Care Foundation in September 2005 to help organize the outpouring of support other employees wanted to provide to their impacted colleagues. Since then The Care Foundation has continued to provide support to team members who have endured traumatic events in their lives.

**Since its formation, The Care Foundation has provided over \$1.6 million in financial assistance to team members in need. Since the onset of the COVID-19 pandemic, the organization has helped 42 team members, providing \$160,000 in assistance. 29 of these team members received over \$100,000 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 contributions from team members like ours.

## 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 community that could use a helping hand. Hundreds of our team members have spent almost 31,000 hours volunteering for local charities since 2012.

**During COVID-19, Netspend CARES stepped up to assist communities around the world as everyone faced challenges during this unprecedented crisis. Some of the team's efforts included:**

- Supporting Feeding America, providing 35,000 meals to families in need
- Supporting Asha Deep Foundation to provide oxygen, oxygen concentrators and assistance for people to reach the hospital by ambulance in India
- Volunteering with HOME—Housing Opportunities for Musicians & Entertainers—an organization that assists disabled and elderly musicians affected by COVID with housing assistance. Netspend CARES assisted HOME clients with grocery deliveries, by planting vegetable gardens, providing items such as paper goods and cleaning supplies, sending care packages, helping with home improvements, and assisting with planting & landscaping.



## Wellness in Action During COVID-19

**Netspend's focus on Health & Wellness continued uninterrupted during the global pandemic.**

Throughout the year, Netspend offered virtual challenges such as push-ups, squats, and sit-ups during the workday for its team members.

Netspend also offered virtual yoga classes from a certified team member.

During the holidays, Netspend hosted a virtual "Walking Around the Holiday Tree" week event to encourage team members to get up from their desks for 10 minutes during the day.

Netspend's Inclusion and Diversity employee resource group hosted multiple wellness events throughout the year including cultural dance lessons and created virtual cookbooks highlighting different cultures.



The TSYS Future Scholars Program represents our company’s commitment to supporting higher education through a scholarship program for the children of team members. This program has provided college scholarship opportunities to eligible children through the TSYS Future Scholars Foundation for the past 12 years. Additionally, each year, the Foundation awards the Richard W. Ussery Scholarship, named for retired TSYS Chairman and CEO Richard Ussery, to the top scholar.

Thanks to the contributions of TSYS team members and friends of TSYS, the TSYS Future Scholars Foundation awarded \$126,000 in scholarships to 31 deserving college students for the 2020-21 school year.

In 2021, the Foundation opened the program to all eligible college-age children of Global Payments team members in the United States. Global Payments is proudly supporting the expansion of this special program with a \$100,000 donation to TSYS Future Scholars Foundation. This investment in the future of our team members’ children exemplifies *People Who Make a Difference*.

## 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 because they exemplify our values every day. All are extraordinary *People Who Make A Difference*. With their *Diverse Perspectives*, the 2020 winners were made up of 146 team members representing 13 countries from around the world. Their accomplishments are built on *Trusted Partnerships*, *Innovative Thinking* and *Business Agility* encompass their daily drive for success. Their Performance Excellence speaks for itself.

### 2020 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 during an event. However, in 2020, because the pandemic prevented a company trip, the winners 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. For 2021, President’s Club winners will be able to select the gifts of their choosing from a special gift website in addition to an award and a commemorative book.



### 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.

For 2020, we welcomed 369 team members from 20 countries to this circle. This year, their achievement was recognized and celebrated on a dedicated online community platform on our internal TeamGP site, showcasing 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 2020.



Being recognized as a Circle of Excellence honoree is definitely a highlight in my 25-year career. It is truly an honor to know that my peers and our executive leadership value me and appreciate my commitment to Global Payments’ success.



*Jeri Godfrey, Associate Director, Corporate Communications and Community Affairs*

### 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 and the products and services we provide.

**In 2020, the Heartland team was tasked with maintaining this sense of togetherness, celebration and comradery while keeping team members safe and healthy in the COVID environment.**

The team quickly pivoted the annual Diamond Conference to a virtual event, taking great care to ensure the technology and content kept team members engaged throughout the two-day event. With performers such as a mentalist, top leaders in the organization recognizing employees, panelists sharing their vision for the year and world-renowned leadership development coach John Maxwell—Heartland achieved their goal of engaging over 4,500 virtual attendees. In addition, the team set up small, COVID-friendly watch parties across the country so sales teams could celebrate their successes in a safe environment.



## Team Appreciation Week

Every year we dedicate two weeks to honoring and celebrating each of our colleagues whose hard work and unwavering commitment to Global Payments enables our success. 2020 was no exception despite the impact of the global pandemic. In fact, the virtual format of many of our appreciation events held during the weeks of September 14-25, 2020 and June 14-18, 2021 provided our team members with multiple opportunities to truly come together globally during a challenging time, regardless of office location or time zone.

### Events we offered to thank our team members in 2020 included:

#### Clear your Mind Monday— Live Yoga Session with Koya Webb

Team members around the world joined Koya Webb, international yoga teacher, holistic health coach, best-selling author, transformational speaker, spiritual teacher and vegan activist for a class for beginners and yogis of all levels. Together, team members worked to connect to their breath, find focus, and release stress.

#### Live Cooking Class with Amanda Freitag from Chopped

Team members cooked dinner like a pro in a live virtual session with world-renowned chef Amanda Freitag, where she walked through how to cook hearty gnocchi. Colleagues who registered for this cooking class received a custom Team Appreciation 2020 apron to wear for the event and all the information to prepare to cook along!

#### Family Fun Night: Live Virtual Magic Show

Team members were able to enjoy a family fun night by taking part in interactive magic, illusions, and mentalist demonstrations. The mind bending, digital deception magic show was full of surprises!

#### Online Game Day

Team members had the opportunity to come together and participate in different “game rooms” throughout a 24-hour day. Activities included highly interactive mash-ups of online office games led by comedians and storytellers and trivia with topics ranging from food to technology, music, and beyond. Raffles and random prize giveaways were announced during each session.

#### Get Loose Monday: Live Dance Workout Session

Team members had an opportunity to get their morning workout in while having a jam session with this fun, live workout class. The class was led by Megan Roup, founder of The Sculpt Society, which focuses on dance cardio.

#### Live Mental Health Matters Workshop

2020 was a difficult year for many. During this event our team members had the opportunity to wind down and learn different ways to cope with mental health hardships. This interactive presentation was facilitated by Nicki Salcedo, Director of Behavioral Health for OptumHealth, and included relevant topics such as coping with stress, managing virtual work and school for parents. There was a Q&A session and giveaways at the end of the presentation.



## Employee Benefits

As a result of our merger with TSYS in late 2019, we assessed both companies' health and wellness programs, and enhanced the benefits for all team members as a combined company. Given the scale of our combined company, we are now able to offer team member benefits that rival some of the largest technology companies in the country. Our U.S. based employees' 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.

- All salaried U.S. team members receive, at no cost to the employee, 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.

## 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

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 31% of eligible U.S. employees and 30% of all eligible employees worldwide.**

## Retirement Plans

All full-time 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.



### Promoting Diversity, Equity and Inclusion

We pride ourselves on inclusiveness and embrace the diversity of our team members in all of our geographies. We currently do business in over 100 countries around the world, with team members living and working in 38 of them. We believe that our business is strengthened by a diverse workforce that reflects the communities in which we operate, and we have made a great deal of progress with our DEI program.

In 2018, we formally launched our inclusion and diversity initiative. As part of this initiative, we became a signatory to the CEO Action for Diversity and Inclusion™, the largest CEO-driven business commitment to advance inclusion and diversity in the workplace.



### Since the merger of TSYS and Global Payments nearly two years ago we have:

- **Established an Inclusion and Diversity Advisory Council (I&D)**, which is chaired by our President and Chief Operating Officer and consists of a representative group of our team members worldwide who provide insight and input on our DEI initiatives, including our strategy to increase representation of women and minorities at leadership levels in the Company.
- **Welcomed Jackie Parker as our SVP Talent Management and Chief Diversity Officer**, who brings strategic vision and expertise as a DEI pioneer to Global Payments.
- **Brought together our I&D Advisory Council and ERGs** to form an integrated Council supporting growth and development of our ERGs and advising DEI leadership.
- **Implemented Unconscious Bias training requirement for all team members**, as we recognize that everyone has unconscious biases which may impact how they make decisions and interact with others.



“

At Global Payments, we view Diversity, Equity and Inclusion as a business imperative, and that’s why we foster a workplace where every team member feels they can be their authentic self, and they feel included and welcome. Opportunities for growth and advancement have no barriers.

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



**On July 1, 2020, as part of our Inclusion & Diversity Program, Global Payments kicked off Conversations of Understanding.**

The first session, “Hear Me, See Me, Accept Me,” was an invitation-only event as requested by team members to allow for open, honest and uncomfortable conversation when addressing today’s challenges facing the Black Community.

Guest speaker and facilitator Eddie S. Glaude Jr., Chair of the Department of African American Studies at Princeton University, along with moderator SEVP & CHRO Andréa Carter led the discussion featuring five members of our Executive Leadership Team—CEO Jeff Sloan, President & COO Cameron Bready, SEVP & General Counsel David Green, SEVP & CIO Guido Sacchi and Netspend SEVP & President Kelley Knutson.

**Introduced Conversations of Understanding Series.**

Conversations of Understanding is a speaker series hosted by our Executive Leadership Team that is intended to bring important race-related topics to the forefront and was developed in response to team member requests for an opportunity to discuss racial inequality in our communities. The goal is to bring together our Executive team with some of the most renowned names involved in racial injustice conversations and to allow team members to gain a better understanding of diverse perspectives, that we all can benefit from as we foster the vision of having an inclusive culture that we desire for our company.



- **Launched our most recent Employee Resource Group, the Onyx Network**, for Black team members and their allies.
- **Held our first DEI Celebration Week** to promote education, connection and engagement.
- **Highlighted the importance of addressing the critical needs of our communities by establishing a Social Justice and Equality Fund** as part of our Charitable Gift Matching Program in the U.S.
- **Scored 100% on the Human Rights Campaign’s 2020 Corporate Equality Index™**, which is the national benchmarking tool on corporate policies and practices pertaining to LGBTQIA employees.

- **Developed partnerships with Historically Black College and Universities** to diversify our internship opportunities in the U.S.

**Developing DEI Initiatives**

- **Revamping our Diverse Search Policy** which will support our efforts to interview a diverse set of candidates for each open management position.
- **Developing a plan to launch another pay equity study** as part of our long-term commitment to identify and close pay gaps.

**Unconscious Bias to Unconscious Inclusion**

Amid the extraordinary challenges of the past year and a half, we have pivoted and expanded our DEI efforts to respond to the needs of our communities and our team members.

***Our vision for the future is to be champions of Diversity, Equity, and Inclusion in our business around the world every day, and to make this part of the fabric of Global Payments.***

***Our mission is to celebrate and respect each other’s unique backgrounds, perspectives and experiences. If we show up with this purpose in mind, we believe we will naturally create an inclusive and respectful environment where all employees feel welcome and valued.***

**At the core of this mission our efforts will focus on four pillars:**

**Culture.** Ensure that DEI is integrated into the employee lifecycle, from sourcing, evaluating, converting, onboarding, development and advancement.

- Promoting a work environment where our diverse talent can be their authentic self, feel a sense of belonging, and feel physically and psychologically safe.

**Career.** Building teams with a greater diversity of thought to deliver highly creative and innovative solutions.

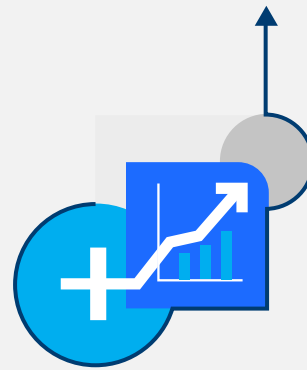
- Empowering and engaging our people by creating programs to encourage team member mentoring within departments, and aligning our ERG activities to support our DEI goals.

**Commerce.** We aim to provide best in class customer experiences by leveraging consumer insights, fostering innovation and broadening the corporate vision with sustainable solutions.

- Our focus is on providing local service and support with customized solutions developed to meet the unique needs of each of our customers in the specific markets in which they operate.

**Communities.** Identify and strengthen strategic partnerships to collaboratively improve upon the future workforce in our communities.

- Through our Supplier Diversity Program, our goal is to create mutually beneficial business relationships with diverse vendors that strengthen the communities in which we operate.



## Commitments to Back Up our Vision

As a company, we remain committed to:

- **addressing the ever-changing needs of our team members**
- **holding ourselves accountable for finding new ways to improve our initiatives**
- **setting bigger, more impactful goals for our company**
- **providing transparency in reporting the facts and figures of where we are in our DEI journey**

To that end, in the spirit of transparency, we have established concrete goals that will support our efforts to foster DEI. Our executive leaders and Board of Directors are committed to these goals that support our work toward ensuring an inclusive, equitable and diverse organization.

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.

## Workforce Diversity

- **Increase Female** representation from **44% to 47%**<sup>(1)</sup> by 2025
- **Increase People of Color** representation from **31% to 39%**<sup>(2)</sup> by 2025

## Leadership Diversity

- **Increase Female leadership** from **32% to 49%**<sup>(3)</sup> by 2025
- **Increase People of Color leadership** from **17% to 29%**<sup>(4)</sup> by 2025

*(1) Female representation in global workforce*

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

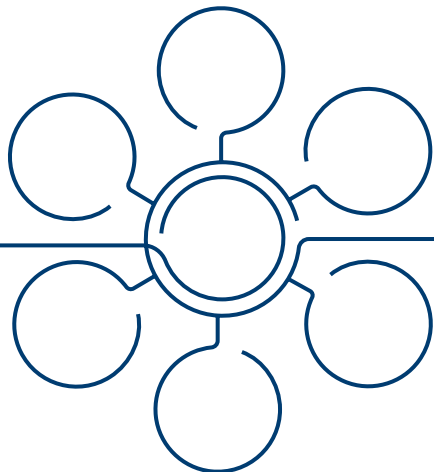
*(3) Female representation in leadership roles in global workforce*

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





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.



### Driving Sustainable Change from the Top

**Accountability:** We believe it’s not enough to talk about DEI—we must take action. For us, holding ourselves accountable means finding new ways to improve our initiatives and set bigger, more impactful goals for our company.

**Commitment:** We believe that DEI is everybody’s responsibility, and that the buck stops with Leadership leading the way. It’s vital that the Senior Leadership serve as Inclusion Champions and model the right behaviors for others to follow and implement.

**Equity:** We introduced the term “equity” as the desired goal for the transformation process that Global Payments is undertaking. We define racial equity as both a process and an outcome in which decision-makers and participants in our ecosystem ensure equal opportunity for all. We believe that equal access affords everyone the opportunity to do and become more.

We are committed to broadening our focus on inclusion and diversity by expanding our focus to also include equity in our conversations.

At Global Payments, we are excited to step up to this challenge as a team pulling together to support each other and bring our commitments to life, and we are focused on creating a better tomorrow here at our company as well as in the communities in which we all live and work. Each of our team members has a role to play and by working together, we can ensure that Diversity, Equity and Inclusion are an integral part of the fabric of Global Payments.



Without a focus on equity for all team members we cannot be an inclusive workplace.

**Cameron Bready**, President & COO

**Employee Resource Groups**



Employee resource group for team members committed to celebrating and spreading awareness about the Black Community and cultural differences.



Employee resource group with a mission to bring together women of diverse backgrounds and functions, dedicated to leadership, professional development, and personal growth. Its mission is to provide opportunities for support, education, volunteering and enriched networking experiences.



Employee resource group whose goal is to help build a supportive and affirming atmosphere for lesbian, gay, bisexual, transgender, queer, questioning, intersex, and asexual (LGBTQIA) employees and allies. GPPN helps to provide a network that supports the professional development of LGBTQIA employees; facilitates recruitment and retention, builds community among LGBTQIA employees, and works with senior management to develop policies and practices that positively impact LGBTQIA people at Global Payments.



*GPON hosted a panel with Columbus, Georgia government officials as well as local Columbus police leaders, including Mayor Skip Henderson and Police Chief Freddie Blackmon, to foster discussion on progressing the city's diversity and inclusion efforts at the government level.*



*GPWN organized a series of Women Leading the Way panels where three female leaders across the organization shared and discussed their success stories throughout their career and their time with Global Payments.*



*In October of 2020, GPPN welcomed former NFL player and current head of inclusion and product at Netflix, Wade Davis, to host a discussion surrounding spreading awareness and educating about intersectionality within the LGBTQIA community.*



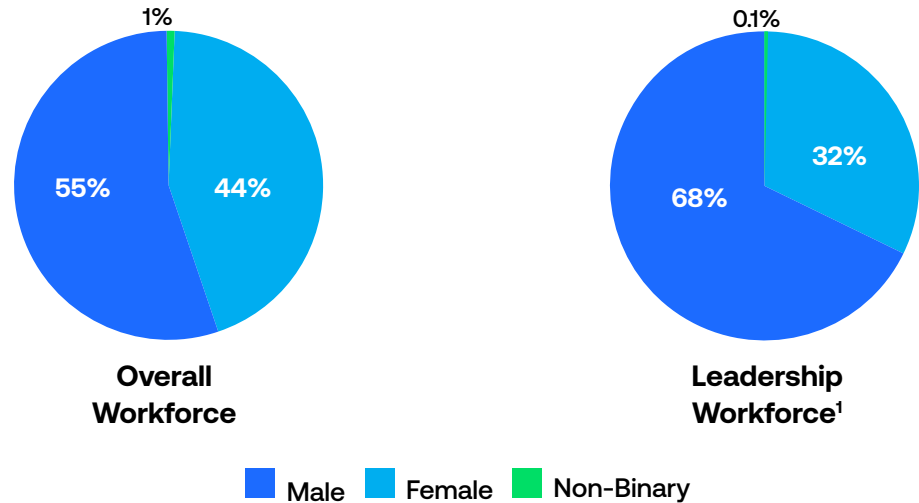
Employee resource group dedicated to providing opportunities for the Company to support our veteran team members and recognize the service and sacrifices of all veterans and their families.

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

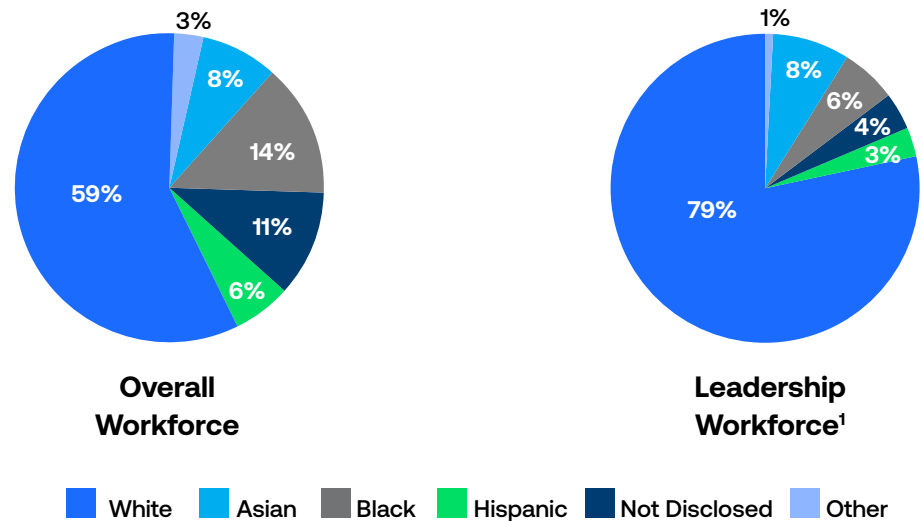


GPVN and executive sponsor Paul Todd, Senior Executive Vice President and Chief Financial Officer, came together to share an "Operation Celebrating Veterans" video in honor of 2020 Veteran's Day, where team members throughout our enterprise were able to share their personal connections to veterans and/or active-duty service members within their lives.

### 2020 Global Gender Diversity<sup>2</sup>



### 2020 U.S. Ethnic Diversity<sup>2</sup>



<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 focused on minimizing our environmental footprint. We have prioritized areas where we believe we can make the most meaningful contribution, which include managing our energy consumption, limiting waste and conserving water across our facilities and data spaces globally. The vast majority of our office properties and data spaces are leased. However, we can still have a significant impact on improving our environment. 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 as they relate to environmental stewardship.



- 6 CLEAN WATER AND SANITATION
- 7 AFFORDABLE AND CLEAN ENERGY
- 11 SUSTAINABLE CITIES AND COMMUNITIES
- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
- 13 CLIMATE ACTION



## 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. Currently ~28% of our total square footage is in certified green buildings.

# 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. Our work to that end will include:

- measuring and determining a baseline for our total GHG emissions by 2022 for Scope 1 and 2 emissions and relevant Scope 3 emission categories.
- defining the boundary of our net zero target and setting interim targets to show our progress towards achieving net zero.
- engaging with our landlords and property managers to advocate for environmentally friendly practices in our offices and other facilities.
- working with data center providers to collect and analyze data on the energy, emissions, and water footprints.

## Reducing our Facility Footprint

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.

At the end of 2020, Global Payments had 193 office locations across 38 countries, down from 242 office locations at the time of our merger with TSYS. We plan to reduce our footprint to 183 office locations or by another 10 office locations by 2022. This includes the additional 24 locations that we identified from our initial plan, given the success of work-from-home and flexible arrangements during the COVID-19 pandemic.

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 employees continue to work from home today.

## Office of the Future

As part of Global Payments' Future of Work initiative, a program designed to increase flexible and remote work arrangements, the company has initiated an Office of the Future strategy. This initiative reimagines the ways team members work and explores how to make the most effective use of space while delivering an exceptional employee experience. The Office of the Future will launch with our new Windward office, which consolidates four offices in the greater Atlanta, GA area.

Team members will reserve desks, conference rooms, offices, or other spaces using an application that integrates with Google Workspace. Additionally, neighborhoods will be set up for team collaboration.

**The Office of the Future will launch with our new Windward office.**



## 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 3 Alliance Center in Atlanta.

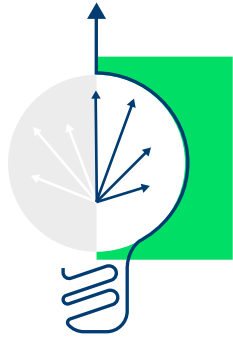
Our UK offices have electric vehicle charging stations and share two electric vehicles for use by our team members for travel between our multiple sites. This ensures we minimize emissions from these journeys.



## Reducing our Energy Usage

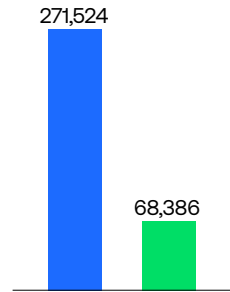
As part of our focus on minimizing our environmental footprint, Global Payments is committed to reporting on our energy consumption, renewable energy mix, and greenhouse gas emissions for our major facilities and data centers. We are also actively working on a global environmental strategy, and our work will include:

- Measuring and determining a baseline for our GHG emissions, and setting interim and longer-term reduction targets.
- Engaging with our landlords and property managers to advocate for environmentally friendly practices in our offices and other facilities.
- Working with data center providers to collect and analyze data on their energy, emissions, and water footprints.



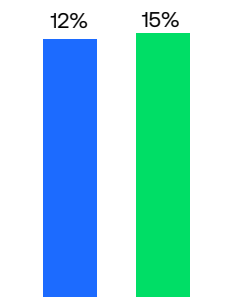
# Energy Use & GHG emissions\*\*

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



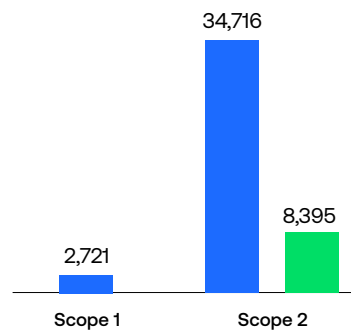
Offices  
Enterprise Data Centers

**Renewable Electricity as a % of Total Energy Usage**



Offices  
Enterprise Data Centers

**Global GHG Emissions by Facility Type and Scope (MTCO2e)**



Offices  
Enterprise Data Centers



\*\*Owned or operationally controlled leased facilities representing approximately 50% of office space and 90% of data centers by square footage globally. Approximately 100% of owned facilities are reflected in these figures.

## Data Space Initiatives

### Global Payments Enterprise Data Centers

Six leased data center facilities currently account for roughly 90% of our global storage.

#### QTS Atlanta, GA

QTS' Atlanta facility is Gold LEED certified with over 30% of energy consumption from carbon-free 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.

#### 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 free or renewable sources. The facility has an active rainwater harvesting and reclamation program.

#### Fujitsu America Sunnyvale, CA

Fujitsu developed Silicon Valley's first hydrogen fuel cell which provides a portion of this facility's power. A recent expansion has built upon Fujitsu's commitment to Green IT by dramatically reducing the data center's carbon emissions by over 3800 tons/year. As part of our data center consolidation goal, we will migrate data from this facility to QTS Atlanta, and we plan to fully exit the Fujitsu data center in 2022.

#### Evoque Allen, TX

The Allen facility has implemented an efficient HVAC infrastructure and low-flow plumbing systems. Roughly 28% of electricity generated in Texas comes from wind power. 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.

#### QTS Suwanee, GA

QTS' Suwanee facility is equipped with one of the largest constant power systems in the world. The facility is also designed to use water-side economizers, which eliminates the need for cooling via compressors when environmental conditions are favorable. This facility replaces 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.

**QTS' Atlanta facility is Gold LEED certified with over 30% of energy consumption from carbon free or renewable sources.**

#### 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 is a certified ISO 50001 site.

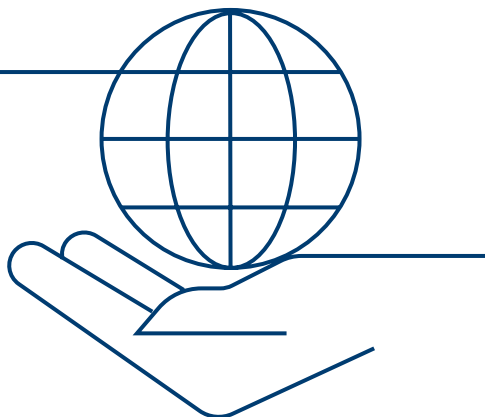




## Enterprise Data Center Initiative

Global Payments is committed to both reducing our data center footprint and making all data center operations as efficient as possible through a number of initiatives, including the ongoing migration of workloads from acquisitions and 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 our card associations, customers and cloud presence, with a placeholder for legacy compute.

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.



We joined forces with AWS in August 2020 to provide an industry leading cloud-based issuer processing 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 payments industry at scale. We will work with AWS to build on their customer relationships, making innovative technologies available to neobanks, fintechs, and startups of all sizes worldwide and expand the customer base for Global Payments' issuer technologies.

We rely on AWS's physical and virtual infrastructure to co-sell our market leading issuer services worldwide. Amazon, company wide, has made a commitment to be net zero by 2040 as part of its Climate Pledge. AWS is committed to achieving 100% renewable energy usage for its global infrastructure by 2025. Additionally, AWS infrastructure is 3.6x more energy efficient than the median of U.S. enterprise data centers.



We are one of the largest users of Google Cloud in the financial-tech industry globally. Google is Global Payments preferred cloud provider for our Merchant Solutions business, and we utilize the complete Google Workspace offering across the company and leverage many Google Cloud Platform products including virtual machines, cloud storage, and BigQuery.

All products in Google Cloud are carbon neutral and 90% of Google Cloud Waste is diverted away from landfills. Google Cloud data centers use 50% less energy than industry average. Businesses that switch to cloud-based products like Google Workspace have reported reductions in IT energy use and carbon emissions of up to 87%. Businesses that switch to Google Apps are able to reduce computing costs, energy use, and carbon emissions by 65-90%.



**Our innovative use of technology includes sustainability and efficiency throughout our data centers. We partner with environmentally conscious vendors and cloud providers in our quest to minimize our carbon footprint.**

**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.

2020 Water Usage\*\*:

**30.1M Gallons**

Offices: **21.8M Gallons**

Enterprise Data Centers:

**8.3M Gallons**

### Facility Highlights

- **Three Alliance Center:** Grey water system covering irrigation and certain plumbing functions
- **Boston:** Single-stream recycling efforts contribute to saving over 87,000 gallons of water annually
- **Windward:** Weather-Matic system adjusts irrigation needs based on weather and restrooms recently updated with low flow fixtures
- **Knaresborough:** Time based sensors installed to maximize toilet efficiency

## 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 the legacy Global Payments facilities, the company utilizes Iron Mountain globally for the recycling of paper and paper products. In all larger offices, physical recycling policies extend to plastics and glass.

In 2020, TSYS managed 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 69% of the waste generated in 2020 which was a 1% increase from 2019. Recycled materials included waste metals, wood pallets, aluminum cans, plastics, paper, card, foam and fluorescent light bulbs.

### Spotlight: Green Scene Ireland

The Green Scene Team in Ireland focuses on changing behavior towards plastic usage/ waste through raising awareness and educating team members on ways to Reduce, Reuse and Recycle. This team regularly provides education opportunities on environmental topics including how to generate lower waste, Plastic Free July, choosing sustainable holiday wrapping paper and tips on selecting sustainable fashion.



### Spotlight: UK Waste & Water Management

In the UK, Global Payments owns two facilities in York and Knaresborough and leases a third in London that represent the majority of our facility footprint in the region. In 2020, water usage at these facilities decreased ~10% versus our goal to reduce usage by 2.5% annually. We also targeted 3% waste reduction for these sites and in 2020 achieved a reduction of 70% versus 2019. While we benefited from lower occupancy in our offices during the pandemic, our goal is to maintain similar water and waste levels in 2021 to 2020.

\*\*Owned or operationally controlled leased facilities representing approximately 50% of office space and 90% of data centers by square footage globally. Approximately 100% of owned facilities are reflected in these figures.

## Sustainability at Columbus Co-Headquarters

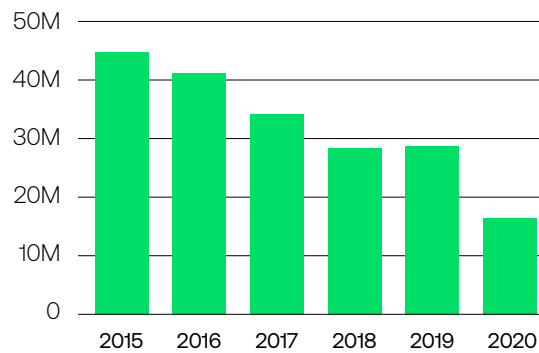
Our Corporate Co-Headquarters located in Columbus, Georgia, represents 25% of our total U.S. office square footage and is one of 11 office facilities owned by Global Payments. This facility is committed to minimizing its environmental impact. The 540,000 square foot Energy Star Certified campus was built in 1999 on a 54 acre greenspace 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 lighting and HVAC control systems have greatly improved energy efficiency. All outdoor, parking garage, and 24/7 lighting has been converted to LED to further maximize energy efficiency.

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 clothing to local charitable organizations.

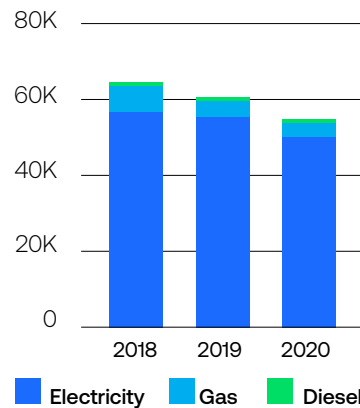
- **Reduced energy usage by ~12% in 2020 versus goal of 2.5% annually**
- **In 2020, reduced kWh per transaction by ~12% versus 2019**

Efforts prioritizing the installation of LED lighting in our buildings and grounds were a major factor in our reduction of energy usage. Recently, electric vehicle charging points were also 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)**



Waste recycling increased **14%** in 2020  
 Paper recycling increased **13%** in 2020  
 Cardboard recycling increased **84%** in 2020  
 Plastic recycling increased **120%** in 2020

# Community Impact

At Global Payments, we demonstrate passion and enthusiasm for making a difference in the lives of others and the communities in which we live and work. 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 health and wellness, education, social equity and financial literacy. 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, helping to achieve positive economic outcomes wherever we may live or 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 2020, we had to rethink the way we gave back during the pandemic as most of the world was locked down in April. We were thrilled to offer service projects that team members were able to accomplish virtually around the world, supporting 100 non-profit organizations globally. Through our core values of **Business Agility** and **Innovative Thinking** we continue to make a difference in the lives of others even in the midst of a global health crisis.



7,500 hours

100 non profit organizations

20 countries

7,000 team members

### Select Day of Service Events

- **Our team in Manila, in the Philippines**, collected over 140,000 Philippine pesos and donated more than 40 tablets and laptops to Tulay Tuloy Eskwela, a non-governmental organization that seeks to make education possible and accessible to all Filipino children.
- **The Jeffersonville, IN team** partnered with two local non-profit organizations to support the needs of the local community. The Nursery Project helps communities meet the needs of families facing hardships while bringing a child into the home, and the Maryhurst Organization supports families in Kentucky during crisis offering healing and hope.
- **The team in Pune, India** partnered with the Centre for Youth Development & Activities by donating funds to help build shelter and provide household supplies to the homeless.

## Corporate Giving

In addition to our Worldwide Days of Service, we donate regularly to organizations that reflect our values. In 2020, Global Payments donated nearly \$7,000,000 supporting many organizations that have touched the lives of our loved ones and our communities in different ways, including Mercer Medical School, Susan G. Komen, National Breast Cancer Foundation, United for Racial Equity and Healing Fund, The American Heart Association, Red Cross, United Way, and UNCF National Walk for Education.

~\$7 million  
donated to support  
multiple organizations



## Global Payment Social Justice and Equality Fund

We also expanded the list of organizations Global Payments contributes to supporting under-represented communities, and through our Social Justice and Equality fund, we are committing to an ongoing charitable giving plan to fight systemic racism as well as address the holistic needs of the Black Community. These organizations include:

### The Bernard J. Tyson Fund

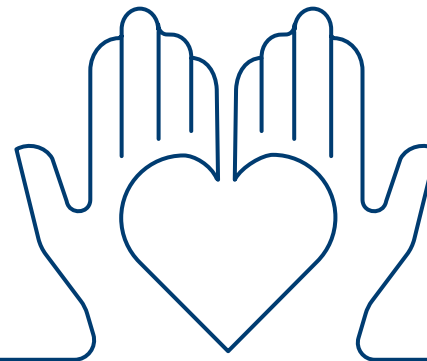
American Heart Association (AHA) national fund supporting and investing in locally-led solutions striving to break down social and economic barriers to health equity in America.



**Bernard J. Tyson  
Impact Fund**

### UNCF

The nation's largest private scholarship provider to minority group members, donating more than \$100 million in scholarships to students annually. The fund benefits students attending 1,100 schools across the country, including 37 of the nation's HBCUs.



## COVID-19 Support

Global Payments also donated specifically to COVID-19 support efforts in 2020. We were pleased to support programs ranging from PPE production at the onset of the pandemic to restaurant economic relief organizations.

The specific organizations we contributed to included:

- American Red Cross
- Community Foundation of the Chattahoochee Valley
- East Lake Foundation
- NC Restaurant Workers Relief Fund
- Feeding America
- The Giving Kitchen of Atlanta
- United Way of Greater Atlanta

## Mercer School of Medicine Expansion

While we recognize the important contributions and sacrifices of medical professionals and global healthcare organizations and volunteer efforts in any environment, we are endlessly grateful for their courage, persistence, and dedication during the pandemic, which has saved countless lives and brought us multiple vaccines in record time. As a small token of our appreciation and in recognition of the importance of educating our future leaders in the medical field, TSYS and Global Payments proudly donated land to Mercer University for the expansion of the Mercer University School of Medicine in Columbus, GA. The location, just north of the TSYS Riverfront Campus, provides an iconic place on the banks of the Chattahoochee River that will suit the needs of medical students, faculty and staff.



TSYS and Global Payments are proud to make this significant gift to Mercer University for the benefit of the entire Chattahoochee Valley and the broader medical community. For many years, TSYS has been a leader in the development and building of our community, and today our commitment is stronger than ever.

**Troy Woods**  
Chairman of Global Payments



### 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 of 2021.



# Matching Team Member Gifts

Global Payments also supports the individual efforts of our team members by matching their personal contributions to charitable organizations, one-for-one up to \$2,000. Our gift matching program was instituted to support the non-profit organizations our team members are most passionate about, whether or not they are directly supported by Global Payments.

Thanks to the generosity for our team members, Global Payments was pleased to match nearly **\$500,000** in **2020**.



## Sponsorship Focus

Through our 2021 Global Give Back program we will reaffirm our commitment to supporting our team members' charitable priorities by donating \$500,000 to organizations chosen by our employees in our locations around the world. This is in addition to our annual giving commitments. We will work with local leaders to understand which non-profits mean the most to our team members.

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



### Financial Literacy and Economic Inclusion

We believe in the critical importance of financial literacy and ensuring that everyone has full access to participate in commerce.



### Health and Wellness

We work to ensure that people have the resources needed to live healthy, comfortable, and productive lives.



### Education

We emphasize all forms of education as an important basis for improving lives and creating a strong foundation for the future.



### Social Equity

We are committed to strengthening under-represented communities and being a champion for equality and inclusion.



## Selected Sponsorships

### United Way

Global Payments supports United Way across the organization. In addition to the \$250,000 contributed to the COVID fund, Global Payments gave the United Way of Greater Atlanta an additional \$250,000 for their Racial Justice Fund and \$333,000 for the annual fund. The latter contribution was a one-third payment on a \$1 million pledge over three years. We also gave the United Way of the Chattahoochee Valley \$150,000 in an annual pledge gift. In total, Global Payments is proud to have contributed nearly one million to United Way.

~\$1 Million

contributed to United Way



### Susan G. Komen

In support of our company's commitment to making a difference, Global Payments is proud to have been the presenting sponsor for the 2020 Komen Greater Atlanta MORE THAN PINK™ Walk. Team Global Payments had 482 members who raised \$49,582, making our team the #1 Fundraising team for the event. Our team members across the United States, regardless of location, had the opportunity to join the walk with Komen's **#WalkWhereYouAre** initiative and the funds these team members raised were in support of their local Komen chapters. This initiative allowed walkers and runners from anywhere to join our team on October 10, 2020, and they were encouraged to walk in their neighborhood, local park, or wherever they were able to safely socially distance with family and friends. As part of this effort, we had team members participate from 26 U.S. states and three countries. Global Payments is also delighted to have contributed the first \$50 to the fundraising efforts of each participant.



### Spotlight:

#### Susan G. Komen Promise Award

During this year's Susan G. Komen annual Bubbles & Bling event, Chief Information Security Officer and Komen Atlanta Board Member, Stacy Hughes, was awarded the Promise Award.

The Promise Award honors the memory of Susan G. Komen by recognizing a cancer survivor, co-survivor or breast health advocate who is making an impact in the community in the fight against breast cancer. This person exemplifies the Komen spirit and serves as an advocate, energizing a commitment to the cause.



# 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.

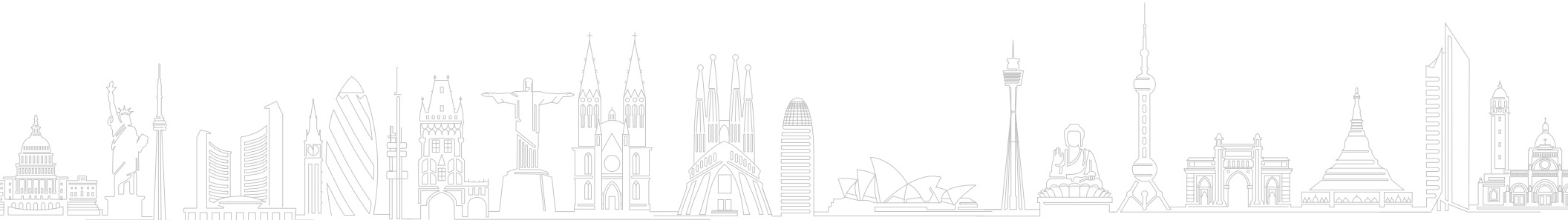
- We enable 3.5 million small and medium-sized business locations as well as complex multinational companies around the world to accept over 140 payment methods and operate their businesses more effectively.
- We also serve as a valuable partner to more than 1,300 financial institutions globally.
- Through our Netspend business, 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.



## Enabling Commerce Across Global Communities

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

**56 billion** transactions annually across global communities in nearly **100 countries** virtually and **38 countries** physically.



# Supporting our Merchant Customers Impacted by COVID-19

Global Payments took numerous steps to support our primarily small-to-medium sized (SMB) merchant customers around the world at the onset of the pandemic. Specifically we:

- Enabled new capabilities to support business operations, including rapidly equipping merchants that did not previously sell online with **full omnichannel solutions**.
- Provided **“No contact commerce” solutions** through mobilepay, contactless, and mobile wallet acceptance at merchants that had not previously accepted these form factors.
- Delivered **virtual terminals** to customers in markets worldwide to allow them to accept orders over the phone.

- **Waived certain fees** such as SaaS and POS payments, as well as online ordering fees.
- **Implemented a charitable program** targeted at our most vulnerable merchant customers that provides pre-loaded paycards that can be used to support their staff at no cost.
- **Eliminated setup fees and first 90 days of subscription fees** for our virtual gift card add-on solution to brick and mortar gift card customers.
- **Extended the free trial period** of our analytics and customer engagement platform that we are rolling out in our Heartland business.

## Helping our merchants access capital

Through our partnership with Lendio, the United States largest and most trusted loan marketplace, we offer our merchants unprecedented access to capital. Merchants can apply for various lending solutions **from as little as \$5,000 to \$5 million 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**.



# Our Solutions Enable Commerce in Communities Worldwide

## AdvancedMD

Through our AdvancedMD (AMD) business unit, 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 44,000 practitioners across 13,000 small-to-medium sized physician practices and 700 medical billing companies enabling them to run their businesses more efficiently. Nearly eight 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 2020, AMD facilitated more than 1.5 million telemedicine visits, up from 25,000 in 2019. Through the first half of 2021, more than a million more visits have been delivered. **Additionally, AdvancedMD was used as the platform to deliver almost three million COVID-related visits in 2020 (COVID testing, follow up visits, etc.)**



ACTIVE Network provides software as a service for activity and participant management. ACTIVE's management software supports a range of clients including: races, nonprofits, outdoor activities, camps, sports, schools, and universities.

With many customers facing financial difficulty and business closure during COVID-19, ACTIVE quickly rose to the challenge to support customers. Efforts included:

- **Partnering with virtual content creation outlets to deliver virtual solutions to our customers, which they could brand as their own. Many physical activity businesses were saved by launching virtual activities during the pandemic.**
- **We added additional controls to support different state's requirements on occupancy at the building and individual room level.**
- **Delivered waiver updates allowing customers to craft emergency waivers related to their specific event.**

- **Launched an integrated solution with a thermal imaging camera that allowed no-contact temperature screening of individuals entering facilities.**
- **Built and launched a mobile engagement app to assist customers who were struggling to stay connected with their customers.**

As businesses began coming back online for summer activities, we have continued to invest to assist customers with the new problems they are facing. For example, **we are enabling new remote and/or kiosk check-in processes to minimize contact between customers, staff and consumers, as well as overcrowding in entryways of buildings.** This includes a mobile device check-in option when in close proximity to the location and time of the event.



## Greater Giving Software Helps TSYS Future Scholars Foundation Raise \$3,915 for Students

As part of the Atlanta and Columbus, GA **TSYS Future Scholars Golf Tournaments** held in May, Georgia-based team members were invited to participate in a virtual silent auction to support the TSYS Future Scholars. The silent auction was coordinated and hosted on our own Greater Giving fundraising software, which enabled us to raise \$3,915 toward scholarships for children of Global Payments' U.S. team members attending college this Fall.

## greater giving

Greater Giving is a Global Payments business that facilitates charitable giving through our 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.

Importantly, our Online Bidding solution helped nonprofits and schools across the nation pivot to virtual auctions during the pandemic, allowing them to continue to raise the donations they depend on despite restrictions on in-person events. **Specifically, Greater Giving supported over 3,000 virtual fundraising events and processed more than \$100 million in contributions during the pandemic.**

## xenial

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, the 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 pandemic. **Global Payments 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 increased over 456% since the onset of the pandemic as QSRs shifted toward online fulfillment.

## Heartland

**Global Payments Analytics & Customer Engagement Solutions business provides software and services that assist our customers to grow their businesses.**

Within the Heartland restaurant portfolio, merchants with at least one of these products fared roughly 25% better on average than all restaurant merchants combined during the first 30 weeks of the pandemic.

**Restaurant merchants using our email marketing solution** had an advantage of 20-35% pre-pandemic in terms of card processing volumes compared to other Heartland restaurant merchants without the solution. The advantage was more pronounced at 65% during the lockdown in 2020 as merchants used email marketing as a lifeline to their customers; they remained more resilient post lockdown at 35-50% higher processing volumes.

Across all market segments from single location restaurants to our Xenial enterprise clients, we saw messaging volumes increase 136% and offers issued up 198%.



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 an estimated 69 million underbanked consumers by giving them 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 prepaid card 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. And beginning in December 2020, 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 technology peers.**



## #KeepLocalAlive campaign

Global Payments activated the #KeepLocalAlive campaign of virtual gifting tools for consumers seeking to provide help toward their favorite local restaurants, shops and service providers. Virtual gifting solutions helped increase much-needed cash flow, while enabling customers to support their favorite participating local small businesses.

We saw the impact of #KeepLocalAlive with gift restaurant clients fairing 75% better in processing volumes during the lockdown than those without gift, and greater resiliency at 50% post lockdown. The impact was most striking in the personal services category where the advantage during lockdown was 600%, and 50-90% post lockdown.

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

**Brazil launched a massive social program to provide its citizens with digitally distributed financial aid during the pandemic. 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 they turned to Global Payments' TSYS Issuer Solutions, and together, Banco Carrefour and TSYS 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 and affiliated stores.

This innovative prepaid digital program was ready in record time—just 40 days from start to finish. 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.



This is just one example of many in which TSYS worked with issuers to enable cardholder and small business relief programs, which also included supporting the delivery of a range of payment options as consumers and businesses sought predictable ways to manage budgets and expenses.



# The Future of **Digital Commerce**

In the last year, Global Payments has struck 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.

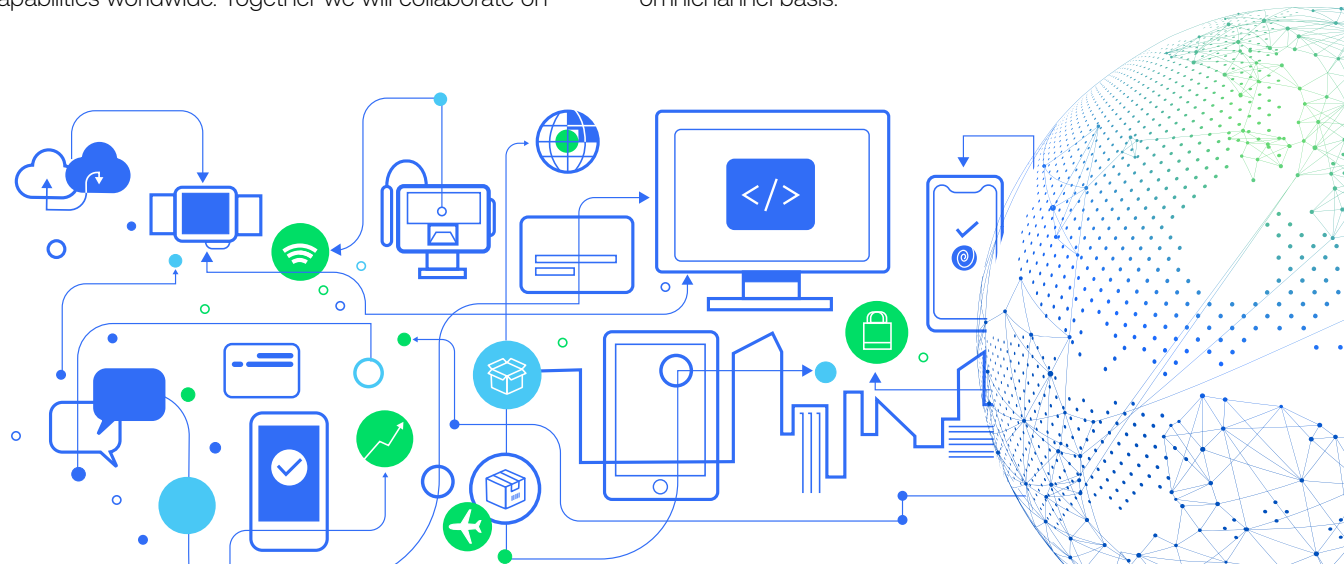


In 2020, Global Payments announced a new multi-year go-to-market collaboration with Amazon Web Services (AWS) to provide an industry leading cloud-based issuer processing platform for customers regardless of size, location, or processing preference. With AWS as our preferred cloud provider for issuer services, we will deliver 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 will leapfrog traditional analog means of distribution and redefine 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. And we are excited to have recently extended our collaboration with AWS to include unique distribution and cutting edge technologies at Netspend, which will accelerate our strategy across the three pillars of digitization, internationalization and B2B expansion.



In early 2021, we were delighted to announce 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 will create 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.



# Furthering Education & 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.



## University Partnerships

### Columbus State University

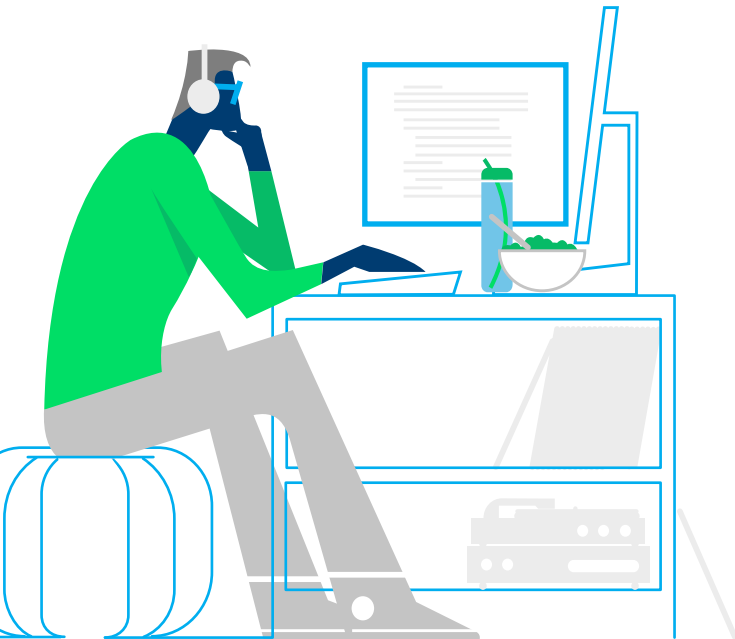
In 2015, TSYS donated \$5 million to Columbus State University (CSU) and established the TSYS Cybersecurity Center. TSYS and CSU developed a program to address the shortage of cybersecurity professionals in today's workforce featuring an innovative cybersecurity-focused learning space offering expert faculty as well as state-of-the-art technology for students to work with. In as little as one year, students are trained for real jobs needed by real employers using Georgia's first ever Cyber Range housed at a public university.

Chief Information Security Officer, Stacy Hughes, brought several of her key leaders to visit the Cybersecurity Nexus students at the TSYS School of Computer Science of Columbus State University. She and Tanya Deen met individually with students while Mike Kane, Matt O'Shields, Peter Staarfanger, and Robert Yager shared their insights with students in an intimate group setting.

“

**At Global Payments, we believe that we have the right support, foundation, people and strategy, that not only aligns to our business needs, but continues to meet current and future challenges.**

**Stacy Hughes, CISO, Global Payments Inc.**

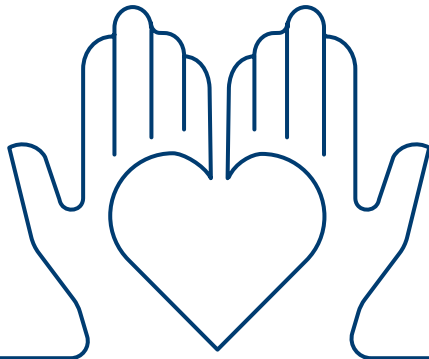




**University of Pennsylvania**

In 2020, Global Payments partnered with MBA students from the Wharton School at the University of Pennsylvania focusing on projects supporting two key areas of growth within an entertainment business.

Students collaborated with business leaders on reputation management for a mobile application and offered insights and recommendations on how to get and maintain a 5 star app store rating. Additionally, students researched best practices on a marketing and communication strategy related to launching a new mobile application.



**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.

The COVID-19 pandemic brought increased demand for contactless commerce solutions. In 2020 the Payment Innovation Hub (PIH) committed time and resources to understanding how the COVID-19 pandemic will impact the payments sector around the digitization of payments, self checkout solutions, and further the understanding of voice to pay technology as a way of payments. The findings of the in-depth research about the post-COVID-19 consumer experience was published in a comprehensive report entitled “Tech & COVID-19: Trends & Solutions for a Post-Pandemic Strategy” that aims to help partners negotiate the “new normal” and provide them with an insider’s purview of potential opportunities in the technology sector.



# 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

- Non-employee Chairman of the Board
- Strong Lead Independent Director
- Board oversight of risk management
- Eleven out of twelve directors are non-employee directors
- Ten out of twelve directors are independent
- Five out of ten independent directors 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
- Shareholder right 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



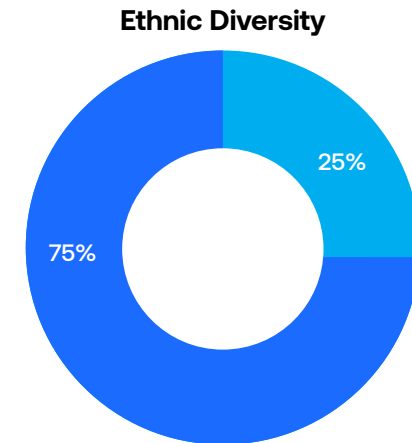
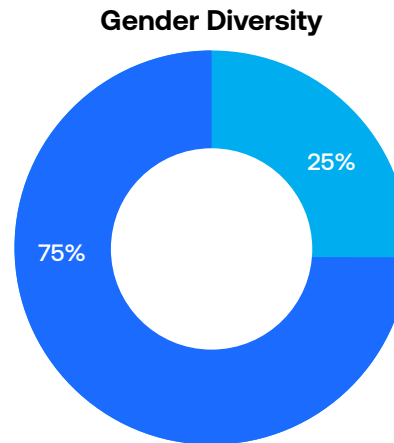
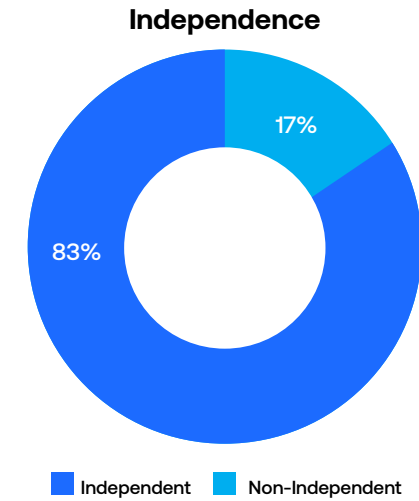
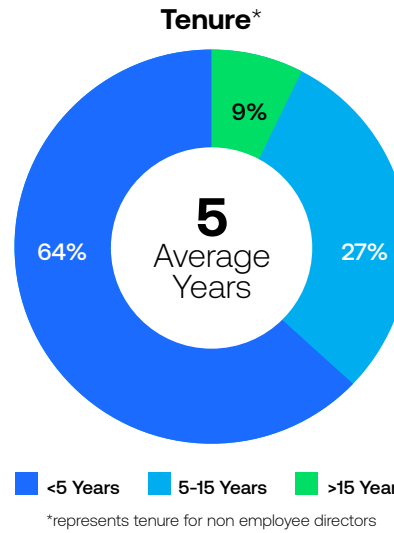
# Oversight

## 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.

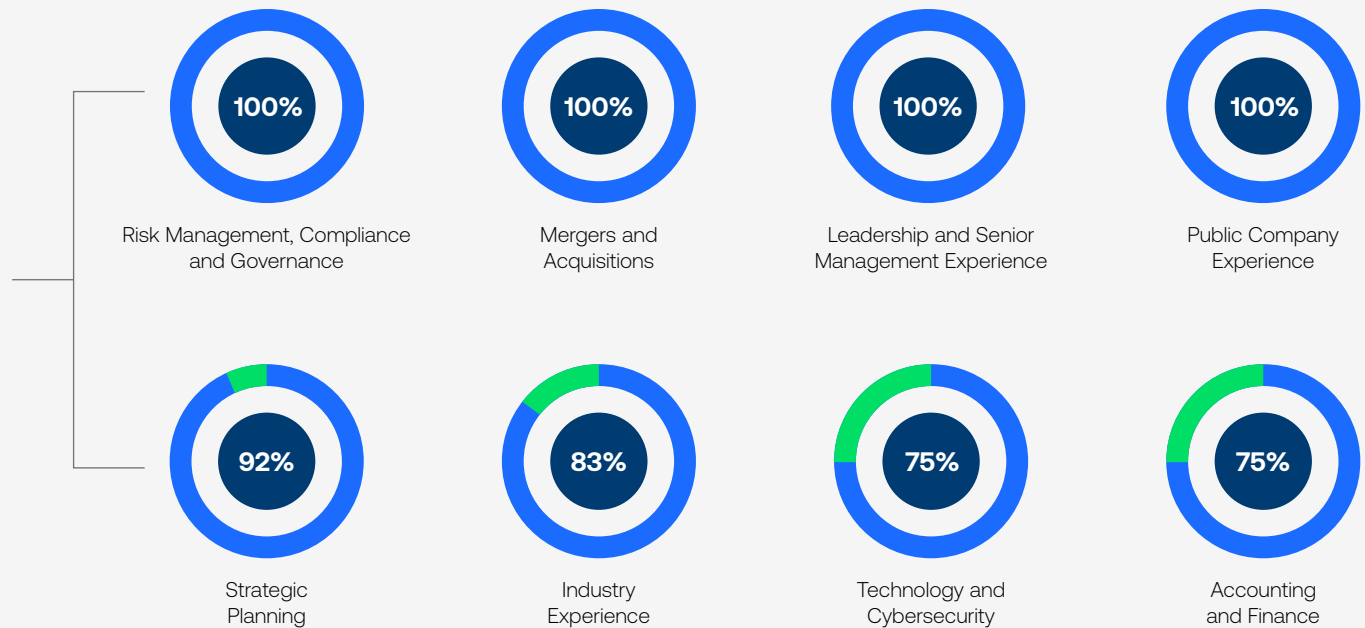
6 new directors  
over past 3 years

### The composition of our board consists of:



■ Indicates board representation of the qualification

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 2020, 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 held conversations with investors, representing approximately 45% of our total shares outstanding.

As a result of engaging with our shareholders and keeping abreast of leading best practices, since our merger with TSYS we have taken actions with respect to corporate governance matters, including the following:

- Declassified our board and implemented annual election of all directors
- Appointed a lead independent director of the board
- 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

- Eliminated the supermajority voting requirements
- Board gender diversity increased from 11% to 25%
- Overall board diversity increased from 22% to 42%
- Increased stock ownership requirements for NEOs and directors

# 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 comprised 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 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 deploy multiple methods and technologies to secure the Company's computing environment and ensure the confidentiality, integrity and availability of our information assets. Technology and cyber-security qualifications and experience are some of the key factors that our Governance and Nominating Committee considers in its assessment of the board membership criteria.

Subject to oversight by the full board of directors, the Technology Committee, which is composed solely of independent directors, receives regular reports from the Company's Chief Information Security Officer, or CISO, on the Company's cyber-risk profile and information security initiatives. The Company's Information Security Program is administered by the CISO, who maintains a direct reporting line to both the Technology Committee and the board.

At least annually, the Technology Committee receives a formal, enterprise-wide information technology and cyber-security risk assessment and reviews and recommends the Company's information security program supporting policies to the full board for evaluation and approval.

The Technology Committee reviews and discusses the Company's information security strategy with the CISO at every committee meeting and recommends the Company's information security policy and technology strategic plan to the full board for evaluation and approval.

The CISO and CIO 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.



**At Global Payments, we believe that we have the right cybersecurity support, foundation, people and strategy, that not only aligns to our business needs and meets today's challenges, but also prepares us for future challenges.**

**Stacy Hughes, CISO**

## Information Security Strategy

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

**1. Maturity.** Continued improvements of the existing security program.

**2. Standardization.** By standardizing 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. Changing Threat Landscape.** The delivery of malware/ransomware and subsequent data loss through phishing attacks, malicious web sites or exploits is a real and predominant threat. To address this threat, we continue to deploy security tools across the enterprise. This includes a

focus on endpoint protection, web content filtering/proxy, data loss prevention, as well as a common tool to support the rollout of a zero trust operating model.

**3. Automation.** As our business continues to grow, security needs to grow with it. To keep up with 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 very 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 are proud of the fact that last year **Global Payments was the first company listed as compliant with the PCI Secure Software Framework under the Secure Software Lifecycle (Secure SLC) Standard that helps software vendors ensure that security is designed and integrated at each stage of the software lifecycle.** 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.



## Partnership with Columbus State University’s TSYS school of Computer Science

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 2019 and 2020, Global Payments’ Information Security worked with CSU to design and implement one of the only public university owned Cyber Ranges. In the spring of 2021, Global Payments also sponsored a Hackathon with the CSU students to provide a practical and fun event to test and grow their security knowledge and skills.





### 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.

### 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 external regulatory environment and to providing relevant and effective privacy training, advice, and guidance to the business. **Our Privacy Office includes a team of dedicated Privacy Champions embedded within the various business units to foster dialogue between the Privacy Office and the business around compliance with applicable law, data subject expectations, and industry standards.**

**Training & Awareness:** All company employees receive annual training with respect to privacy principles and obligations, including the protection of cardholder, customer and employee data, and privacy and data

protection featured prominently in our [Employee Code of Conduct and Ethics](#). 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 an intra-company online community, which provides regular updates and insight on the most recent privacy-related changes in the law and technology.

**Each year, the company recognizes International Data Privacy Day, a day dedicated internationally to raising awareness and promoting privacy best practices, and commemorates the occasion with guest speakers, interactive events, and other activities that draw attention to the importance of data privacy and protection.**





Privacy touches nearly every facet of the business, and the external privacy environment is in a state of constant change. Against this backdrop, Global Payments has set high standards of fairness, corporate ethics, and respect for privacy and confidentiality, and these standards apply across a wide array of products and services sold around the world.

**Dara Steele-Belkin**

*SVP, Assistant General Counsel & Chief Privacy Officer*

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.

**Complying with the Highest Standards**

Legal obligations applicable to Global Payments’ handling of personal data include:

- the Gramm-Leach-Bliley Act (GLBA) and the California Consumer Privacy Act (CCPA) in the U.S.
- the European Union General Data Protection Regulation (GDPR) and its UK counterpart
- the Brazilian General Personal Data Protection Act

In addition, the Global Payments businesses that handle and process credit 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, qualified payment application security companies.



## Data Asset Management & Enablement

**Data Asset Management & Enablement is an enterprise wide program designed to enhance Global Payments' data management practices across the entire data lifecycle. The program focuses on three key areas:**

### 1. Improved data management capabilities.

Development includes data quality, data discovery, data governance and data issue management and the program is being developed for scalability to support the company's growth. These capabilities are being realized by establishing and institutionalizing new sets of processes, by defining key data roles across business and technology functions to drive data ownership, accountability and data stewardship and by implementing tools and technology. New tools are being integrated into the environments of business units across the enterprise and will help, among other things, with program scalability as the company's data ecosystem grows.

**2. Training and Communication.** The program's training and communication initiatives across the enterprise are helping improve data literacy and drive data driven culture; these are also designed to enable company stakeholders to be effective in their new data roles. The program offers seven training modules, ranging from foundational to advanced training, including training for data management tools.

**3. Program Implementation.** The program will be rolled out across 20+ business units by the end of 2022 and is designed to address data risks and data solutions from a comprehensive viewpoint, establishing cross-functional operating models with business units and corporate functions such as privacy, information security, enterprise risk management, audit and enterprise architecture.

**Data Lifecycle Management Council:** The program lead also chairs the newly established enterprise level Data Lifecycle Management Council to define and address cross-functional data agenda collaboratively with various corporate functions and business units. This holistic approach is designed to manage data at various phases of the data lifecycle, namely data creation, storage, usage, retention and destruction.

**The Data Asset Management & Enablement** program will improve data visibility into the Company's sensitive data as well as business critical data. It will also enhance 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. Because of better visibility into data and better quality of data, the program will also enable the business by increasing operational efficiency and data value.



Through our enterprise-wide data asset management program, we comprehensively manage our data assets and ensure scalability as the company's data ecosystem grows.

**Dipti Desai**

*Vice President, Data Asset Management & Enablement*

### 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' Board of Directors 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 assessments to confirm that management's processes and controls support compliance requirements. 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' highest priority is to fully comply 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 and regulatory 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 2020, we committed over **\$120 million** with over **400 diverse suppliers** across our businesses.





# Reporting and **Resources**



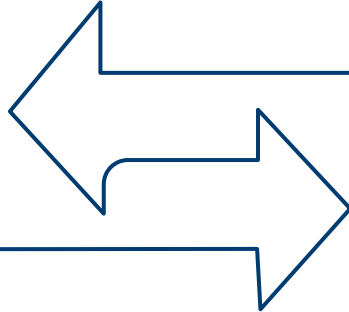
**SASB INDEX—Software & IT Services**

Topic	Metric	SAAB Code	Disclosure
<b>Environmental Footprint of Hardware Infrastructure</b>	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	<a href="#">See page 39</a>
	(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	<a href="#">See page 42</a>
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	<a href="#">See page 41</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	<a href="#">See page 68</a>
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	<a href="#">See our to 10-k</a>
<b>Data Security</b>	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	<a href="#">See page 65</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	<a href="#">See page 17</a>
	Employee engagement as a percentage	TC-SI-330a.2	<a href="#">See page 22</a>
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	<a href="#">See page 35</a>
<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	<a href="#">See our to 10-k</a>
<b>Managing Systemic Risks From Technology Disruptions</b>	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	<a href="#">See our to 10-k</a>

# 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](#)
- [2020 Annual Report](#)
- [2020 Proxy Statement](#)
- [Global Payments Corporate Citizenship](#)
- [Shareholder Voting Rights](#)
- [Employee Code of Conduct and Ethics](#)
- [Website Privacy Statement](#)
- [GDPR](#)
- [Slavery and Human Trafficking Transparency](#)
- [COVID-19 Resources](#)



# globalpayments

Innovation that delivers.

## 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 nearly 24,000 team members worldwide, Global Payments is a Fortune 500® company and a member of the S&P 500 with worldwide reach spanning over 100 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), LinkedIn and Facebook.

For more, visit us at [globalpayments.com](http://globalpayments.com).

