



## 2020 **Global Responsibility Report**

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Our Culture.  
Our Environment.  
Our Communities.  
Our Commitment.

**global**payments

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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 the CEO

Global Payments' commitment to drive positive change across our four Global Responsibility pillars of Culture and Values, Environmental Sustainability, Community Impact and Corporate Responsibility has never been more evident than it is today as we navigate through the COVID-19 pandemic. Our top priority during this worldwide crisis remains the health and safety of our team members, customers, partners and the communities in which we live and work. We are all working together to fight the spread of the Coronavirus while operating our businesses as usual despite the circumstances. I am extremely proud of each and every one of our nearly 24,000 team members for their tremendous efforts and unwavering focus on our customers and communities during this unprecedented crisis. Global Payments has implemented many important initiatives as a result of the current environment.

## Taking Care of Our Team Members

95% of our team members began working from home in mid-March, and many will continue to do so for some time. For those team members returning to our offices, we have implemented appropriate social distancing practices, made antibacterial hand sanitizers and masks widely available and increased the frequency of cleaning of key areas. We have continued to put the health and well-being of our team members first, while also supporting our customers and safeguarding our business.

## Helping Our Customers

Exceptional customer support has always been a key pillar of our business model, and we have taken numerous targeted steps to support our customers across all of our businesses. This includes providing economic relief in a variety of forms whether that is waiving or reducing certain fees or granting extended or free trial periods for solutions. We have established a charitable program targeted at our most vulnerable merchant customers that provides preloaded pay cards that can be used to support their staff at no cost. Additionally, we have been leveraging our relationship with our lending partner in the U.S. to facilitate payroll protection program loans for customers across our distribution platforms.

I am especially proud of our Netspend business, which facilitated the rapid distribution of much needed funds under the CARES Act. We believe that Netspend was one of the first companies to provide stimulus funds to customers ahead of both financial technology peers and financial institutions.

As we move forward, businesses are having to be more agile than ever before as they are forced to adapt to meet changing customer payment preferences due to the global pandemic.



**Jeff Sloan**  
Chief Executive Officer



Global Payments has invested significantly in leading technology software solutions that will allow our millions of merchant customers around the world to effectively engage in Safe Commerce in a changed competitive landscape. We are all in this together, and together, we will emerge stronger than ever.

### **Supporting the Communities in Which We Work and Live**

In addition to our customer efforts, we have launched an employee matching gift program to encourage and empower team members to actively support their local communities during this crucial time. We are matching U.S. team member donations dollar for dollar when giving to the following COVID-19 response organizations: American Red Cross, United Way Pandemic Relief Fund and The Care Foundation.

We're also pleased to support important restaurant economic relief organizations including Feeding America, The Giving Kitchen and the North Carolina Restaurant Workers Relief Fund. And in addition to our established annual philanthropic and community engagement programs around the world, Global Payments is responding to the pandemic by providing significant targeted support to the United Way and other coronavirus relief funds in the communities where our dual headquarters are located in Atlanta and Columbus, GA.

### **Merger with TSYS Established Global Payments as the Pure Play Payments Technology Leader**

We are delighted to have successfully closed our transformative merger with TSYS on September 18, 2019. Our partnership created the preeminent pure play payments technology company at scale focused on small- and medium-sized businesses and leading financial institutions globally. Importantly, the merger accelerates our technology-enabled, software-driven strategy, establishing Global Payments as

the leading provider of integrated payment solutions, owned software in both merchant and issuing and ecommerce and omnichannel capabilities. Our combination also provides further exposure to additional faster growth geographies and enhanced scale in markets overseas in which each company already operates.

### **Bringing the Best Together**

We have already made significant progress on our integration, which was made possible by the strength of our complementary corporate cultures focused on putting people first. Our top priority following the merger was to establish a vision and the values of the new Global Payments, bringing together the very best practices of both companies. We detail our new values in this report, which do more than describe who we are, they tell us who we should aim to be every day. Our values support our culture of people and performance, and we'll hold ourselves accountable through our new Culture Committee. Members of this committee will serve as culture champions and represent our various regions and businesses across the globe.

### **Our Commitment to Inclusion and Diversity**

*People Who Make A Difference* and *Diverse Perspectives* are two of our strongly held values here at Global Payments. We are fortunate to be part of an organization that stands against racism, intolerance and injustice in all its forms — one that respects, honors and celebrates the diversity of our team members and the differences among us. Our commitment to fostering a company culture that values and respects Inclusion and Diversity is steadfast. Standing together as one company, we will continue to work to drive positive change for the communities in which we live and work and stamp out injustice.



I am proud of the great progress we are making as we evolve our Global Responsibility efforts detailed in this report. Looking ahead, the pace at which technology is transforming our industry is only accelerating, and we believe that we are at the forefront of leading that change. We are committed to ensuring we maintain our innovation leadership, so that we continue to drive positive change to the benefit of our people, our customers and our communities around the world.

Sincerely,



**Jeff Sloan** | Chief Executive Officer

## Supporting Our Customers Impacted by COVID-19

- **New capabilities to support business operations**, including rapidly equipping merchants that did not previously sell online with full omnichannel solutions.
- **“No contact commerce”** through mobilepay, contactless and mobile wallet acceptance at merchants that had not previously accepted these form factors.
- **Virtual terminals to customers** in markets worldwide to allow them to accept orders over the phone.
- **For our healthcare customers at AdvancedMD**, we enabled 1,500 practices with telemedicine capabilities, delivering the technology for nearly 500,000 virtual visits in the second quarter of 2020.
- **Waiving certain fees** such as SaaS and POS payments, as well as online ordering fees.
- **Implementing 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.
- **Waiving setup fees and first 90 days of subscription fees** for our virtual gift card add-on solution to brick and mortar gift card customers.
- **Extending the free trial period** of our analytics and customer engagement platform that we are rolling out in our Heartland business.
- Leveraging our relationship with our lending partner in the U.S. to **facilitate thousands of Payroll Protection Program loans** for customers across our distribution platforms.
- **Supporting our issuer clients** during a period where we are seeing very high call volume by maintaining strong operational stability in our call centers.
- **Working with issuers to enable cardholder and small business relief programs**, including supporting the delivery of a range of payment options as consumers and businesses seek predictable ways to manage budgets and expenses.
- **Our Netspend business is facilitating the rapid distribution of much needed funds under the CARES Act.** During the second quarter of 2020, we processed over half a million deposits accounting for over \$1.4B in stimulus payments to American consumers distributed by the IRS.

## Message from the CHRO

With the injustices taking place in our world today, I think it is important to share Global Payments' perspective on the reactions to those injustices, and importantly, our definitive response as a company.

Like so many, I have experienced a wide range of emotions. It is truly unbelievable that in 2020 we continue to witness such extreme examples of racial injustice and inequality. The injustices that have been in the press recently are just the latest examples. Unfortunately, the Black Community has been dealing with these types of issues decade after decade.

At this point in my career, there are those that feel that I have "made it." And by "made it," they believe that given my title/position, that I am somehow exempt from the ugliness of racism, prejudice and ignorance. When I leave the office, there are those who do not see my title, position or my accomplishments, nor do they care. They see my color. They see that I am Black. Believe me, my title makes no difference in the ways in which I am treated as a Black person, such as being followed in department stores or actually being ignored when I need assistance. Or how about the likelihood of being seated near the kitchen or the restrooms even when there are multiple tables open in a restaurant.

The sad part about it, is that I have come to expect this type of behavior. I said EXPECT, not ACCEPT.

These issues have gone on far too long, and we all have a responsibility to make a difference. We must continue to create more inclusive environments that address sensitive topics such as these with respect, compassion and understanding.

Everyone has a different background and reality, and we are each experiencing these events through our own lens. While we often talk about being authentic and bringing our whole selves to work, many of us are also bringing community burdens, anger and frustration. I encourage our team members to ask colleagues, "Are you OK?" That one simple question goes a long way in demonstrating we are here for each other, we recognize the problem and we are allies.

As allies, we must realize that we don't have all the answers and understand that we can't fix these issues alone. But what we do know is that we must put our words and beliefs into thoughtful, concrete actions to advance social justice and equality. I am extremely proud that Global Payments recognizes this, and our Executive Leadership Team is making a commitment to drive meaningful change in a number of ways.

**Education.** We will continue to promote awareness through team member education and as part of our annual compliance training by requiring Unconscious Bias training for all team members worldwide. We will also provide more learning opportunities for team members as we supplement our current



**Andréa Carter**  
Senior Executive Vice President,  
Chief Human Resources Officer

Learning & Development program with additional inclusion and diversity course offerings.

We will bring important race-related topics to the forefront through a new Executive Leadership Team speaker series. In response to suggestions from our team members, these are intended to educate our team members, ensure they feel supported and heard and create an environment of inclusion and fairness.

**Team Members.** We will continue to help our team members come together to spread awareness of the issues facing certain demographic groups through the launch of the Global Payments Onyx Network, an employee resource group (ERG) for team members committed to celebrating and spreading awareness about the Black Community and cultural differences. Our Employee Resource Groups (ERGs) are voluntary, team member-led communities that work to foster a diverse, inclusive workplace aligned with Global Payments' vision, values and company culture.

**Communities.** In addition to the existing contributions Global Payments currently makes to organizations supporting under-represented communities, we will develop an ongoing charitable giving plan to fight systemic racism that fuels the injustices we continue to see and experience as well as address the holistic needs of the Black Community. Through our [Social Justice and Equality Fund](#) we will advocate for affordable and equitable healthcare through the [Bernard J. Tyson Fund](#); seek to provide educational opportunities through [UNCF](#); and support economic self-reliance and the fight for civil rights through [The National Urban League](#). In addition to donations from the company, we will also provide opportunities for team members to participate via our matching gift program in North America.

Representing the communities where our dual corporate headquarters are located, Global Payments supports the [Georgia Hate-Crimes Bill](#). This legislation imposes additional penalties on criminal defendants if their victim was chosen based on his or her race, color, religion, national origin, sexual orientation, gender, mental disability or physical disability.

We will stand together as one Global Payments to create positive change for our communities and stamp out injustice. While we are moving in the right direction to make the world a better place, we can't forget about the strength of hope. I find a great deal of hope in the peaceful demonstrations that have taken place, seeing a crowd of all races, genders and backgrounds gathering to support the Black Community. I find hope in the mural of George Floyd on the Berlin Wall, triggering activism around the world.

To end racism it will take a village, it will take diverse allies. Thank you for being an ally.

Sincerely,



**Andreea Carter** | Senior Executive Vice President,  
Chief Human Resources Officer

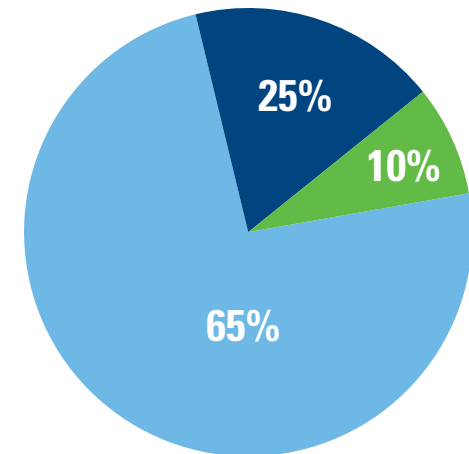


## About Global Payments

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

Headquartered in Georgia with nearly 24,000 employees worldwide, Global Payments is 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 [globalpaymentsinc.com](http://globalpaymentsinc.com) and follow Global Payments on Twitter (@globalpayinc), LinkedIn and Facebook.

**2019 Pro Forma  
Adjusted Net Revenue**  
**\$7.1B**



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

**~24,000**  
Employees

**~3.5M**  
Customer Locations

**100**  
Countries

**~56B**  
Transactions Processed

## Our Brands

globalpayments

TSYS

Heartland

globalpayments  
Integrated

touchnet

xenial

ACTIVE  
network.

eziidebit.

eway®

AdvancedMD

greatergiving

ECSI

NETSPEND

## 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 2019:

- **Global 2000: The World's Best Employers (Global Payments)** - Forbes
- **America's Best Employers (TSYS)** - Forbes
- **Corporate Equality Index: Best Places to Work for LBGTO Equality (Global Payments)** - Human Rights Campaign Foundation
- **Best for Vets: Employers 2019 (TSYS)** - Military Times
- **One of America's Most Admired CEOs (CEO Jeff Sloan)** - Atlanta Business Chronicle
- **Top 50 Companies to Watch in 2020 (Global Payments)** - Bloomberg
- **Global 2000: The World's Largest Public Companies (Global Payments)** - Forbes
- **Fintech Rankings Top 100 (Global Payments & TSYS)** - International Data Corporation (IDC)
- **Honoree of the Civic 50 for the sixth consecutive year (TSYS)** - Points of Light
- **2019 ATP Leadership Award (CIO Dr. Guido Sacchi)** - Atlanta Technology Professionals (ATP)

## 2019 Highlights

2019 was one of the finest strategic, operational and financial years in Global Payments' history. We made the following key achievements on the three pillars of our long-term growth strategy:

- **Software-Driven Payments Focus:** Closed the largest merger in our history with TSYS in September 2019, establishing Global Payments as the preeminent pure play payments technology company worldwide. The landmark transaction accelerated our technology-enabled, software-driven strategy across integrated payments, owned software in both merchant and issuing and ecommerce and omnichannel capabilities.
- Global Payments reached and closed an agreement to purchase Québec-based bank Desjardins' existing portfolio of approximately 40,000 merchants and executed an exclusive referral partnership to provide acquiring solutions to its clients for the next decade. Desjardins selected Global Payments as a direct result of the breadth and depth of our technology payment solutions, local and global expertise, comprehensive distribution and modern architecture and infrastructure.
- **Full Omnichannel Capabilities:** Completed the rollout of our Unified Commerce Platform (or UCP), positioning Global Payments to seamlessly combine the virtual and physical worlds to serve the most complex merchant needs in the U.S., Canada, United Kingdom and Asia Pacific.
- Our UCP capabilities and ability to offer payment solutions through a single integration in more markets than our peers led to a partnership with CITI to offer payment acceptance services to its multinational banking clients on an omnichannel basis. We are now live with CITI in the U.S. and United Kingdom and will be adding Canada in the third quarter of 2020.
- **Faster Growth Market Exposure:** Announced expansion of our joint venture with Erste Bank into its home country of Austria. Together we now provide leading payments solutions in five faster growth markets in Central Europe, including the Czech Republic, Slovakia, Romania, Hungary, in addition to Austria.
- Signed an agreement to enter a new joint venture via our Netspend business with CaixaBank-owned MoneyToPay, which provides prepaid payment solutions to consumers, corporations, governments and other institutions across multiple markets in Europe.
- Launched a new joint venture with our long-standing partner HSBC in Mexico. HSBC is well positioned in Mexico serving retail and small and large corporate banking clients throughout all 32 federal entities of Mexico with a strong presence in the most important economic centers of Mexico City, Monterrey and Guadalajara. Together we will bring leading payments technologies to merchant customers in Mexico as we have successfully done worldwide.



# About This Report

Our 2020 Global Responsibility Report highlights our commitment to our people, our customers and the communities in which we operate and facilitate commerce. We are dedicated to continuous improvement and 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, our people truly make a difference. Our unwavering focus on our employees 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.
- **Community Impact:** Through corporate giving and employee volunteerism we serve our communities around the world each and every day. This includes advancing education and promoting health and wellness for all.
- **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. Employees receive annual training to help us mitigate risk and reinforce our values.

## Environmental, Social & Governance (ESG) Oversight

To ensure our Environmental, Social and Governance (ESG) efforts continue to evolve and that our initiatives influence how we manage our business, Global Payments has established an ESG Steering Committee with general oversight for these efforts. The committee is composed of company leaders from across the organization and includes legacy Global Payments and legacy TSYS team members. Committee members are designated as champions across the four pillars detailed in this report. As we advance our ESG capabilities, the committee will provide regular reports to Global Payments' Executives and the Board of Directors Governance Committee on progress and improvements.

## 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 12 of the 17 SDGs.



Learn more about the SDGs on the United Nation's website [un.org/sustainabledevelopment/](https://un.org/sustainabledevelopment/)

# Culture and Values



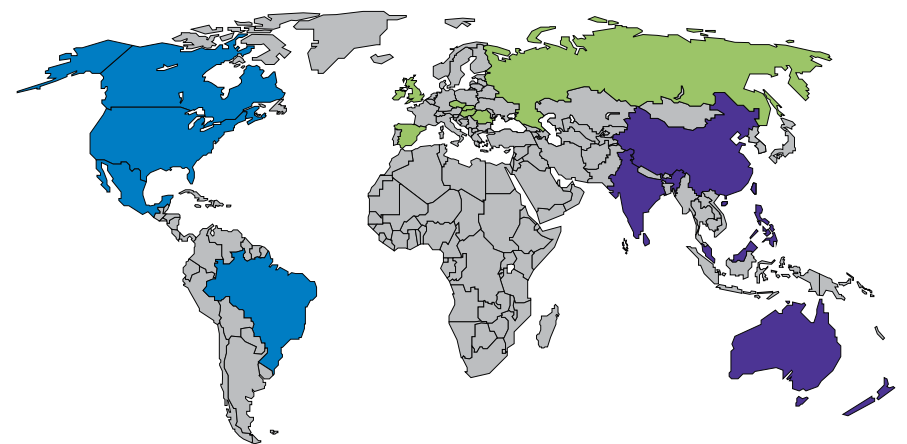
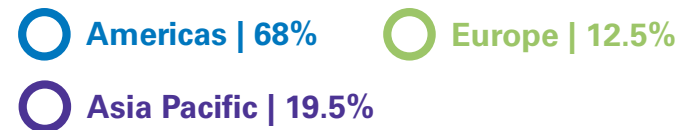
## 2019 Workforce Highlights

- ~24,000 Employees
- ~80 Nationalities
- Across 38 countries
- 16 Native Languages

## Building a Diverse Culture

At Global Payments, we have local sales offices as well as operational and support resources across 38 countries and over 16 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.

### Geographic Distribution of Employees





## Culture Transformation

Our top priority following the merger with TSYS 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.**



### People Who Make A Difference

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

“It all starts with us, which is why we have *People Who Make A Difference* placed at the very top. *People Who Make A Difference* ARE what sets our value wheel in motion. Our values are a direct reflection of how we feel about ourselves and each other.”

**Andréa Carter**  
*Senior Executive Vice President,  
 Chief Human Resources Officer*

### Diverse Perspectives

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

“You can have the most diverse workforce in the world, but if your team members do not feel seen, valued, respected and included in the success of the company, it will limit your ability to succeed. With an inclusive and diverse workforce, the possibilities are endless.”

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

## Trusted Partnerships

We demonstrate integrity and understand our stakeholders' priorities. We deliver on our promises, turning relationships into partnerships built on trust.

"When you truly partner with someone, it gives you the feeling that you play a role in their success or failure. You're in it together."

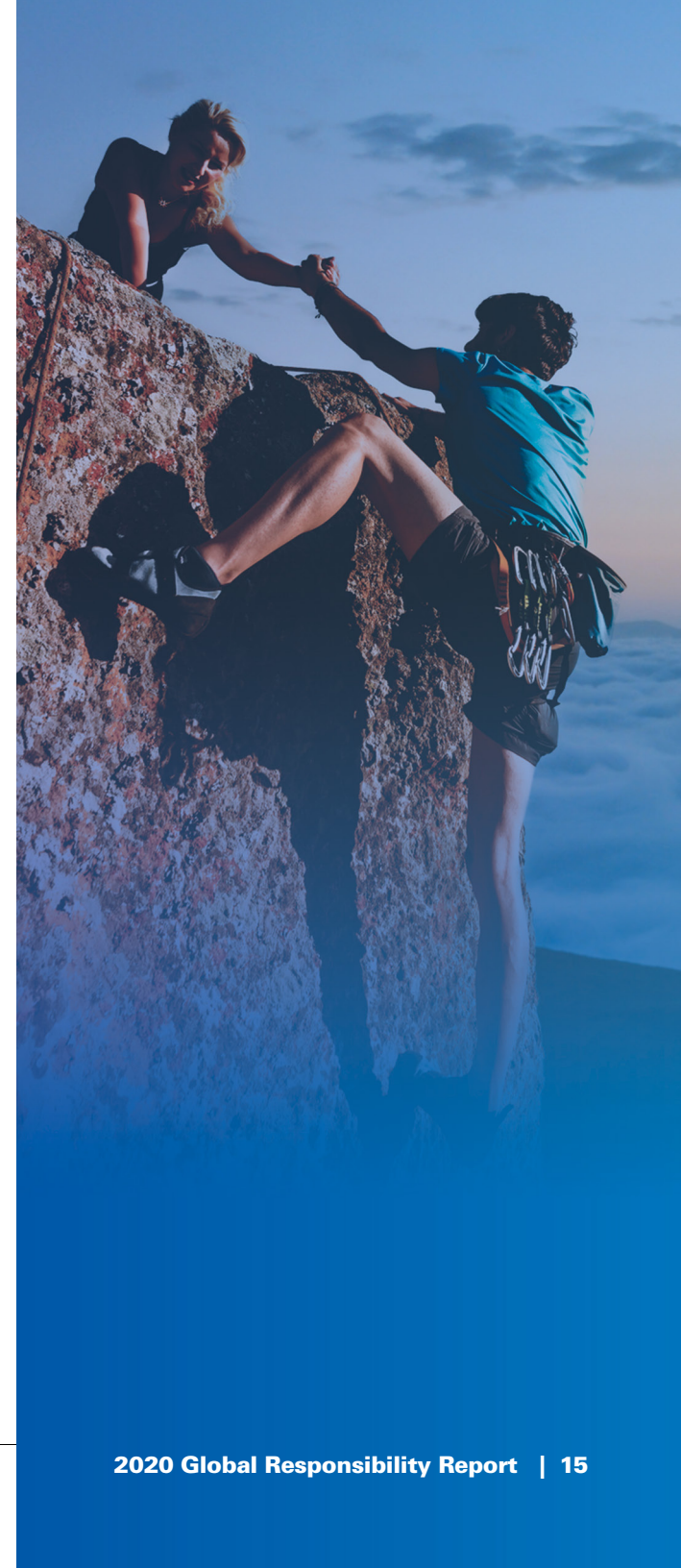
***Gaylon Jowers, Jr.***  
***Senior Executive Vice President,***  
***President, TSYS Issuer Solutions***

## Business Agility

We embrace challenges and opportunities at every turn. We are always ready to respond quickly to the ever-changing needs of our business.

"Business Agility is the ability to adapt and respond quickly to changes without losing momentum and vision. However, it also requires efficiency in nearly every area of our business from talent acquisition, retention and operations, to product development, leadership and customer relations."

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





## Innovative Thinking

We deliver extraordinary value through creative ideas and solutions. Innovation powers everything we do.

“Our team members drive innovation every day, through design thinking, agile software, product development and hackathons. We build smart innovations in our sales processes, the way we design facilities, our marketing campaigns — innovation is everywhere, delivered through our always-on innovative thinking.”

**Guido Sacchi**  
*Senior Executive Vice President,  
Chief Information Officer*

## Performance Excellence

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

“We owe it to ourselves and to our fellow team members to come in each day with a high personal standard of performance that allows us to grow individually and collectively. At the end of the day, our business and financial performances are really just a summation of all of our collective, individual performances.”

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





## What Our Team Members Are Saying About Global Payments

### Business Goals

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

- 1. Deepen Global Payments' competitive advantage through our pure play payments strategy and position us as the "unrivaled payments expert"**
- 2. Continue to scale the three pillars of our strategy: software-driven focus, omnichannel expansion and exposure to faster growth markets**
- 3. Further expand our leadership position in our technology-enabled businesses**
- 4. Enhance and expand our offerings as a product-led, sales-driven company**
- 5. Attract, nurture and motivate exceptional team members to deliver superior performance**
- 6. Deliver operational excellence and outstanding customer experiences**

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.

"I get to spend my day collaborating authentically and fearlessly with people I genuinely respect and like being with. I'm proudest of the little moments and wins that lead up to those big product victories."

*Senior Product Manager | Austin, TX*

"I would say Trust, Transparency and Willingness to go beyond our 'comfort zone' to get the job done were some of the key factors to our success."

*Application Systems Development | Columbus, GA*

"This organization has a wide diversity of people offering different types of perspectives, skills and creative thinking which leads to increased productivity and innovative solutions."

*Customer Engagement Lead | Atlanta, GA*

"Our team is a combination of innovators, motivators, positive thinkers, leaders and achievers. Every day we support each other as we support others."

*Quality Analyst | Philippines*



## Training and Development

We launched the **Global Payments Learning Center (GPLC)**, a new online training platform, in the first quarter of 2019. Through a customized and dynamic curriculum, we strive to parallel the outstanding experience we provide our customers to the experience we provide our employees – technology-enabled solutions to help them grow.

The GPLC provides a vast array of tools and application resources to build learning experiences and skills, tailored specifically to the needs of our business and people. In order to help our employees strengthen the skills and behaviors needed for career advancement, the enhanced curriculum has been mapped to each of **our five Leadership Capabilities**:



### Strategic Agility

Scans the environment and leverages new sources of data to create a picture of the future to inform strategic decisions. Encourages calculated risk-taking and innovation, and inspires others to think outside of the box and generate new ideas or solutions that foster success.



### Knowledge of Ecosystem

Maintains a full understanding of the overall ecosystem of the payments and technology sectors.



### Global Mindset

Demonstrates an awareness of the variety of local, regional and global opportunities and threats present in the global business environment and adapts business operations to global differences in laws and regulations.



### Sales & Operational Excellence

Creates and implements standards of excellence for products and services ensuring consistency, accuracy and reliability.



### Inspiring & Motivating Others

Communicates personal investment in the organization and its success, serves as a role model for Global Payments' values, exhibits commitment to community and actively develops the next generation of leaders.



**TSYS' Riverfront Campus** offers the unique benefit of having an onsite YMCA available for team members to use at their convenience. The recently remodeled 8,500 square foot facility is managed and operated by the YMCA of Metropolitan Columbus. Almost 1,000 team members have active memberships to this facility and have 24/7 access to its state of the art strength training, resistance training and cardio equipment. Dedicated yoga and aerobics rooms are available for onsite classes taught by both YMCA & TSYS instructors. As an added benefit, members have privileges at other Columbus YMCA locations.

Team members also have access to the over 20 mile Columbus Riverwalk right outside the door from the YMCA if they wish to engage in outdoor activities. The Riverwalk hugs the banks of the Chattahoochee River and stretches from Columbus to Fort Benning.



## Health and Wellness

We are committed to providing a team member-friendly work environment and promoting health and wellness around the world.

### We are working to achieve this by:

- locating in **modern work environments**
- providing **healthy snacks** in our offices
- furnishing **standing desks**
- offering **collaborative space**
- providing **green space** where possible
- granting **access to 24/7 on-site fitness centers** or subsidizing gym memberships
- funding **company sports teams**
- hosting **fitness classes**
- affording **mental health support** through our employee assistance program



## Wellness in Action

- Netspend partners with WW: Wellness that Works™ program to support health and wellness through virtual challenges such as push-ups, squats and sit-ups during the workday.
- Netspend's Inclusion and Diversity team also provides differentiated wellness activities by teaching team members cultural dances (African dances, Dance like Selena, Bollywood, etc.).
- Additionally, Netspend proudly sponsored and had nearly 50 team members participate in the virtual 5/10k Sunshine Camp race where they could run/walk and report back their times online.

## 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. Our 2019 honorees were comprised of both legacy Global Payments and legacy TSYS team members.

### 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 2019 winners were made up of 141 team members representing 15 countries from around the world. Their accomplishments are built on *Trusted Partnerships*. *Innovative Thinking* and *Business Agility* encompasses their daily drive for success. Their *Performance Excellence* speaks for itself.



"Our President's Club and Circle of Excellence events are two of our most prestigious team member recognition programs, honoring those who have demonstrated exemplary performance and made significant contributions to the success of our company."

*Cameron Bready*  
President and Chief Operating Officer



"When TSYS and Global Payments closed on the merger in September 2019, the combined company's solutions, portfolio of clients, and most important, people, created an unmatched level of exceptionalism. The fact that I was recognized as a President's Club winner within this collection of people makes this one of the prouder moments of my 17+ year career within the payments industry. That said, I'm most proud of the team we've assembled that allowed our organization's level of over-achievement in 2019 and for the years to come."

*Chris Poché*  
Vice President of Sales,  
Global Payments Integrated  
Legacy TSYS team member



## 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, embody our vision, mission and values and have surpassed the Global Payments standard of excellence. For 2019, we welcomed 373 team members from 17 countries to this circle.



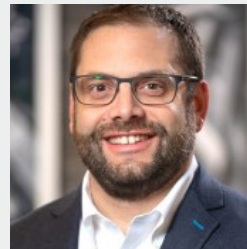
## Heartland's Diamond Conference

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.



"I'm looking forward to our teams continuing to grow together in the coming months and years. Our innovative people and product development paired with the drive of our best-in-class sales team is sure to create continued success for years to come."

*Vince Lombardo*  
*President, U.S. Payments and Payroll*



"Diamond Conference is not merely a time of recognition, networking or product updates, but it is the opportunity to encounter the PEOPLE who create the Heartland culture."

*Trent DeSpain*  
*Director, Payroll Client Management and Fulfillment*



## Team Appreciation Week

Every year, we take the time to celebrate each of our colleagues who have made us the company we are today. Team appreciation events take place across the globe throughout the week as a way of thanking each team member for their continued contributions and dedication to Global Payments.

Events we offered to our team members in 2019 included:

- Complimentary lunch or dinner for all team members worldwide
- Bowling and arcade games in Jeffersonville
- Gift bags and a movie night in the Philippines
- Massages in Atlanta and Dublin
- Archery, yoga and table tennis in the Czech Republic
- Ice cream sundae and popsicle vendors served treats at numerous locations



The Jeffersonville Service Center enjoyed another Team Appreciation Week with donuts and sweets, free massages, a dunk tank for leaders, ice cream, local food trucks, cars washed by leaders, raffles and a family fun night!

"I look forward to celebrating Team Appreciation week every year. It's a wonderful way to acknowledge the hard work team members put in throughout the year. Sharing great food and playing games with your colleagues highlight the week for me!"

*Senior Manager, Investor Relations*



## Promoting Inclusion and Diversity (I&D)

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.

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 beginning of 2019, we also:

- **Established an Inclusion and Diversity Advisory Council**, 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 inclusion and diversity initiatives, including our strategy to increase representation of women and minorities at leadership levels in the company. The Council identifies areas for focus and champions the best practices for wider implementation, in addition to developing annual goals and providing annual summary of accomplishments.
- **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.
- **Launched our I&D Speaker Series** as an information resource for all team members around the world. This program brings relevant I&D topics to our team members to create a culture of understanding and acceptance.



Executives and team members from around the U.S. participated in local Pride Parades.

**Global Payments Pride Network (GPPN)** was launched in June 2019, with the goal of fostering a more supportive and affirming atmosphere for lesbian, gay, bisexual, transgender, queer/questioning, intersex and asexual (LGBTQIA) team members and allies.

GPPN supports the professional development of LGBTQIA team members and works with senior management to develop policies and practices that positively impact LGBTQIA people both at Global Payments and in our communities.

## Global Payments Women's Network (GPWN)

### Bringing the Best Together

GPWN's mission is to bring together women of diverse backgrounds and functions to provide opportunities for personal and professional development through leadership, education, networking and support.

GPWN experienced tremendous expansion in 2019 with the integration of TSYS' highly complementary women's network into the GPWN family, which today consists of 24 chapters worldwide.



GPWN Atlanta Chapter Executive Social



GPWN Columbus Chapter Lunch & Learn



- **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.
- **Made significant strides with our employee resource groups by:**

#### » Enhancing support for Global Payments Women's Network (GPWN)

*"It is a great honor to serve as GPWN's Executive Sponsor. I approach this role with the intent of understanding the challenges, aspirations and interests of the women of Global Payments; learning from them about how they approach issues, apply creativity to complex problems, juggle competing priorities and balance professional goals and personal life; and engaging with them so that I can add value and be of service."*

*Guido Sacchi  
Senior Executive Vice President and Chief Information Officer  
Executive Sponsor, GPWN*

#### » Launching the Global Payments Pride Network (GPPN) in June 2019

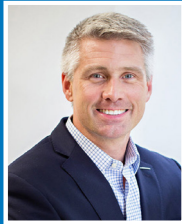
*"As the GPPN Executive Sponsor, I am proud that our company recognizes and celebrates Pride Month and, most importantly, that we are continuing to build a supportive and affirming atmosphere for LGBTQIA team members and allies. I'm particularly proud Global Payments recognizes that having an open, accepting and diverse workforce is something to celebrate. Love is love."*

*David Green  
Senior Executive Vice President and General Counsel  
Executive Sponsor, GPPN*



## Global Payments Veterans Network (GPVN)

GPVN's goal is to provide opportunities for the company to support its veteran employees and recognize the service and sacrifices of all veterans and their families.



Global Payments was honored to host Brandon "Manson" Williams as keynote speaker from Afterburner as part of the launch of the Global Payments Veteran's Network. Afterburner assists veterans adjusting to the corporate world by translating their military experiences into characteristics that are suitable for a work environment.



## Global Payments Onyx Network (GPON)

GPON will advance the understanding and inclusion of Black team members and allies with diverse backgrounds, interests and/or goals. In alignment with our company's culture and values, GPON will work to provide awareness and training around Black team member issues that impact our workplace and community; demonstrate to our team members, customers and the community that we are a leader in inclusion and diversity; and further efforts to ensure inclusion and diversity are a conscious part of our organizational culture.



### » Launching Global Payments Veterans Network (GPVN) in November 2019

*"As the executive sponsor of GPVN, I will ensure that our network supports the professional development and inclusion of our veteran employees, while providing opportunities for all team members to recognize and celebrate the achievements of veterans at our company and worldwide."*

*Paul Todd  
Senior Executive Vice President, Chief Financial Officer  
Executive Sponsor, GPVN*

### » Launching Global Payments Onyx Network (GPON) in June 2020

*"I am excited to announce the official launch of the Global Payments Onyx Network (GPON), which will be dedicated to bringing together team members to create a more inclusive environment, celebrate cultural differences and to spread awareness about opportunities and issues facing the Black Community."*

*Andréa Carter  
Senior Executive Vice President, Chief Human Resources Officer  
Executive Sponsor, GPON*

# Environmental Sustainability

**Global Payments  
Co-headquarters  
in Columbus, GA**

**TSYS**<sup>SM</sup>

*Riverfront Campus  
1600 First Avenue*

## Focusing on the Environment

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





## Reducing Energy Usage

Global Payments is committed to enhancing energy efficiency across our facilities. It is our practice to procure new space in LEED or other green certified properties where possible. Other initiatives include converting to LED lighting and motion controlled systems and operating controlled temperature environments.

### LEED Gold

- Atlanta, GA-- Three Alliance Center

### LEED Certified

- Falls Church, VA

### Energy Star

- San Mateo, CA
- Atlanta, GA-- Glenlake Parkway
- Columbus, GA-- Riverfront
- Columbus, GA-- Mutec Drive
- Columbus, GA-- Stone Mill Drive
- Columbus, GA-- 5th Avenue
- Dallas, TX
- Tempe, AZ
- Montreal, Canada

### BOMA Best Gold Status

- Toronto, Canada

### BREEAM Very Good

- Belfast, Northern Ireland



## Green Team Netspend

Our team members at Netspend in Austin, Texas make a conscious effort to reduce their impact on the environment every day.

- Since 2013, paper cups and plastic water bottles have been removed and replaced with reusable coffee mugs and water cups
- Sensor water fountains have been installed enhancing overall water conservation efforts
- Printers are preprogrammed to print double-sided
- Team members are encouraged to use alternate methods of commuting such as public transportation or biking
- Bus and metro passes are provided at no cost



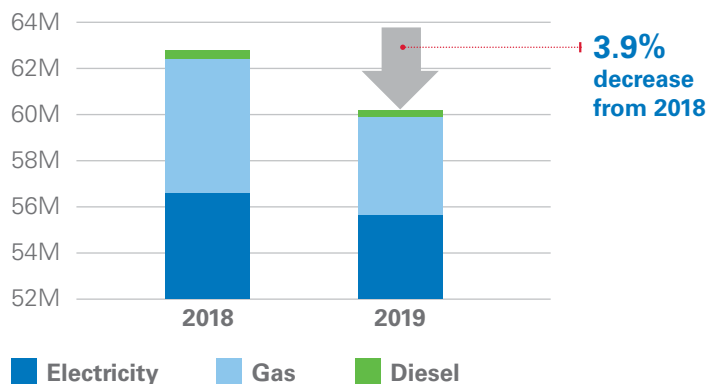
## Co-headquarters in Columbus, GA

Through the merger with TSYS, Global Payments inherited 11 owned facilities globally. The largest owned facility footprint is located across several properties in Columbus, Georgia, where we are also the largest corporate employer and have established our dual-headquarters.

Our co-headquarters in Columbus is a facility committed to minimizing its environmental impact. The 540,000 square foot Energy Star Certified campus was built in 1999 on a 54 acre site developed on a largely abandoned, brownfield site.

In 2019, total energy usage was reduced by ~4% across all owned Columbus properties compared to 2018. This exceeded the target TSYS established to reduce energy consumption by 2.5% annually and demonstrates the ongoing commitment to improving energy efficiency.

### Columbus Facilities Total Energy Usage (kWh)



## Reducing Our Facility Footprint

As part of the merger integration, Global Payments has identified opportunities to combine physical office locations in a number of markets around the world. Prior to the merger, **TSYS and Global Payments had a combined 183 office locations, which we intend to reduce by 41 by 2022.** Additionally, the company is evaluating additional opportunities to reduce its physical footprint as a result of the success of work-from-home 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.



Sustainability improvements at our Columbus Campus has been a significant focus for many years with overall energy usage down almost 12% over the last 5 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, follow “Lights Out Friday” policy where all interior lighting is lowered or turned off to promote energy efficiency.
- Campuswide recycling programs are in place to address paper, plastic, aluminum, batteries, carpet and food waste.
- Onsite cafeteria donates excess food daily to homeless organizations.
- Clothing donation boxes are located throughout the campus supporting local charities

#### Columbus, GA co-headquarters recycling impact 2019 vs 2018:



*\*We encourage all team members to print less and reduce paper usage*

### Energy Efficient Highlights

- **2019 vs 2018:** kWh per transaction was reduced ~7% to 0.5670 kWh on a like-for-like property basis across legacy TSYS North America facilities.
- Efforts prioritizing the **installation of LED lighting** in our buildings and grounds were a major factor in our reduction of energy usage.
- In 2019, **electric vehicle charging points** were installed at the Columbus Campus. Three Alliance Center and our UK facilities also have onsite electric charging points further supporting team member initiatives to reduce their environmental impact.

## 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.

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 68% of the 2.23 tons of waste generated, with only 0.704 tons going to landfills in 2019. Recycled materials included waste metals, wood pallets, aluminum cans, plastics, paper, card, foam and fluorescent light bulbs.

Outside of the U.S., our owned facility footprint consists of two office complexes in the UK. At these locations, the company diverts 100% of waste away from landfills. We target reducing waste volume in our UK facilities by 3% annually, and in 2019, significantly exceeded this goal with a reduction of 13% to 72.6 tons, down from 83.5 tons in the prior year.



## 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.

In 2019, we installed electric vehicle charging stations within the grounds of our Columbus campus, our largest owned facility, supporting our team members who are making their own efforts to reduce their impact on the environment. Many of our leased facilities in the U.S. also provide charging stations including our co-headquarters located at Three Alliance Center in Atlanta.

Our two owned international offices in the UK also 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.







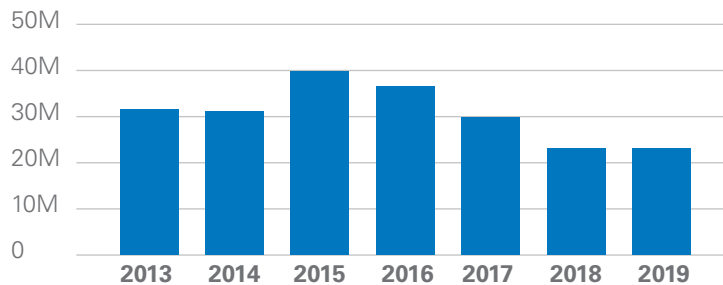
## Conserving Water

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.



***Across our facilities in Columbus, which represent our largest owned facilities footprint in North America, we reduced water usage by 21% over the past 5 years.***

**Columbus Annual Water Usage** (in U.S. Gallons)



## Water Management and Conservation Is Key

Our co-headquarters at Three Alliance Center in Atlanta, GA utilizes a grey water system for irrigation and certain plumbing functions.



## Data Space Initiatives

In the U.S., Global Payments is actively working to consolidate our data space footprint, and is committed to evaluating the environmental impact and green commitments of the facilities where we lease storage capacity.

- For the legacy Global Payments business, four enterprise data centers account for more than 90% of domestic storage needs.
- For the legacy TSYS business, two enterprise data centers account for the majority of domestic storage needs.
- All of our data center capacity is leased across the combined organization.

*As part of the integration process, we are looking at opportunities to streamline our data center footprint and **expect to consolidate to three data centers over the next two years.***

### Legacy Global Payments Data Centers

**QTS Atlanta, GA.** QTS' Atlanta facility is Gold LEED certified. QTS has committed to achieving 100% renewable power across its data centers by 2025. The facility also has an active rainwater harvesting and reclamation program.

**QTS Richmond, VA.** QTS' Richmond facility is Gold LEED certified and has a supplemental on-site solar panel power system. The facility has an active rainwater harvesting and reclamation program.

**Fujitsu America Sunnyville, CA.** Fujitsu developed Silicon Valley's first hydrogen fuel cell which provides a portion of this facility's power. As part of our data center consolidation goal, we will migrate data from this facility to QTS Atlanta by the end of 2021.

**Evoque Allen, TX.** The Allen facility has implemented an efficient HVAC infrastructure and low-flow plumbing systems. We recently shifted to a cloud backup provider, Sirius, for this facility. Sirius' data center in Elk Grove, IL is LEED Gold certified and makes extensive use of sustainable power and cooling efficiencies resulting in a PUE rating of 1.27, exceeding the industry average.

### Legacy TSYS Data Centers

**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 waterside economizers, which eliminates the need for cooling via compressors when environmental conditions are favorable. This facility replaces two TSYS owned and purpose built data centers that were located in Columbus, GA and is a greener and more energy efficient facility than the legacy TSYS data center.

**IBM Data Center Boulder, CO.** IBM's Boulder campus utilizes advanced data analytics and facilities management solutions to continuously monitor hundreds of air handling units and other equipment that may be wasting energy. This facility uses chilled water plants to cool its data center and buildings. Colorado's arid climate uniquely positions IBM Boulder's campus to benefit from "free" evaporative cooling from chilled water cooling plants. IBM Boulder is a certified ISO 50001 site.

## Moving to the Cloud

At Global Payments, we are looking for new and innovative ways to reduce the impact our data has on the environment, which we are increasingly accomplishing through our move to the cloud. Our largest cloud vendors have a demonstrated track record and commitment to sustainability:

### Amazon Web Services

- Global Payments recently announced a multi-year collaboration agreement with AWS to provide a cloud-based issuer processing platform to financial institutions around the world.
- Global Payments will rely on AWS as its preferred cloud provider for issuer processing.
- This strategic collaboration with AWS will transform our core issuing processing platform to deliver secure, innovative solutions for the payments industry at scale.

*AWS is committed to achieving 100% renewable energy usage for its global infrastructure and exceeded 50% renewable energy usage in 2018.*



### Google Cloud

- We are one of the largest users of Google Cloud in the fintech industry globally, utilizing the complete G Suite offering and leveraging the many Google Cloud Platform products including virtual machines, cloud storage, and BigQuery.
- We recently migrated legacy TSYS team members over to the Google Cloud and now have over 20,000 team members using Google Cloud.

*All products in Google Cloud are carbon neutral, and businesses that switch to cloud-based products like G Suite have reported reductions in IT energy use and carbon emissions of up to 87%.*



## Leveraging G Suite during the COVID-19 Pandemic

COVID-19 has 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 employees were able to seamlessly shift to work from home during the COVID-19 pandemic thanks to investments in Google's **G Suite** platform. The cloud based tools include Gmail, Google Drive, Google Docs, Google Sheets, Google Calendar and Google Hangouts Meet.

Staying in touch with and connecting with team members are challenging in a world of social distancing. Google helps alleviate this with their Hangouts Meet tool. Google Hangouts Meet allows for up to 16 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.



## Oracle Cloud

## ORACLE® Cloud

- We utilize Oracle's current suite of cloud tools as our single financial systems platform worldwide.

*Oracle Cloud utilized 100% renewable energy at 94 leased data centers across 10 countries with a goal to reduce absolute emissions by 26% across all Oracle facilities by 2025. Oracle has already achieved its 2020 goal of reducing absolute emissions by 20%.*

## Salesforce

- We believe Global Payments is one of the largest users of Salesforce among companies based in the Southeast U.S.
- Global Payments worldwide sales organizations utilize the Salesforce CRM platform.

*Salesforce delivers a carbon neutral cloud to all customers, achieved net zero Greenhouse Gas Emissions and is committed to achieving 100% renewable energy by 2022.*

## Microsoft



- Microsoft Azure is our public cloud provider that provides both infrastructure and differentiating services to our technology team and home to over 20 Global Payments' applications.

*Microsoft has operated carbon neutral since 2012 and is one of the largest purchasers of renewable energy in the U.S. Microsoft is also committed to a 75% reduction in carbon emissions by 2030.*

## Workday



- Workday is the HRIS tool used by all Global Payments companies; including TSYS.

*Workday achieved net-zero carbon emissions across all offices and data centers globally and is committed to using 100% renewable energy in office buildings and data centers.*



# Community Impact



## Corporate Citizenship – Giving Back Globally

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

Global Payments' philanthropic efforts are focused on financial literacy, health, education and disaster relief. 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 Days of Service

Global Payments hosts two Worldwide Days of Service each year where we highlight the importance of team member participation in service projects that give back to our communities.

### Accomplishments from April 2019:

**15,000**  
Hours Invested

**32**  
Countries

**230**  
Non-Profit  
Organizations

**8,000**  
Team Members

### Accomplishments from October 2019:

**20,000**  
Hours Invested

**32**  
Countries

**330**  
Non-Profit  
Organizations

**12,000**  
Team Members





## Corporate Giving

In addition to our Worldwide Days of Service, we donate regularly to organizations that reflect our values. In 2019, Global Payments and TSYS donated over \$4,000,000 supporting many organizations that have touched the lives of our loved ones and our communities in different ways, including Susan G. Komen, National Breast Cancer Foundation, The John B. Amos Cancer Center, The American Heart Association, United Way and Boys & Girls Club of Metro Atlanta.

We also support the individual efforts of our team members by matching their personal contributions to charitable organizations. Our gift matching program was instituted to support the non-profit organizations our team members are most passionate about.

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

### Financial Preparedness and Literacy

We believe in the critical importance of financial literacy. We fund programs that not only provide assistance but also promote independence and well-being for individuals and small businesses that lack access to information, resources and related services.

### Health

We support initiatives and programs that promote good health and preventative care. We focus on programs that help individuals and families cope with chronic health issues as well as programs dedicated to physical or mental challenges.

### Education and Continuous Learning

In addition to the financial literacy programs, we emphasize education in the areas of Science, Technology, Engineering & Mathematics (STEM) programs.

### Disaster Relief

Global Payments has a longstanding commitment to helping people affected by major natural disasters and humanitarian crises. In these difficult times, we work with our humanitarian response partners to direct funds to the people and places in greatest need.

## Selected Sponsorships

### Susan G. Komen

266 Atlanta-based team members raised nearly \$37,000 for the Susan G. Komen walk/run held in Atlanta, Georgia to raise awareness for breast cancer research, awarding us the title of the second largest corporate fundraiser team and the 2019 Heroes for Hope Sponsor.



Our Plano team joined the cause in 2019 as well. We had 132 registered participants that raised over \$17,000 for Susan G. Komen North Texas, the second highest fundraiser among the corporate teams at the race.

### United Way

Global Payments supports United Way across the organization. In 2019 we raised over \$1,800,000 across North America for our annual United Way campaign. As part of our Day of Service in April, the 2019 Atlanta Intern cohort volunteered with United Way to make and decorate snack packs for underprivileged children living in Atlanta.



In August 2020, Global Payments donated \$250,000 to the United Way's United for Racial Equality and Healing Fund. This was the first large donation to the fund designed to reduce and prevent racial inequalities across systems that impact child well-being (education, health, housing and economic stability) across the Greater Atlanta area.



“As a survivor, I am blessed that my Global Payments family has been so supportive in the cause. We went from 115 walk participants in 2018 to 266 participants this year.”

*Stacy Hughes*  
Chief Information Security Officer (CISO),  
breast cancer survivor and awareness  
champion



“United Way aligns with our service mission through its focus on helping children succeed in school, improving the financial stability of families, providing accessible health care and ending homelessness.”

*Jeff Sloan*  
Chief Executive Officer



# Driving Positive Change Through Our Businesses



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

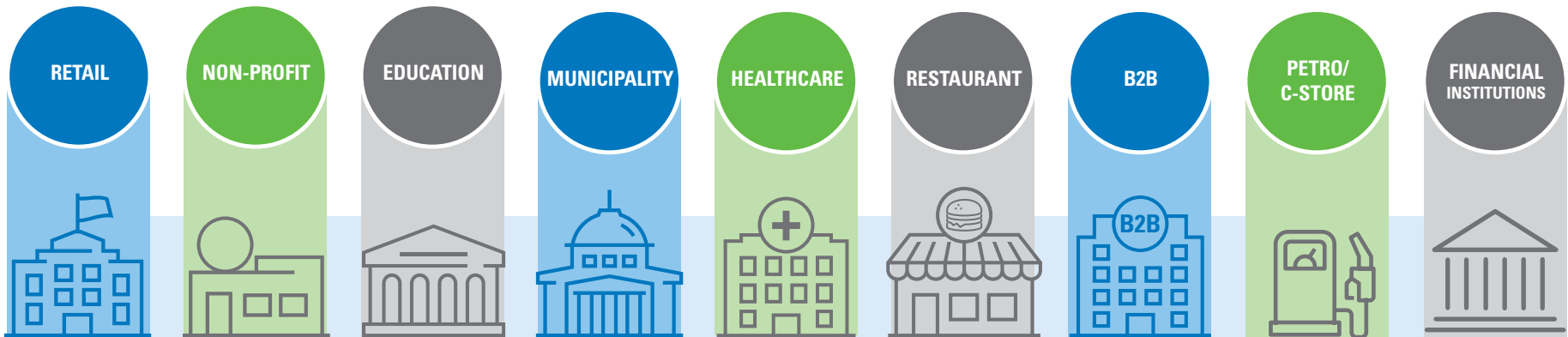
- We enable approximately 3.5 million small and medium-sized business locations as well as complex multinational companies around the world to accept over 140 payment methods and operate their businesses more effectively.
- We also serve as a valuable partner to more than 1,300 financial institutions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

## No Contact Commerce

The impact of COVID-19 has created an unprecedented environment within the payments industry. No contact commerce has quickly become a requirement for almost all businesses. Global Payments immediately responded to the needs of our merchants to engage in commerce in a safe manner by enabling multiple methods of no contact payment acceptance including **online payments, payments over the phone, virtual terminals, as well as in-app and in-browser mobile wallet payments and rapidly deploying NFC technology worldwide.** Our Unified Commerce Platform (UCP) uniquely positions our customers to accept omnichannel transactions, in-store and online, through a single API solution in nearly 60 countries within days.

## Enabling Commerce Across Global Communities

We play a significant role in driving commerce and economic growth enabling 56 billion transactions annually across global communities in nearly 100 countries virtually and 38 countries physically.







## Social Innovation Through Technology and Software Solutions

Having a positive impact on where we live and work is important to all of our businesses. The services and solutions we provide align with this mission and a few are highlighted below.

### AdvancedMD

Through our AdvancedMD (AMD) business unit, we are able to have a positive impact on the health and wellness of communities across the U.S. AMD is a leading provider of end-to-end cloud-based, SaaS software solutions, serving more than 37,000 practitioners across 13,000 small-to-medium sized physician practices and 700 medical billing companies enabling them to run their businesses more efficiently. Nearly 6.5 million insurance claims are processed monthly on the AMD 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 in the current environment.

***AMD enabled 1,500 practices with telemedicine capabilities, delivering the technology for more than 500,000 virtual visits in the second quarter of 2020.***



Our ACTIVE Network business delivers cloud-based, mission critical enterprise software, including payment technology solutions, to event organizers in the communities and health and fitness verticals. ACTIVE's stated mission is to make the world a more active place.

***The company's solutions have enabled more than 61 million activity and event registrations in 103 countries in the past year.***

Additional efforts to make the world a more active place manifest through ACTIVE's annual corporate social responsibility effort, the ACTIVEx Charity Challenge. Through the ACTIVEx Charity Challenge, ACTIVE employees participate in a local ACTIVE client endurance event to raise funds for KIDS in the GAME, a non-profit focused on empowering children and promoting a healthy and active lifestyle. In the past 12 years, ACTIVE employees have fundraised nearly \$500,000 with 100% of the proceeds translating to over 10,000 kids gaining access to sport or physical education, who would not otherwise have access. ACTIVE also provides training programs and access to nutrition, fitness and training tips through its consumer-focused website, [activenetwork.com](http://activenetwork.com).



## touchnet

TouchNet is the leading provider of integrated, comprehensive and secure commerce and credentials solutions for colleges and universities, playing a fundamental role in facilitating education. TouchNet currently supports roughly 1,000 colleges and universities globally. Students who utilize TouchNet's payment plans enjoy higher graduation rates and lower student debt than their loan-seeking counterparts. More than one-third of students in the U.S. utilize TouchNet systems to manage their financial relationship with their institution. The solutions provide students with payment reminders and other features to establish good credit and develop financial literacy.

***TouchNet has helped students avoid \$5 billion in student loan debt via payment plans.***

TouchNet also enables a safe learning environment, offering the latest in keyless doors and digital credentials technologies allowing for campuswide access control from a single location. In 2019, TouchNet was honored with the "Customer First" award from Ellucian. Ellucian maintains the largest network of partners providing specific solutions to the needs of higher education.

## Heartland School Solutions

Global Payments' School Solutions business operates under the Heartland brand and delivers comprehensive payments solutions for K-12 schools in the U.S. School Solutions currently serves 35,000 schools across 3,900 districts with over 3 million parents actively using MySchoolBucks, our online payment service that provides parents the ability to securely pay for student meals, monitor student cafeteria purchases and receive email notifications for low account balances.

Our nutritional programs help K-12 food service directors plan healthy meals that follow nutritional guidelines set by the USDA. By offering online meal payments, our products speed up serving lines so students have more time to eat lunch and spend less time standing in line. Studies show that students who have more time to eat make healthier food choices. Our products also allow for students living below a particular financial threshold the option to apply for free or reduced-price meals at school.

***In 2019, our software facilitated the distribution of 1.1 billion free or reduced meals to students across the country.***

Our software does not identify who these students are, so there is no negative stigma attached to using the free/reduced-price meal program.

## greatergiving

Greater Giving is a Global Payments business that facilitates charitable giving through its full suite of services for nonprofits, associations, schools, campaigns, public broadcasters and faith based organizations. These technologies help simplify event management, quickly train volunteers and streamline check-in and check-out, so organizations can successfully maximize funds raised. Nonprofits and schools across the nation have raised an average of 20%- 30% more at their fundraising auctions using our Online Bidding platform.

***Our charitable giving platforms have processed more than \$6 billion of donations for over 10,000 organizations.***

## xenial

SICOM, which now operates under the Xenial brand, 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 60 countries. Specifically, SICOM's automated Chef Kitchen Management solutions enable QSR restaurants to reduce waste, while also driving greater profitability, efficiency, food freshness and guest satisfaction.

***Global Payments has helped restaurant customers stay open during the COVID-19 crisis by enabling them to shift their businesses online, facilitate to-go and delivery orders and accept mobile payments.***

Global Payments has also partnered with food-related organizations across the U.S. in the wake of the pandemic including Feeding America, which is committed to providing food for those in need; The Giving Kitchen, which provides financial assistance to food service workers in need; and the Restaurant Workers Relief Fund to support the restaurant industry.





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 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.

***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 \$1.4 billion in the second quarter of 2020.



## 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

Global Payments partnered with the **University of Georgia** through a program for students with a fintech emphasis. Terry College of Business students spent four months on a dedicated project working under the guidance of faculty mentors and with Global Payments employees.

In 2019, the students performed a marketing study focusing on millennial's behavior and spending patterns in entertainment venues. This partnership provided a unique hands on opportunity for the students and provided key insight for a future product. We are excited to partner with colleges and universities in the future, and will be rolling out a similar program at the **University of Pennsylvania** in 2020.



### Payment Innovation Hub Barcelona, Spain

The **Payment Innovation Hub** is a joint venture between 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.

In 2019, the Payments and Innovation Hub focused on solutions related to the "Invisible Payments" trend. Projects included a touchless store checkout which allows customers to enter a store, choose products and leave the store without going through a traditional payment point thanks to RFID technology. Another project included using the biometrics of a customer's face to pay for goods and services. Although not every solution prototyped at the Payments and Innovation Hub will be released into the field, the knowledge gained from all projects will help further the innovation and help capitalize on opportunities in the fast changing market.

The COVID-19 pandemic brought increased demand for contactless commerce solutions. In 2020 the Payment Innovation Hub is committing 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.



TSYS has been a proud supporter and partner of **Columbus State University** for many decades.



Recently, Columbus State University created the TSYS School of Computer Science, through which hundreds of graduates have become TSYS team members.

In addition, after a \$5 million endowment by TSYS, in 2017 the school created the TSYS Center for Cybersecurity, a collaborative partnership between the University and TSYS to advance the development of cybersecurity tools and practices specific to the financial services industry.



## Historically Black Colleges and Universities (HBCU) Partnerships

TSYS has developed relationships with, recruited and hired from the following HBCUs: **Tuskegee, Alabama State, Fort Valley and Albany State.** The company participated in career fairs, hosted student internships and became part of the business advisory to the curriculums offered at the schools.

We also participated in the bipartisan HBCU Diversity Forum, where over 50 HBCUs and IT organizations attended, working with our Government Relations, Human Resources and State Congressman to ensure these relationships with HBCUs were continuous.





# Corporate Responsibility

## Leading Governance Practices

We have adopted leading governance practices that establish strong independent leadership in our boardroom and provide our shareholders with meaningful rights.

### Highlights include:\*

- **Lead Independent Director**
- **Eleven out of twelve directors are non-employee directors**
- **Ten out of twelve directors are independent**
- **Five out of twelve directors are diverse in gender and/or ethnicity**
- **Annual election of directors**
- **Independent directors meet without non-independent directors present**
- Fully independent Audit, Compensation, Governance and Nominating Committees
- Annual board and committee self-evaluations
- Proxy access for shareholders
- Majority voting for directors in uncontested elections
- Minimum stock ownership requirements for Board of Directors
- Limitations on outside board and audit committee service
- Greater than 75% attendance at meetings
- Non-employee directors meet without management present
- Code of business conduct and ethics for directors

*\*Bold text denotes new initiative or practices*



## 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. In connection with the merger with TSYS, we increased the size of our board to twelve directors, six of whom were individuals designated by Global Payments, consisting of five independent directors of Global Payments and our Chief Executive Officer, and the remaining six designated by TSYS, consisting of five independent directors and TSYS' former Chief Executive Officer. The newly constituted board includes five members who are diverse in gender and/or ethnicity.

### The Value of Combining Board of Directors

Improved Gender and Ethnic Diversity by

**20%**

Improved Board Independence by

**18%**

Before merger, **50%** of the Board of Directors had a tenure greater than 5 years.

Post merger, only **26%** of the Board of Directors have a tenure of 5 years or more.

The composition of our board consists of:



#### Tenure

■ <5 Years   ■ 5-15 Years   ■ >15 Years



#### Independence

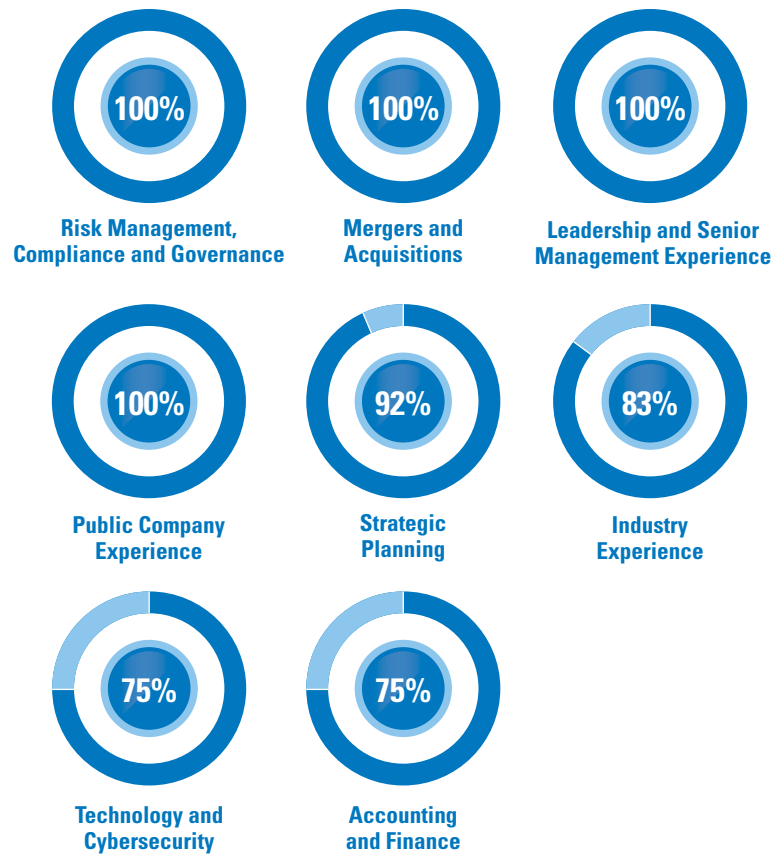
■ Non-Independent   ■ Independent



#### Diversity

■ Gender and Ethnic Diversity

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 below indicate how these qualifications are represented on our board.



## Recent Corporate Governance Developments

In 2019, we conducted an expansive shareholder outreach program to gauge support for our executive compensation practices and corporate governance policies. Our head of investor relations, management and Chairman of our Compensation Committee, held conversations with twenty of our top twenty-four shareholders, including both active and passive investors, representing approximately 65% of our total shares outstanding. As a result of our merger with TSYS, engaging with our shareholders and keeping abreast of leading practices, we have taken actions with respect to corporate governance matters, including the following:

- Declassified our board and implemented annual election of 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 supermajority voting requirements
- Increased gender diversity of the board from 13% to 25%
- Increased overall diversity of the board from 22% to 42%
- Increased stock ownership requirements for named executive officers 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 employees must act ethically, with fairness and integrity. To put our mission and values into action, the [Employee Code of Conduct and Ethics](#) and our Employee Handbook are intended to give all employees the tools to respond to situations that might violate our standards and company expectations. We regularly review our Code and related policies to ensure they provide the very best guidance.

Upon joining our company and annually thereafter, our employees are required to complete annual training that is customized based on position and job responsibilities. All employees are required to complete a course on our Code of Conduct and Ethics, Anti-Corruption Laws and Information Security Awareness Training. Select employees also complete an Anti-Money Laundering/Counter-Terrorist Financing (AML/CTF) course. In addition, we have specific standards for company directors and executives including [Corporate Governance Guidelines](#), [Director Code of Conduct and Ethics](#) and [Code of Ethics for Senior Financial Officers](#).



Global Payments maintains a compliance/ethics Helpline administered by an independent third party that takes anonymous calls related to ethical and other issues. The Helpline is staffed 24/7.



## Mitigating Risks

The Technology Committee oversees our risk management activities with respect to information technology, information security, cybersecurity, disaster recovery, data and data privacy. The Technology Committee reviews and assesses these risks with management and the full board and ensures that the company has appropriate policies and programs to identify, manage and mitigate such risks. Additionally, the Audit Committee has responsibility for the effectiveness of management's enterprise risk management process, which monitors and manages key business risks facing the company.

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.

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
- Monitor risks proactively that may hinder the accomplishment of strategic goals

## Cybersecurity

To strengthen our security and cyber defenses, we employ multiple methods and technologies to secure the company's computing environment and ensure the confidentiality, integrity and availability of our information assets. Technology and cybersecurity qualifications and experience is one of the key factors that our Governance and Nominating Committee considers in its assessment of the board membership criteria. Our board has delegated to the Technology Committee the responsibility to oversee the company's



Information Security Program and cybersecurity risk. Specifically, subject to oversight by the full board of directors, the Technology Committee periodically receives reports from the company's Chief Information Security Officer, or CISO, on the company's cyber-risk profile and information security initiatives.

At least annually, the Technology Committee receives a formal, enterprise-wide information technology and cybersecurity 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 regularly reviews and discusses the company's technology strategy with the CISO.

## 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 its information assets.

## Ensuring Data Privacy & Protection

Global Payments' employees are entrusted with the responsibility to properly handle sensitive information about Global Payments, our customers and a variety of other organizations and individuals. All company employees receive annual training with respect to the protection of customer and employee data, and our [Code of Conduct and Ethics](#) contains a dedicated Privacy & Data Protection section. The company also maintains a dedicated privacy office headed by our Chief Privacy Officer, Dara Steele-Belkin, and a comprehensive internal privacy policy that applies to its employees. Our website [Privacy Notice](#) covers the collection of data, information security and privacy standards applicable to our corporate website, company forums and blogs.

We are legally obligated to adhere to certain regulatory standards and comply with additional industry standards regarding data security and privacy. Beyond legal



## Privacy by Design

"As the Chief Privacy Officer, the success of my role and that of the Privacy Office depends on heightened awareness and application of privacy and data protection requirements in each employee's day-to-day role. At Global Payments, we set and strive to reinforce high standards of fairness, good corporate citizenship and respect for privacy and confidentiality. Our Privacy Office is committed to understanding the external regulatory environment and to providing relevant and effective privacy training and guidance to the business. We can ensure that the business understands and embraces a culture of 'Privacy by Design' only through persistent investment in communication, training and guidance."

*Dara Steele-Belkin  
Senior Vice President,  
Assistant General Counsel and  
Chief Privacy Officer*

requirements, in an ever changing world of data privacy, we are committed to complying with the highest standards.

**These include:**

**General Data Protection Regulation.** We are fully compliant with General Data Protection Regulation (GDPR) in the European Union (EU), which reflects the view that data protection is a fundamental human right and designates the protections necessary to preserve that right. We ensure the suitable safeguards are in place regarding the transfer of our customers' personal data to countries outside the EU that do not have adequate protection under laws that apply to EU residents, in compliance with Regulation EU 2018/1725.

**Payment Card Industry Data Security Standard.**

Global Payments has created an industry leading program to assist our qualifying merchants to meet the Payment Card Industry (PCI) Data Security Standard through partnerships with carefully selected, qualified payment application security companies.

**The California Consumer Privacy Act.** The California Consumer Privacy Act (CCPA), like the GDPR, seeks to preserve the rights of the individual in controlling data about him or her. Our Privacy Office led an effort to evaluate the impact of the law upon each business that processes personal data for the citizens for California and to ensure we are fully compliant with the CCPA.

**Training and Awareness Program.** To reinforce annual training as well as to foster cultural awareness, we manage an ongoing training program. We measure the effectiveness of

this program by tracking the level of employee dialog and other metrics on our internal online community. In addition, we have developed a series of role-based training options to further enable the practical application of relevant privacy and data protection requirements to daily operations.

## 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 Global Payments and TSYS Internal Audit teams have been fully integrated into a single audit team that supports the entire organization. The Internal Audit team has personnel located at 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 security and control processes. The team also performs a number of annual assessments to confirm that management's processes and controls support various compliance requirements.

Our Internal Audit program is externally assessed by public accounting firms and federal regulators to determine that it conforms with regulatory standards.

## Government Relations

Every 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, employees, retirees and shareholders to engage on a bipartisan basis in political and policy initiatives that impact Global Payments and the payments industry. Global Payments' 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 reports to the Federal Election Commission on receipts and disbursements from the Global Payments political action committee (Global Payments PAC), as well as applicable reporting and registration requirements at all levels of government. 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.

## 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 encouraging supplier diversity. We have a goal to establish a formal procedure to

ensure 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.

Following our merger with TSYS, we are actively reviewing our supplier relationships across the combined organization. As we work to streamline our supplier / vendor contracts in areas where there may be duplicative support, commitment to green initiatives and social responsibility is an important consideration as we work to select our critical partners for the future.

## Vendor Management

Effective management of our strategic vendors is critical to maintaining our operations as well as satisfying regulatory obligations. We have implemented an end-to-end vendor management program to address this risk. 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.



# 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](#)
- [2019 Annual Report](#)
- [2020 Proxy Statement](#)
- [Global Payments Corporate Citizenship](#)
- [Shareholder Voting Rights](#)
- [Employee Code of Conduct and Ethics](#)
- [Privacy Statement](#)
- [GDPR](#)
- [Slavery and Human Trafficking Transparency](#)
- [COVID-19 Resources](#)

*During 2021 Global Payments intends to update this report to include responses for the Sustainability Disclosure Topics and Accounting Metrics specified by the Sustainability Accounting Standards Board (SASB) for the Software & IT Services Industry.*



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