

2023 **Global Responsibility Report**

Our Culture, Environment,
Communities and
Commitment



globalpayments

Table of contents

About

- 03 Letter from our CEO
- 06 Letter from our CHRO
- 08 About Global Payments
- 14 About this report

Culture and Values

18

Environmental Sustainability

47

Community Impact

56

Corporate Responsibility

73

Resources

- 89 SASB Index
- 91 TCFD Index
- 92 GHG Emissions by Scope
- 93 Additional Resources

Forward-Looking Statements

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

Many factors and uncertainties relating to our operations and business environment, all of which are difficult to predict and many of which are outside of our control, influence whether any forward-looking statements can or will be achieved. Any one of those factors could cause our actual results to differ materially from those expressed or implied in writing in any forward-looking statements made by Global Payments or on its behalf. Furthermore (unless otherwise noted), data, statistics and metrics included in this report are non-audited estimates, are not necessarily prepared in accordance with generally accepted accounting principles, continue to evolve and may be based on assumptions believed to be reasonable at the time of preparation, but may be subject to revision.

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

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





Message from **our new CEO**

It is an honor and a privilege to have recently been named the President and CEO of Global Payments. I am grateful for the confidence our Board of Directors has placed in me and am thrilled to be leading our 27,000 team members worldwide going forward. I joined Global Payments in 2014 as our CFO and assumed the position of President and COO in 2019. After all this time, I can say quite simply that I love this company.

A handwritten signature in blue ink, reading "Cameron M. Seady", is located below the portrait. The signature is fluid and cursive.

I have been fortunate enough to be a part of a number of wonderful businesses over the years, but Global Payments is by far the finest organization I have had the pleasure of working with during my career. And that is largely due to the people. We have the most talented and exceptional people, and I am excited to continue to work closely with them in my new capacity as CEO. They are truly what makes this company both special and successful.

The Power of Team

As CEO, one of the most important things to me is that we accomplish everything together as a team at Global Payments. With strong teamwork and effective team dynamics, we can achieve outstanding results for all of our constituents. In a company with the level of complexity and geographic reach as Global Payments, issues are invariably going to arise in our business, but it is how we respond to these events as a team that ultimately defines our success as an organization. As a team, we celebrate our victories and also take accountability for our mistakes.

And it, as with any team, is critical that team members feel valued, have the tools they need to perform their roles well and recognize everyone is critical to the achievement of our vision and goals. I am focused on creating an environment where everyone believes and feels they are truly contributing to our success and understands the role they play in achieving our objectives each and every day.

Strong Culture and Values

Underpinning any great team is a strong culture. Ultimately, our culture dictates how we accomplish our goals and achieve results as an organization. Our culture is the fabric that ties us all together—it is the connective tissue that makes the organization operate effectively. It also creates the style of work for our organization and influences our ability to be an effective team.

Culture is like a garden in that it has to be nurtured and maintained, with a constant focus to ensure we are creating the environment we desire.

I am committed to **ensuring Global Payments' culture is second to none**, and that **together** our team has a strong role in **shaping that outcome**.

For me, there are several key principles to creating a culture that is best in class:

Community

First and foremost is community. I believe excellent cultures have a foundation of community. Having a strong community means creating an environment where everyone feels welcome, feels they can bring their true, whole and authentic self to work, is embraced by the team and feels they are contributing meaningfully to our organization. Community provides us with the necessary foundation we can build on going forward.

Our DEI initiatives are critical to creating this community and ultimately the type of organization we are striving to become. We have set well defined goals and are making solid progress, which we detail in this report.

Further, a defining element of our community here at Global Payments is our commitment to supporting the communities in which we live and work globally. We endeavor to integrate corporate citizenship into every aspect of our company. This is evidenced by our biannual Worldwide Days of Service, when all team members have the opportunity to participate in activities supporting not-for-profit and charitable community organizations in the various locations around the world where we operate.

Fairness

Our organization must provide everyone a fair opportunity to grow, develop, advance and be rewarded for the work that they do. We are focused on providing team members with meaningful training and development, mentorship programs and leadership development opportunities. We also believe in the criticality of timely and purposeful feedback, which is facilitated by our 4Talks Performance Enablement process.



Accountability

Accountability requires every member of the Global Payments team to take responsibility for outcomes—good or bad. Accountable teams recognize what they are doing well that is yielding positive results and attempt to do more of it. Accountable teams also recognize what is not going well and hold each other responsible in a constructive way for improving and taking corrective actions to achieve better outcomes.

Accountability starts at the very top, and we have adopted leading governance practices that establish strong independent leadership in our boardroom and provide our shareholders with meaningful rights. We are committed to conducting all business ethically and hold our people to the highest standards.

Trust

Accountability cannot exist in an organization without trust and vice versa. It is much easier to be an accountable team when we have an organization of trust. When we trust each other's intentions, we can respectfully disagree, and we can respectfully hold each other accountable. In a trusting organization, we treat people like the professionals they are, and we consider them trustworthy.

Caring and Kindness

I also want Global Payments to have a caring and kind culture. Every company says it values its team members, but great organizations with great cultures show it. It is incumbent on us as an organization to show our team members that we care and demonstrate kindness to each other. We care about having healthy and happy team members, and we care about their well-being and satisfaction in their roles. In a caring organization, everyone should feel important and that the team is concerned for them. I am proud that here at Global Payments we host multiple worldwide Team Appreciation Days annually to honor and celebrate all of our team members' hard work, dedication and unwavering commitment to our company.

The health and wellness of our team members is always our highest priority, and I am particularly inspired by the way our company responds when team members face a health or personal challenge. As an example, with the devastating war ongoing in Ukraine, we implemented a leadership response team who continuously monitored our team members, contractors and customers in the surrounding regions to confirm their safety and offer additional support as necessary. And in the immediate aftermath of Hurricane Ian, Global Payments supported team members impacted by the disaster, providing them with relief through The Care Foundation, a non-profit organization funded by team members of Global Payments' Heartland business.

Innovation

As a software and technology company operating in dynamic and competitive markets, team members must express ideas, make suggestions and contribute to the company in positive and constructive ways. Innovation



does not have to be tied to a new product or technology development, but, rather, can relate to any idea or suggestion that improves our business.

We encourage our team members to raise their hand and share their thoughts and ideas. Everyone has a voice and an opportunity to contribute. Good ideas can come from anywhere in the organization and we should respect that in our culture. **Diverse Perspectives** is one of our core values and we recognize that unique viewpoints and experience drive innovation that helps us grow and succeed.

Quality

I am highly focused on having a culture that emphasizes quality and professionalism in everything we do as a company. As a Fortune 500 and S&P 500 business, we need to act and operate at that level of professionalism every day, in every aspect of our business.

We are focused on continuing to make it easier for our clients and customers to do business with us around the world by putting their needs first and delivering outstanding software and technology products,

capabilities and solutions. Further, we seek to continue to differentiate ourselves by the level of service we are able to deliver to our clients and customers. Every interaction with Global Payments, whether with our products, technologies and solutions or our team members, is an opportunity for us to deliver the highest quality possible.

Great teams never settle and are always striving to do more. At Global Payments we are a team committed to redefining success with a continuous improvement mindset and by constantly striving to do better as an organization. This includes driving positive change across our four Global Responsibility pillars of **Culture & Values, Environmental Sustainability, Community Impact** and **Corporate Responsibility.**

Sincerely,

A handwritten signature in black ink that reads "Cameron M. Bready". The signature is fluid and cursive, with the first name being the most prominent.

Cameron M. Bready

President and Chief Executive Officer



Message from **our CHRO**

At Global Payments, we strongly believe our values, culture, and vision set the standard for how we do business and how we care for our customers, communities and each other. They are key to achieving our goals and are what drive our growth and success.

A handwritten signature in blue ink that reads "Andria Carter".

Regardless of our role or location across the globe, we share a common commitment to inclusivity and personal accountability. It is an integral part of who we are, how we treat each other, and why our customers and partners choose to do business with Global Payments.

As a Fortune 500 and S&P 500 company, our level of service, innovation and quality must be best in class. To do this, we recognize the same level of effort we provide our customers and partners should also be extended to our team members. Because the core of our business relies on our talented and innovative team members, we realize the importance of fostering an environment that is committed to excellence, values teamwork, and rewards outstanding performance.

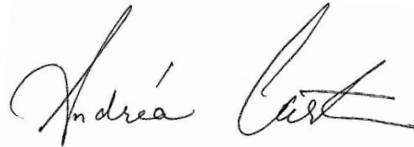
To that end, I am incredibly proud of the work our team has achieved over the past year to make progress in that direction. For example, coming off the heels of the “Great Resignation” in 2021, we shifted our focus toward improving our team member experience. Through new technologies streamlining our processes, operationalizing our Diversity, Equity, and Inclusion (DEI) strategy through new DEI Business Action Teams, as well as implementing new sponsorship and mentor programs, we’re now reporting the lowest attrition rates we’ve seen in five years.

Additionally, for our commitment to DEI, Global Payments earned a place on DiversityInc’s 2023 Noteworthy Companies List. This prestigious recognition is a positive reminder of the hard work we are doing to reach our vision of being “Champions of Inclusion.”

Now, as we look ahead, we are furthering our focus on the team member experience and engagement through an internal survey to assess our strengths and areas in need of improvement. Also this year, we are prioritizing team member development through enhancing career growth opportunities. I look forward to sharing these new initiatives with team members in the months ahead.

It’s an exciting time to be part of the team, and I look forward to shaping the future of Global Payments together.

Sincerely,



Andréa Carter

Senior Executive Vice President,
Chief Human Resources Officer



Because the core of our business relies on our talented and innovative team members, **we realize the importance of fostering an environment that is committed to excellence, values teamwork, and rewards outstanding performance.**

About **Global Payments**

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

Headquartered in Georgia with approximately 27,000 team members worldwide, Global Payments is a Fortune 500® company and a member of the S&P 500 with worldwide reach spanning over 170 countries throughout North America, Europe, Asia Pacific and Latin America. For more information, visit www.globalpayments.com and follow Global Payments on [Twitter](https://twitter.com/globalpayinc) (@globalpayinc) [LinkedIn](https://www.linkedin.com/company/globalpayments) and [Facebook](https://www.facebook.com/globalpayments).





At Global Payments our values are not just words, they are at the core of who we are, as people and as a company. Our culture matters, our values matter, and our success depends on both now more than ever.”

David Green

Senior Executive Vice President and Chief Administrative and Legal Officer



Our Values

Our values are how our exceptional team drives superior performance. Our values empower a strong business culture which drives our vision to be the leading payments technology and software company worldwide.

People Who Make a Difference

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

Diverse Perspectives

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

Trusted Partnerships

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

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.

Innovative Thinking

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

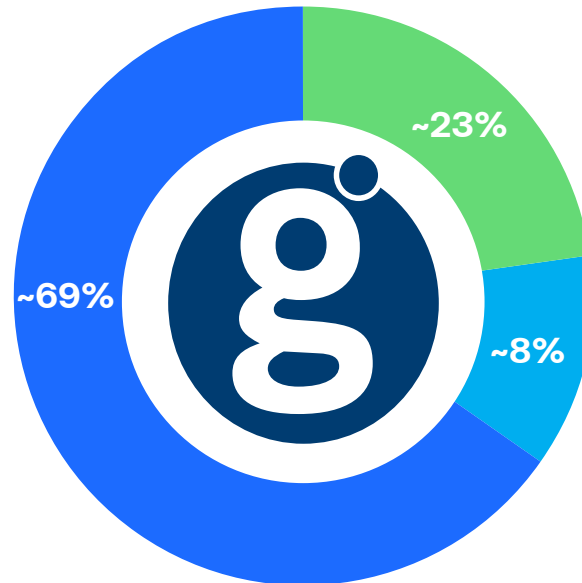
Performance Excellence

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



2022 Performance

2022 Adjusted Net Revenue **\$8.09b**



Merchant Solutions
~69% of Adj. Net Revenue

Issuer Solutions
~23% of Adj. Net Revenue

Consumer Solutions¹
~8% of Adj. Net Revenue

Metric highlights²

~27,000
employees

>170
countries
cross border

140+
payment types across
every channel

4.6m
customer
locations

~72b
transactions

816m
cards issued



"We achieved strong financial performance for the full year 2022, which highlights the durability of our business model and consistent execution of our technology-enabled strategy."

Josh Whipple

Senior Executive Vice President
and Chief Financial Officer

¹ Global Payments closed the disposition of the Consumer Solutions business in April 2023.

² Includes EVO Payments, excludes recently exited businesses.

2022 Financial & Operational Highlights

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

Software-Driven Payments Focus

- Released the second phase of Run and Grow My Business in partnership with Google, integrating additional Google services, including online ordering, retail inventory, and reservations solutions into Global Payments' digital portal environment.
- Went live with Xenial cloud point-of-sale solutions in Mercedes-Benz Stadium as part of partnership to enable its multichannel commerce ecosystem.
- Signed new agreement with Focus Brands to deploy Xenial's digital menu board solution across Auntie Anne's, Carvel, Cinnabon, Jamba Juice, McAlister's Deli, Moe's Southwest Grill, and Schlotzsky's Deli franchises.
- Signed single largest international TouchNet customer with University of British Columbia agreement.
- Achieved a multi-year partnership with Mastercard to modernize and accelerate card payments in the cloud across authorization, clearing and settlement.
- Launched Global Payments BNPL as a service marketplace to augment our 140-plus alternative payment methods portfolio.

Full Omnichannel Capabilities

- Extended and expanded the scope of our relationship with PayPal, which leverages our e-commerce technology footprint across North America, Europe, and Asia-Pacific, into new geographies and additional verticals, including support of cryptocurrencies.
- Expanded acquiring relationship with Google which utilizes our Unified Commerce Platform to North America following success of initial launch in Asia-Pacific in 2021.
- Increased scope of agreement with ChargePoint, the world's largest network of EV charging stations in North America and Europe to include e-commerce.

- Reached an agreement to expand our e-commerce partnership with Gucci, a division of French multinational corporate Kering, for acceptance services beyond Europe and into Asia-Pacific.

Faster Growth Market Exposure

- Entered into definitive agreement to acquire EVO Payments, which brings new attractive geographies, such as Poland, Germany, Chile, and Greece, and enhances scale in existing fast growth markets, including Mexico and Spain.
- Signed a letter of intent with leading Spanish financial institution CaixaBank to be its technology partner for its card issuing businesses, TSYS' largest new customer signing since 2013.
- Enhanced partnerships in Asia-Pacific with Hilton to incorporate new payment features and functionality and The Swatch Group across multiple brands and regions.
- Achieved strong double digit Merchant Solutions growth for full year 2022 in Spain and Central Europe compared to 2021 on a constant currency basis.

Expanded B2B solutions business

- Announced EVO Payments acquisition, which augments MineralTree's Accounts Payable solutions, bringing leading accounts receivable software capabilities and existing integrations with many of the largest enterprise ERP solutions.
- MineralTree extended key financial institution relationships with Bank of the West and Fifth Third Bank, went live with an Accounts Payable solutions partnership with Finance of America Companies, and signed a marquee deal with Grupo Bimbo in the US and Canada, one of its largest ever B2B bookings.

- Partnered with Extend to provide virtual commercial account services to banks and fintechs, and achieved Letter of Intent with specialty fintech EedenBull to enable commercial expense management and integrated payables solutions.
- Expanded agreement with Cracker Barrel to include an Earned Wage Access (EWA) partnership across its more than 660 stores in the United States, adding to our existing paycard solution relationship.
- Renewed paycard partnerships with Big Lots, Love's Travel Stops & Country Stores, and Cumberland Farms, collectively spanning over 2,500 locations in more than 47 states.



Global Payments made great progress in 2022 as we continued to advance our differentiated strategy across owned and partnered software, omni-channel dominance, exposure to faster growth markets, and B2B at scale.”

Cameron Bready

President and Chief Executive Officer

2022 Global Awards & Recognitions

We are proud to have been recognized by some of the most important and influential publications and organizations around the world with the following notable awards since the beginning of 2022:

2023 Fortune 500 list

Global Payments, #425 — *Fortune*

Global 2000: The World's Largest Public Companies list, 2023

Global Payments, #936 — *Forbes*

FinTech Rankings Top 100 list for 2022

Global Payments, #6 — *International Data Corporation (IDC)*

America's Most Responsible Companies for 2023

Global Payments — *Newsweek*

America's Most Trustworthy Companies for 2023

Global Payments — *Newsweek*

Corporate Equality Index: Best Places to Work for LGBTQ Equality

Global Payments — *Human Rights Campaign Foundation*

Noteworthy Companies for Diversity, 2023

Global Payments — *DiversityInc*

Business Partner of the Year, 2023

Global Payments — *Electronic Transaction Association*

Best Use of Payments Data or AI in Financial Services

TSYS and partner Featurespace —
The Payments Association Pay360 Awards

Most Innovative Fintech Solutions Company

Global Payments — *European Enterprise Award*

Best Customer Service

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

CIO 100 Award

Global Payments Information Security team — *CIO 100*

2022 Top 100 Public Companies in Georgia

Global Payments, #16 — *Georgia Trend Magazine*

Georgia 500: Georgia's Most Influential Leaders, 2022

Chairman Troy Woods — *Georgia Trend Magazine*

CIO Next List

Chief Information Officer Guido Sacchi — *Forbes*

Most Influential Women in Payments, 2023

TSYS Chief Product Officer Dondi Black — *American Banker*

2022 Corporate Counsel Honoree

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

"Elite 100" Class of 2023

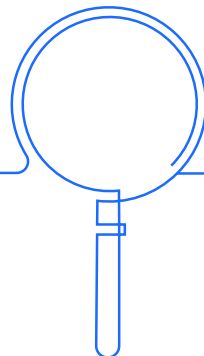
Chief Human Resources Officer Andréa Carter — *Diversity Woman Magazine*

Most Influential Women Executives in Corporate America

Chief Human Resources Officer Andréa Carter — *WomenInc.*

2022 Most Influential Black Executives in Corporate America

Chief Human Resources Officer Andréa Carter — *Savoy Magazine*



Our Family of Brands

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



We are pleased to have made significant progress on our technology-enabled strategy in 2022, with the announcements of our acquisition of EVO Payments and the divestitures of Netspend's consumer assets and Gaming Solutions. These three transactions simplify our businesses, and provide us with enhanced confidence in our growth and margin expectations."

David Rumph
Executive Vice President, Chief Strategy and Corporate Finance Officer



About **this Report**

Our Global Responsibility Report highlights our commitment to our people, our customers and the communities in which we operate and facilitate commerce. This report is focused on our achievements in calendar year 2022, unless otherwise noted. We are dedicated to continuous improvement and we are committed to evolving our environmental, social and governance initiatives going forward.

Our efforts focus on four pillars which are covered in this report:

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

2 Environmental Sustainability: Global Payments is committed to minimizing our environmental footprint and achieving our **net zero emissions target by 2040**. Global Payments has established significant collaborations with our preferred cloud providers and will work to migrate the vast majority of its workstreams across our business to the cloud with these partners over the next several years.

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

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



We have made great strides across our four Global Responsibility pillars since the beginning of 2022. I am particularly proud of our Diversity, Equity, and Inclusion initiatives, carbon reduction efforts as we work toward achieving our net zero goal, community engagement activities, and the significant role our company plays in enabling digital commerce, promoting financial inclusion, and providing access to capital for small and medium sized businesses globally.”

Winnie Smith

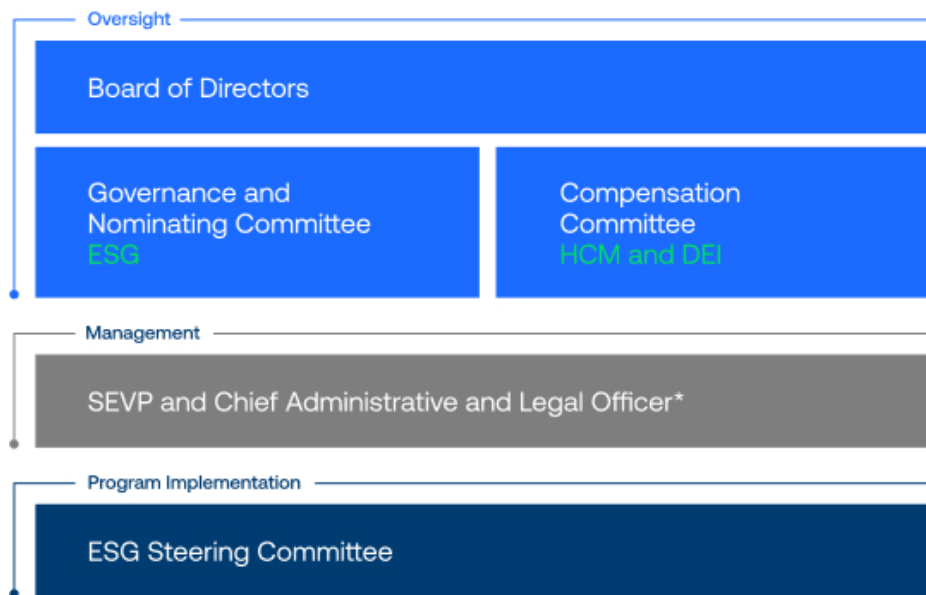
Senior Vice President, Investor Relations and Corporate Sustainability

Environmental, Social and Governance (ESG) Oversight

Our board oversees our ESG strategy and activities at both the full board and committee levels, with the Governance and Nominating Committee having formal oversight of the Company’s ESG activities, as reflected in the committee’s charter.

Our Lead Independent Director and Chair of the Governance and Nominating Committee completed the ESG Certificate Program from Competent Boards, the world-leading provider of online ESG and climate education programs for board directors, senior business leaders and investors across the globe.

To advance our ESG initiatives, our ESG Steering Committee, a cross-functional management committee of the Company, reports to the Governance and Nominating Committee on ESG matters. The ESG Steering Committee serves as a central coordinating body facilitating our ESG strategy and reporting efforts. In addition, our Compensation Committee oversees our strategies and policies related to human capital management, and assists our full board with oversight with respect to our DEI efforts. Our Chief Human Resources Officer and Chief Diversity Officer report at least twice a year to the full board on DEI as a component of corporate culture.



*In collaboration with members of the Company’s senior leadership team.



Sound environmental, social and governance (ESG) principles and oversight creates value for all stakeholders. As Global Payments’ Lead Independent Director and Chair of the Governance and Nominating Committee, I am proud of the enhanced commitments the company has made across its ESG pillars in support of its team members, customers, and communities.”

Connie McDaniel

Lead Independent Director and
Chair of the Governance and Nominating Committee

Supporting the United Nations Sustainable Development Goals

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

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



<https://www.un.org/sustainabledevelopment/>

The 9 of 17 SDGs that we believe our business directly or indirectly impacts are shown using the UN SDG color wheel, while the goals we do not impact are shown in gray.



Aligning with the SASB Framework

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

Global Payments is pleased to align our reporting with the Sustainability Accounting Standards Board's (SASB) sustainability topics and metrics specific to the Software & IT Services industry. At the end of our report on pages 89 and 90, we have mapped our ESG program, policies, and metrics to the specific topics for Software & IT Services.

Enhancing TCFD Disclosures

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

As we continue to enhance our ESG disclosures to reflect industry best practices, Global Payments is providing details on its approach to managing climate risks and opportunities in alignment with the TCFD recommendations. Our TCFD Index can be found on page 91.



Submitting to CDP

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

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

[CDP Climate Change Questionnaire 2023](#)



Culture and Values

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

4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



Building a Diverse Culture

At Global Payments, we have offices and resources across 41 countries, speaking 19 native languages world-wide. Our ability to enable local and multinational solutions for our customers in more than 170 countries is critical, and we believe having our people reflect the diversity of the markets we serve is key to our success. We are focused on increasing diversity across our organization, particularly in leadership roles.

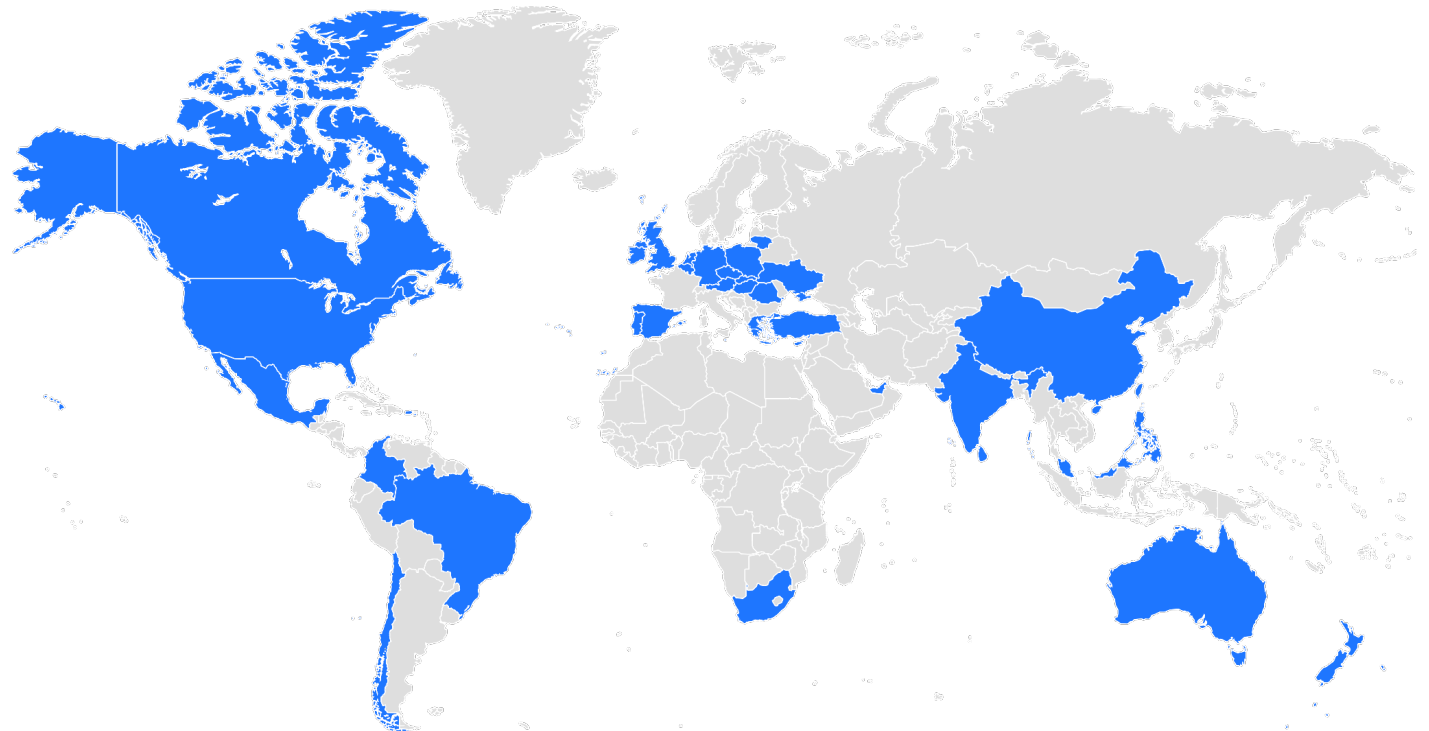
Geographic Distribution*

Americas (including U.S.): **61%**

Asia – Pacific: **21%**

Europe: **18%**

54% of total workforce is based in the U.S.



Workforce Highlights*

~27,000 Team Members

~80 Nationalities

Across **41 countries**

19 Native Languages

** Includes EVO Payments team members, excludes recently exited businesses*

Business Goals

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

Lead with technology and innovation to deepen our competitive advantages

Further scale the four pillars of our strategy: software-driven focus, ecommerce & omnichannel solutions, exposure to faster growth markets and B2B payments

Deliver commerce enablement solutions globally to broaden our leading position as a sales-driven product-led company

Provide frictionless, best-in-class customer experiences, creating deeper, longer-term relationships

Nurture our culture, values, and DEI initiatives to attract, retain and motivate exceptional team members

Support our communities as a socially responsible company with purpose and understanding

Recruiting and Retaining Top Talent

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

Attracting and cultivating a diverse workforce is a key priority for Global Payments. We are building strategic partnerships with diverse organizations, universities and platforms, which is critical to our culture, as well as adopting talent strategies for undergraduate professional and executive recruitment.

In 2022, we focused on engaging our Employee Resource Groups to identify, attract and advocate for underrepresented talent.

To continue to position Global Payments as an employer of choice, we have Flexible Work programs that encompass a variety of non-traditional work arrangements, including flexible start and finish times, working part time, compressed hours, hybrid work and full-time remote work. In 2022, the TA CoE launched a Candidate Relationship Management (CRM) system in conjunction with a renewed [career site](#). The launch of these two initiatives will enable each of Global Payments'

unique brands to be amplified in the marketplace while also allowing stronger attraction and engagement strategies to be deployed for sourcing and creating a pipeline of talent.

Our efforts to attract and retain talent have resulted in the lowest attrition rates we've seen in five years. After peaking in the first half of 2022, our voluntary team member attrition rate steadily dropped to 16.6% at the end of May 2023.*

Our voluntary attrition rate of **16.6%*** is at its **lowest level in 5 years.**

*2023 voluntary attrition rate is annualized based on data for January through May 2023



Internship Program

The Global Payments US-based Internship Program is designed to provide students with experiential learning in the fintech industry. Interns work on real projects alongside industry professionals to receive guidance and feedback. The 10-week program includes a variety of activities, training sessions, and networking opportunities to provide professional, personal, and social development to our US-based summer interns. Interns have a supervisor and a mentor, attend planned activities, and submit surveys, reports and evaluations.

The internship class of 2022 had 82 US-based students of which we converted six to full-time employees, while retaining 29 additional students to continue working part time through the end of the '22-'23 school year.



The goal of the Internship Program is to recruit and retain college students for the future workforce needs of Global Payments. We also promote diversity through the program by partnering with historically black colleges and universities, hispanic-serving institutions, tribal colleges and universities and other collegiate institutions. The program is designed to develop the interns' professional, personal, and social skills through real-world exposure via educational tracks."

Jacqui Caffey

Talent Management

DEI Center of Excellence Sr. Consultant

Training and Development

Global Payments Learning and Performance Center

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

- The platform offers **over 85,000 training modules** available through multiple content providers, including Skillsoft/Percipio, Udemy, and Coursera.
- Our team members **access an average of ~83,000 courses each month**.
- Training modules are made available in **over 30 countries** and in **15 languages**.



Core Leadership Program

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

There have been 29 cohorts and 1,050 leaders who have completed seven or more modules of the program. In June 2023, there were six cohorts in progress with 270 team members. There will be another two cohorts in 2023 with 110 spaces being filled, putting us on track for nearly 45% of the current global leadership population having completed the program by the end of 2023.

Participants provided feedback at the conclusion of the program with positive results: 78% agreed that the delivery approach was effective, 79% have reported that they have incorporated the tools and theories from the program and 89% believe they are more effective leaders as a result.

78%

agreed that the delivery approach was effective

79%

have reported that they have incorporated the tools and theories

89%

agreed that the training has positively impacted their performance

4Talks Performance Enablement

The Global Payments Learning and Performance Center also facilitates 4Talks, our performance enablement process. 4Talks takes four one-on-one performance review meetings and elevates them to become four purposeful, forward looking conversations spread throughout the year, with a clear agenda focusing on each team member's well-being, performance, and growth.

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

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

4Talks
Performance Enablement



One highlight of 4Talks is the invitation to discuss your team's well-being. 4Talks provides safe spaces for your team to share important details about their situation. It can sometimes inspire action, but more importantly, it's an opportunity to listen, connect, and show genuine care to your team."

Jason Hines

Vice President, Compliance and Risk

Mentorship Programs



Business Technology Services (BTS) Mentorship Program

2022 marked the second year for the BTS Mentorship Program. The program provided BTS team members an opportunity to receive guidance and advice by finding a mentoring relationship that helps them accomplish their professional goals. The program had 329 enrolled participants in 2022, who committed over 1,290 mentoring hours during the nine month program.



TouchNet IMPACT! Program

The TouchNet IMPACT! Program, an annual mentorship initiative that started in 2022, matches TouchNet team members with leadership-level mentors for one year of meetings and activities. Besides meeting regularly with their mentors and one another, mentees meet with Adam McDonald, TouchNet's President, once during the year for a mentoring discussion.



CFO Leaders Developing Leaders Mentorship Program

The CFO Leaders Developing Leaders Mentorship Program began in 2022 to create an opportunity for our Finance team members worldwide to build meaningful relationships in the organization, develop their knowledge and skills to achieve success in their role, become a part of our leadership pipeline, and feel empowered to achieve career aspirations. The program had 128 enrolled participants in 2022, who committed over 480 mentoring hours during the six month program. In partnership with CFO Senior Leadership, the BTS Mentorship Program, and our Anthem EAP Services, the program offered six engagement sessions covering various development topics to further support program participants.



Striving for Success Through Mentorship Program

Global Payments saw the early success and immense potential in both the BTS and CFO mentorship programs and decided to combine the programs into the Striving for Success Through Mentorship Program in 2023. This program provides BTS, CFO and TouchNet team members the opportunity to cultivate valuable relationships in the organization, while continuing to build a culture of mentorship across the organization and to keep celebrating everyone's achievements along the way. With a broader audience, the program is able to offer more varied matching relationships across regions, functional teams, and areas of our organization. The combined program currently has 602 enrolled and matched participants, with 380 mentoring hours already recorded since the kickoff at the end of April 2023. We are working to establish a company-wide mentorship program to ensure efficiency and opportunities for all team members.



The mission of the Striving for Success Through Mentorship Program is to provide team members an opportunity to be empowered and supported by finding a mentoring relationship that helps them realize their professional goals. Building a culture of mentorship across our organization positions us all for continued success."

Shannon Johnston

Executive Vice President, Chief Digital Officer and Deputy Chief Information Officer

Team Member Engagement

2023 Team Member Engagement Survey

In 2023, we will conduct an enterprise-wide survey to establish a baseline of team member engagement as one combined company under our new executive leadership team. We are ensuring that the survey measures universal culture and engagement topics while leveraging the seven core principles of our culture: community, fairness, accountability, trust, caring, innovation and quality. The results will be compared to a global benchmark and other relevant industry and geographic cross sections to identify areas of strength and opportunities for improvement. This valuable team member feedback will be constructively utilized to continue to foster a positive culture, support productive teamwork and drive overall business success at Global Payments.

Global Payments 2021 U.S. Pulse Survey

Following the conclusion of our second year post the Global Payments and TSYS merger, we launched a Pulse Survey in August 2021 for team members in the United States to gather feedback on how we are doing as a combined company. While this was still a difficult time because of the pandemic to get accurate feedback, we did not want to wait any longer to hear directly from team members. 61% of U.S. team members completed the survey and the information shared provided valuable insights on our team member perceptions about our workplace allowing us to more accurately assess levels of engagement, commitment and pride. Team member input also helped inform our DEI strategy.

Top 3 Strengths Identified in 2021 Survey:

86%

feel heard by their team which incorporates their unique perspectives

84%

feel valued by their manager

82%

get timely feedback from their manager in order to improve performance



Health and Wellness

Return to Office Initiatives

At Global Payments, the health and wellness of our team members is always our highest priority. We transitioned the majority of team members to work from home when Covid-19 emerged in early 2020. In 2022, we welcomed many team members back to offices worldwide to reconnect with each other in person and benefit from the camaraderie and support we feel when working together in a more normal operating environment. While we were excited to return to in-person activities, we maintained a hybrid model, recognizing that many team members enjoy the flexibility of working remotely at least some of the time.

To ensure that we returned to the office safely, precautionary measures were established to keep team members healthy. Our offices implemented protocols that aligned with local government and health agency guidelines that were reviewed regularly by a central response team. Those displaying Covid-19 symptoms were required to stay home and follow local quarantine rules to protect fellow team members. After being in a



primarily virtual setting, team members returning to the office were reminded about the importance of Global Payments' physical security policies, including our Acceptable Use Standard and Global Physical Security Policy, to ensure the protection of personnel, hardware, software, networks and data remained secure.

Team members were welcomed back to the office with celebrations, team events and Global Payments gifts. Team members across the globe were invited to enjoy a tasty treat and chat with fellow team members they had not seen in a while. Some examples included team members in Atlanta, GA celebrating with Chick-fil-a, while in Canada the company provided pastries and coffee, and in Manila, the team was welcomed back with decorations and treats.

Hybrid Work Model for All Team Members

Global Payments is committed to fostering an inclusive and supportive environment for our team members. We understand that our businesses, teams, regions and individual team members all have unique needs and ways of working together. Our concern for our team members and their well-being means understanding these different approaches to efficient, effective and productive work. In response to valuable internal feedback we received as employees began returning to the office, we've designed a new work model to empower team members and leaders to determine the right work structure for teams based on roles and responsibilities in supporting the business.

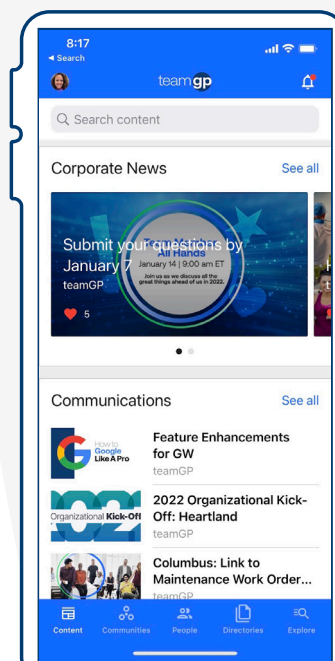
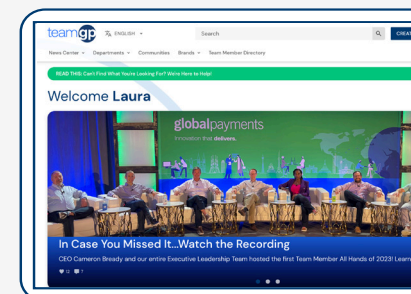
Hybrid work, a new component to our Flexible Work programs, combines the best of remote and in-office work to provide flexibility while maintaining a strong sense of collaboration, connection and teamwork.

Flexible Work programs encompass a variety of non-traditional work arrangements, including flexible start and finish times, working part time, compressed hours, hybrid work and full-time remote work.

Hybrid work offers the opportunity for team members to work 2-4 days a week in the office and remotely 1-3 days a week, supporting our efforts to continue to deliver the highest levels of engagement, productivity and performance. Providing this additional flexibility reflects our commitment to creating a culture of caring, as we work to support the needs of our team members and their well-being.



teamGP, our enterprise-wide intranet platform, helps us stay connected as a team and collaborate whether in an office, working remotely or across the globe. The teamGP experience is meant to be personalized by team members with the ultimate desire to reduce email and become the place *Where Team Members Go to Be in the Know*. There's no better way for team members to stay up to date on all the things happening. Team members are encouraged to read, like and comment on the latest news articles, search for helpful links, forms and micro-trainings, and post, comment and tag teammates on helpful resources. **Some of the most prevalent sections of teamGP include a unique community page for each department, a team directory, and a video catalog that acts as a platform for executives to project company wide information and news.**



In 2022, we were excited to introduce a teamGP Mobile App that includes many familiar elements from the desktop website. The app lets team members consume the most recent enterprise-wide communications, see featured photos, create and read posts in communities, search for team members, view organization charts and utilize other tools from the desktop website. The app also allows users to push notifications to the home screen on every team members' mobile device.



Mental Health & Well-Being Initiatives

U.S. Employee Assistance Program

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

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

International Employee Assistance Programs

We offer team members in regions beyond the U.S. resources to support their well-being. Some highlights in various regions include:

- Asia (all countries): The Workplace Options program offers emotional, practical and physical well-being support for team members.
- Cyprus: Hellas Employees Assistance Programs specialize in providing the services of psychologists, counselors and coaches.
- Czech Republic: Soulmio offers online counseling and mental wellness consultations.
- Oceania: Acacia EAP gives team members access to legal help, financial coaching, nutritional support and more.
- Philippines: Ateneo Bulatao Center assists in online psychotherapy services.

- Spain: Comercia provides EAP services and well-being benefits.
- UK: Zurich Health Assured Employee Assistance Programme offers a complete support service that provides expert advice and compassionate guidance 24/7.
- Ireland: Laya Employee Assistance Programme supplies confidential counseling services to support team members and their families.

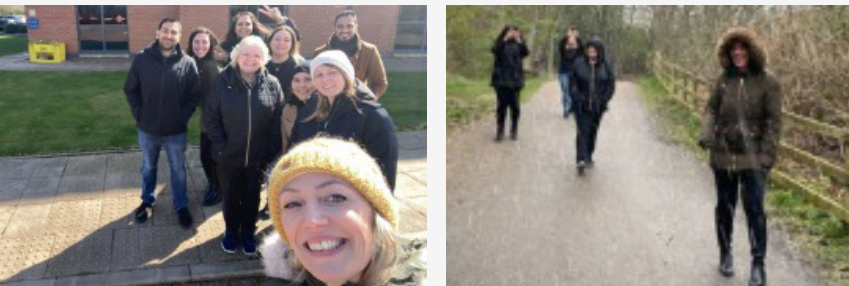


Celebrating Breast Cancer Awareness Month: Pink Pumpkin Challenge

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

UK Mental Health Awareness

Tackling the stigma behind mental health is a team effort at Global Payments. Especially in the UK, where, on average, one in four people will suffer a mental health illness each year. In order to address this, we have established a system of mental health champions and an internal web-based hub for resources. Numerous initiatives and resources were added to the hub in 2022. On top of talking to a certified mental health champion, team members have the opportunity to receive support through Mental Wellness Check In webinars, partaking in Wellness Wednesdays, and even downloading a free mobile app that is designed to help with the prevention, detection and self management of common mental health issues. All of these resources contribute to ensuring that team members have all the support they need and that no stigma is experienced as team members work through all of the things going on in their life.



UK Mental Health Champions

Our UK Mental Health Champions form an important part of our well-being at work strategy. At the time of the launch in 2017, the primary objective was to start conversations around mental well-being and to remove any stigma that existed, both through one-on-one support and through events to educate our team members. The role of a Mental Health Champion is similar to a first aider—to be able to help people get the help they need through listening and providing guidance. Training is provided by Mental Health First Aid UK and certifies our champions after training them on a wide range of mental health conditions and where and how to get help. The primary role for our champions is just to be available and a listening ear at the time they are needed.



Being a mental health champion gives me a great opportunity to continually raise awareness and challenge any stigma around mental health in the workplace. At the same time, when a colleague approaches me in confidence who is experiencing poor mental health, I feel well equipped to listen and guide them to the right places for help.”

Gail Potts

Mental Health Champion
Senior Learning & Development Manager

Virtual Coffee Roulette Networking in Ireland

Keeping our team members safe was the biggest priority during the pandemic. During these uncertain times, working from home was the best and safest option for many. However, burn out, social isolation and loneliness were all common drawbacks of this work-from-home set up. For the month of April 2022, our Ireland office decided to initiate “Coffee Roulette”. For thirty minutes everyday, team members were encouraged to partake in these informal coffee meetings to connect with others, have a break and talk about anything and everything. The goal of these sessions was to help our team members from both a wellness and development perspective; especially for new team members who wanted to learn more about other people and departments.

AdvancedMD Team Hike in Utah

In honor of Mental Health Awareness Month, President of AdvancedMD, Amanda Hansen, hosted a hike at one of her favorite trails. Team members, family, and friends were invited to hike together from Bells Canyon to Lower Falls in Utah. This activity was a great stress reliever to promote mental health.



India Health and Wellness Through Sports

TSYS India and Sports Committee Noida organized various indoor and outdoor events during 2022 for team members to stay active and decompress. Outdoor events included badminton, cricket, and volleyball tournaments and indoor events included chess, pool, and table tennis events. Team members felt a sense of belonging with these team events and stayed active and healthy while participating.



Encouraging Mental Wellness

In an effort to motivate team members to take personal time to relax and reset, our Executive Leadership Team shared how they each recharged during the summer.



Josh Whipple, SEVP and CFO, sightseeing in Puerto Rico with his family.



Andrea Carter, SEVP and CHRO, enjoying the summer sun in the Caribbean.



Gaylon Jowers, SEVP, President Issuer Solutions, hitting the dirt bike trails with his family.



Guido Sacchi, SEVP and Chief Information Officer, spending time on the farm with his kids.



David Green, SEVP and Chief Administrative and Legal Officer, enjoying sailing in Hawaii.



Cameron Bready, President and CEO, taking in the views on the lake in Georgia.

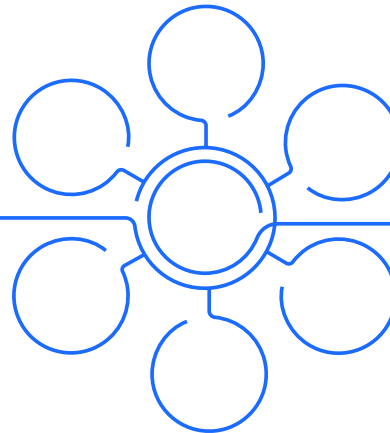
The Care Foundation

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

The Care Foundation was created in 2005 in the wake of the number of Heartland team members in the Gulf Coast region who were impacted by hurricanes Katrina and Rita. Team members wanted a means to help organize support for their colleagues. Since then, The Care Foundation has

continued to provide support to team members who have endured traumatic events in their lives.

In 2022, The Care Foundation helped 30 team members, providing more than \$125,000 in assistance. This included providing north of \$26,000 in disaster relief to those affected by Hurricane Ian and the flooding in Eastern Kentucky. We also continue to provide assistance to team members affected by the COVID-19 pandemic, and the Care Foundation provided two team members with more than \$6,000 in assistance related to the pandemic.



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

Since its formation in September 2005, **The Care Foundation has provided over \$1.8 million** in financial assistance to team members in need.



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

Since our merger with TSYS, the Foundation has now opened the program to all eligible college-age children of Global Payments team members in the United States. Thanks to Global Payments team member contributions and fundraisers, the Future Scholars Foundation awarded \$107,000 in scholarships to 32 deserving college students from the class of 2022.

Since its inception, the TSYS Future Scholars Program has **awarded more than 700 scholarships** totaling **nearly \$1.6 million.**



Future Scholars Golf Tournament

Global Payments hosts the Future Scholars Golf Tournament in Columbus, GA and Atlanta, GA each year to help raise funds in support of the TSYS Future Scholars Program. In 2022, the Columbus tournament was held on May 13 at Bull Creek golf course, while the Atlanta tournament was held on April 25 at the Fairways of Canton. 211 golfers participated across the two events, raising more than \$69,000 to support higher education through college and vocational institution scholarships for the children of Global Payments team members.

Team Member Recognition

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



President's Club

Team members who earn membership in the President's Club embody our values, and their dedication to our company, customers and communities is unmatched. The 2023 winners included 140 team members representing 12 countries from around the world. Their accomplishments are built on **Trusted Partnerships**, **Innovative Thinking** and **Business Agility** that encompass their daily drive for success. Their **Performance Excellence** speaks for itself.

2023 President's Club Award

For the first time in four years, we were able to celebrate the achievements of our team members in person. President's Club winners were awarded a trip to Greece where they had the opportunity to be recognized by our Executive Leadership team for exceeding goals in 2022, displaying unparalleled **Performance Excellence** in their work, and providing stellar service to our organization and our customers.



Andy Vanica, a Senior Sales Manager based in the United States, is a four-time winner of The President's Club award. He has been with our ACTIVE Network business since 2014 and focuses on selling resort software solutions. His secret to success has always been to focus on activities that sell and leverage the amazing people at ACTIVE at the right time.

"The trip to Athens was top notch from accommodations, to food, and activities. It was also a great chance to meet people at Global Payments that I wouldn't normally interact with. By far the best President Club I've attended, and I look forward to the next one!"



Joshua Ngan, a Senior Sales Manager and team leader based in Hong Kong, is a four-time recipient of The President's Club award. He surpassed annual sales targets despite the Covid-19 environment and assisted with the successful launch of Google as a merchant in Hong Kong.

"My secret to success is to act as a responsible and committed payment consultant to gain the trust of our merchants. We provide our expertise and advise merchants on how they can run and grow their businesses leveraging our leading solutions."



Circle of Excellence

The Circle of Excellence is recognized as one of Global Payments' premier team member recognition programs, and consists of top performers across all regions and businesses in our Global Payments family.

Celebrating and recognizing the achievements of our team members is core to our company culture—we would not be the company we are today without their dedication and hard work. This important recognition program provides the opportunity for managers to show appreciation for their team members who embody our values; using their **Innovative Thinking** and **Diverse Perspectives** to serve our colleagues, customers and communities.

In 2023, we welcomed over 400 team members from 20 countries to the Circle of Excellence for their hard work during 2022. In addition to celebrating in person, team members' achievements were also recognized and celebrated virtually through the Bravo Board community on our internal teamGP site. The platform enabled all team members to come together to share their messages of support and congratulations for colleagues that joined this prestigious circle.



I am truly humbled and honored to be a recipient of the Circle of Excellence Award from our esteemed leadership team. Being recognized with this award gives me a great sense of pride and accomplishment, and inspires me to keep pushing towards even greater achievements. This is a moment that I will always cherish."

Ashish Pingale

Cloud Architect—
Enterprise Architecture

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 and people, as well as the products and services we provide.

In recognition of their outstanding work done in 2022, over 800 team members gathered for four days of events in Las Vegas in March 2023. Team members had an opportunity to hear Chris Gardner and Ryan Leak, both entrepreneurs and motivational speakers. We presented The Heartland Way Award to 60 team members who are exemplary sales professionals and consistently demonstrate the Heartland tenets in their everyday lives. We also celebrated 12 Entrepreneur of the Year winners who exhibit ingenuity and entrepreneurial thinking through their work and day-to-day professionalism. These team members also embody the principles and cultural norms of a Heartlander.



We strive to make every day work better for our merchants, partners and our team members. At this year's Diamond Conference, we were able to come together as one team to focus on the products and solutions that improve the lives of our customers AND celebrate how we work together and the successes we've achieved. This conference is the pinnacle of our year and represents our culture in action through recognition, learning and development and connection."

Vincent Lombardo

Senior Executive Vice President and President, US Merchant Solutions



I am grateful to receive the Heartland Way Award and to be at a company where I get to work with people I love to intentionally build the culture we all want."

Allison Shields

Senior Director, Customer Experience



Being a recipient of the Heartland Way Award validated the hard work and dedication to building a positive and rewarding culture for my team."

Ted High

Sales Director, Global Payments Integrated

Team Appreciation Events

Global Payments hosted worldwide Team Appreciation Days quarterly in 2022 in March, June, August and December to honor and celebrate all of our team members' hard work and unwavering commitment. In addition to in-person activities, we hosted a number of virtual appreciation events to provide our team members with multiple opportunities to truly come together globally, regardless of office location or time zone.

In-Person Team Appreciation Day Celebrations

Employees across the globe attended events that brought everyone together in person to enjoy great food, games, giveaways and the camaraderie of team members.

Windward Team Appreciation Day

At our Windward campus in Alpharetta, GA, team members enjoyed complimentary custom caricature portraits, competed in giant Jenga and basketball and shared a delicious barbecue lunch.

Ninja Warrior Experience

Atlanta-based team members signed up in teams of four to compete in fun challenges, including an inflatable obstacle course, tug of war, ax throwing and more. The top team of four won tickets to the NFL pre-season game between the Atlanta Falcons and Jacksonville Jaguars.



Zego Team Appreciation in San Diego and Chicago

Zego team members in San Diego attended a Padres baseball game, while the Chicago-based team went on a boat cruise on Lake Michigan and the Chicago River.



Baltimore Orioles vs. White Sox Game

Maryland-based team members attended a baseball game as the Orioles faced the White Sox at Oriole Park at Camden Yards. The event included exclusive club level access and seating with unlimited food and drinks.



Pop-A-Shot Tournaments in Kansas and Tennessee

TouchNet team members in Kansas and Tennessee competed against each other in March Madness Pop-A-Shot tournaments.

Oklahoma City Team Appreciation Day

Team members in downtown Oklahoma City enjoyed catered food and cornhole on the lawn.

Plano Team Appreciation Day at Main Event

Plano-based team members spent quality time with family and friends at Main Event, an entertainment venue with arcade games, bowling and more.

Holiday Movie Night at Sandy Springs Cinema & Taphouse

Georgia-based team members were invited to enjoy a holiday movie and refreshments at Sandy Springs Cinema & Taphouse. Team members had the opportunity to mix and mingle, take holiday photos and grab popcorn and soda before the show.



UK Celebrations

Our Belfast and Leicester offices celebrated team appreciation day by hosting a variety of different sporting events for everyone to come together and enjoy some friendly competition while participating in various wellness activities and team building exercises. Activities included a football tournament, pickleball games, wellness chats, and even offered beginner classes for those who were not familiar with the various sports/activities, an opportunity to learn how to play.

Everyone, no matter their experience or skill level, had an amazing day that allowed team members to recharge mentally and further solidified the importance of mental and physical health of all of our GP team members near and far.



Manila Health and Wellness Fair

Team members in Manila celebrated Team Appreciation Day by hosting a Health and Wellness fair to jumpstart everyone's wellness journey. Wellness brands visited the office and gave exclusive promos, samples, multivitamins and discounts to team members. Participants had the opportunity to hear from their teammates on their personal journeys and receive some tips on how to build and sustain healthy habits.

Oceania Diwali Festival & Feast

Team members across our Australian and New Zealand businesses came together to celebrate the rich tapestry and diversity of their people and community at a special Diwali Team Appreciation Day. Teams in Brisbane, Sydney and Auckland wore vibrant colors as part of the festival of lights' symbolic message of light over darkness, good over evil and knowledge over ignorance. Teams were treated to a ritual demonstration before sharing in a special Diwali feast with a number of dishes contributed by team members.



Festa Junina in Brazil

Team members in Brazil celebrated Festa Junina, a social tradition centered on dancing, drinking and eating.



Virtual Team Appreciation Day Celebrations

Worldwide Virtual Game Show

Team members around the world participated in a virtual game show experience that brought everyone together to compete in games, trivia and challenges to accumulate points and win prizes.

Virtual Mixology Happy Hour with Rob Floyd

Mixologist Rob Floyd creatively demonstrated how to make three pop-icon themed specialty cocktails and mocktails focusing on technique and taste. Team members received recipe cards that allowed them to follow along from home and were encouraged to ask questions during the interactive event.

Virtual Healthy Cooking Class with Celebrity Chef Josh Capon

Celebrity Chef Josh Capon demonstrated how to make healthy dishes that included a fresh salad and flavorful ceviche. Participants followed along at home and asked questions throughout the experience.

Global Payments Got Talent! Virtual Talent Show

During the interactive event, short video submissions were broadcast to the Global Payments community worldwide and team members had the opportunity to vote on their favorite.



Team Member Six Word Statements





Describe How “What I Do Makes A Difference”

In the weeks leading up to our Team Appreciation celebration in March 2022, team members were encouraged to share short and thoughtful statements about how they make a difference each and every day at Global Payments as six-word stories.

Replicating the March Madness tournament bracket, we created our very own Six Word Story bracket. Over the course of several weeks, team members from around the globe voted on the submissions, from the initial 64 to the sweet sixteen, elite eight and final four to determine the Six Word Story champion.

Global Payments’ Celebrate, Inspire, Serve campaign reminds us that celebrating, inspiring and serving our team members, customers and communities is what we strive to do 365 days a year—not just the specific days we set aside for team appreciation events. Through the small things we do as individuals, within our own teams, or through the larger activities we do together as a global team—we live and breathe these actions every day.

Every team member at Global Payments plays a significant role in making a difference for our company, our communities and each other. Our collective contributions and commitment to **Performance Excellence** are what make us stronger and help us grow. All team members have unique roles and **Diverse Perspectives** that when combined, showcase our culture and bring our vision to life.

<p>MY SIX WORD STORY:</p> <p>“ Changing the dimensions through impactful delivery. ”</p> <p>Pravesh Kumar Software Engineer Lead</p> <p>celebrate inspire serve</p>	<p>Appreciate</p>  <p>WINNER</p>	<p>MY SIX WORD STORY:</p> <p>“ Helping others discover their true value. ”</p> <p>Dustin Fejfar Director, Customer Care</p> <p>celebrate inspire serve</p>	<p>Inspire</p>  <p>RUNNER UP</p>
<p>MY SIX WORD STORY:</p> <p>“ Creating and curating content for clients. ”</p> <p>Penny Wise Sr. Director, Training & Documentation</p> <p>celebrate inspire serve</p>	<p>Celebrate</p> 	<p>MY SIX WORD STORY:</p> <p>“ Building relationships while enabling valuable deliveries! ”</p> <p>Rima Vyas Director, Application System Development</p> <p>celebrate inspire serve</p>	<p>Serve</p> 

Team Member Benefits

We offer team member benefits that rival some of the largest global technology companies. Our U.S. based team member benefits include both employer paid and voluntary health care coverage, including comprehensive medical, prescription drug, dental, and vision coverage. Team members can also customize their coverage with voluntary plans that include critical illness, life insurance, hospitalization protection, legal assistance and pet insurance, among others. We also offer access to tax-advantaged accounts that can help team members pay for current and future health care expenses, including Health Savings Accounts and Flexible Spending Accounts. Our U.S. medical plan includes fertility and surrogacy benefits, as well as access to expert medical opinions at no additional cost to our team members.

In 2023, we added Inclusive Care services supporting our LGBTQIA+ team members, a concierge cancer care service, and a virtual physical therapy benefit at no cost to plan members to help address and/or prevent musculoskeletal conditions impacting our team members.

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

Retirement & Savings Planning

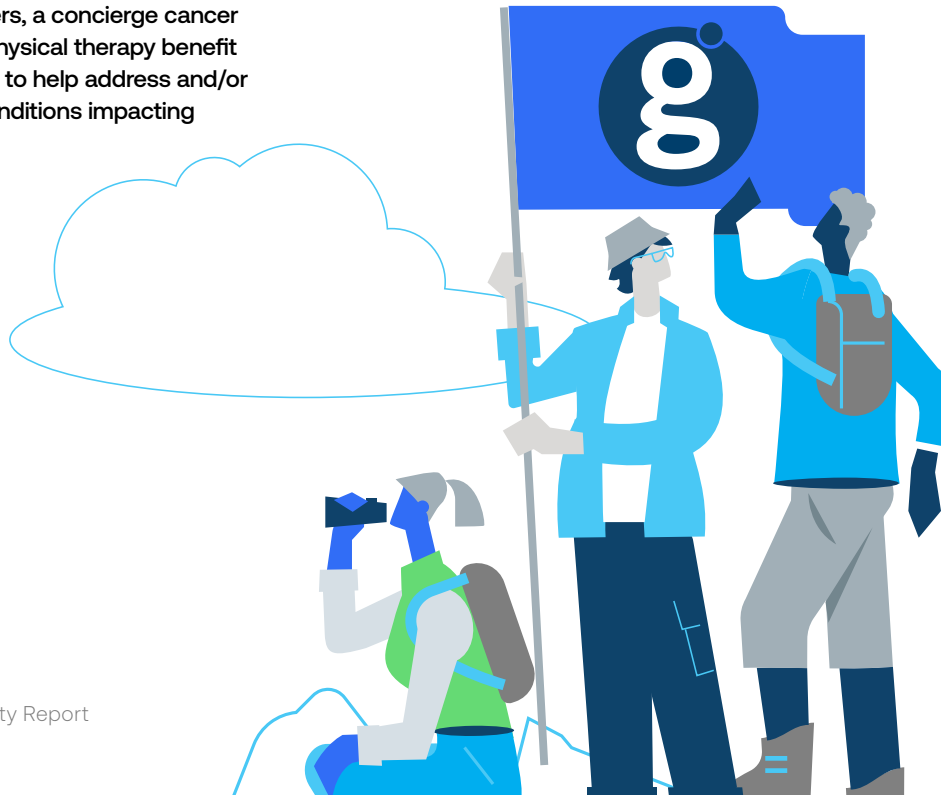
Global Payments provides various types of savings and retirement programs to help support team members' plans for the future, including a 401(k) retirement savings plan, Employee Stock Purchase Plan (ESPP), and a tuition assistance program.

Retirement Plans

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

Employee Stock Purchase Plan (ESPP)

Under the ESPP, team members can contribute from 1% to 20% of eligible compensation to purchase Global Payments stock. Team members receive a 15% discount applied to the last day of the quarter's closing stock price. The program has strong participation. At the end of 2022, 34% of eligible U.S. team members and 30% of all eligible team members worldwide were enrolled in the ESPP.





U.S. Employee Tuition Assistance Program

Global Payments has partnered with International Scholarship and Tuition Services (ISTS) to create an Education Assistance Program that allows our U.S. based team members to continue chasing their goals and help with some of the financial stress that comes with it. Team members can be reimbursed for approved classes through an online platform and have access to ISTS' Student Support Network that includes resources to make for a successful school experience, including a community for exploring unique scholarship opportunities, possible eligibility for tuition discounts from more than 75 accredited schools, help with college planning, general advice and more.



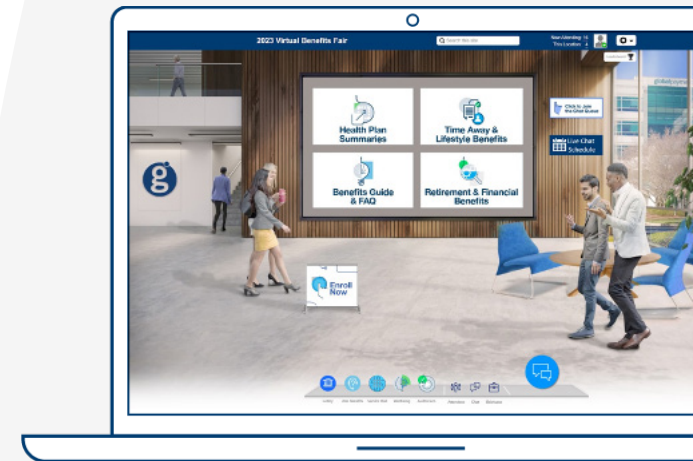
Team Member Financial Well-being

UK Financial Well-being Workshop

UK-based team members were invited to attend a webinar on financial and mental well-being hosted by Thrive, a mental well-being app available to all UK-based team members, and OpenMoney, an online source for financial advice. During the session, experts discussed tips for financial planning and objective setting, as well as identifying signs of mental health struggles from financial stress and ways to address it.

U.S. Personal Finance Seminars & Resources

U.S. team members are provided financial well-being articles, free virtual education videos and webinars hosted by Securian Financial and Fidelity focused on personal finance strategies. Topics covered include reducing debt, taking action on savings goals, and preparing for the cost of higher education. Additionally, 401(k) participants have access to Fidelity counselors at investment centers across the country free of charge.



Virtual Benefits Fair

During annual enrollment, we held our second Virtual Benefits Fair providing U.S. based team members with the opportunity to explore benefit vendor booths, chat with benefits representatives, and attend live and on-demand sessions. Team members visiting the fair could attend live events, read materials and collect gold Global Payments coins to accumulate points for a chance to win Global Payments merchandise. This event allowed all of our team members to attend the fair and learn about our benefits offerings regardless of office location or whether they joined from an alternative flexible or remote work location. Given the success of the fair, we have continued this virtual resource on a year round basis to help ensure our team members have access to the resources needed to understand the comprehensive benefits provided by Global Payments.

Promoting Diversity, Equity and Inclusion (DEI)

At Global Payments, we are fully committed and focused on creating a better tomorrow in the communities in which we live and work. We all have a role to play in building an inclusive and diverse culture. Diversity, like rapidly evolving technology or globalization, is critical to a successful business. Trends and changes in technology and global competition require constant adaptations and carry implications for organizational effectiveness and competitiveness. DEI is no different; it also requires adaptation and carries implications for organizational effectiveness and competitiveness. We currently do business in over 170 countries around the world, with team members living and working in 41 of them.

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

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

Our approach to DEI is anchored by the following:



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

Diversity — Improve the representation of all minority groups at every level of the organization by driving talent acquisition and management practices to achieve results.

Accountability — Hold leadership accountable for DEI objectives.

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

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

Communications — Ensure that DEI initiatives, actions, and results are transparent to all key stakeholders.

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



“

We understand the business imperative of DEI at Global Payments, and we aim to cultivate and foster a workplace where our team members feel appreciated, included and welcome!”

Jackie Parker
SVP Talent Management
and Chief Diversity Officer

Spotlight: TSYS Serves as Host Business of Project SEARCH

Global Payments' TSYS business is a proud host business of Project SEARCH. Project SEARCH is an international program for recent high school graduates with significant intellectual and developmental disabilities. Project SEARCH provides these recent graduates with internships at host businesses, where they work alongside mentors to develop relevant, meaningful, and marketable job skills. Global Payments was proud to host seven graduates through Project SEARCH at its Columbus office for nine-month internships in 2022 and has welcomed 52 interns from the project since 2016. Since its first Project SEARCH graduation class of interns in 2016, 41 graduates have been hired by the TSYS business with 13 participants having joined in full-time positions. Global Payments is in its seventh year of hosting Project SEARCH interns and is currently expanding its onsite classroom to allow the program to increase to 10 interns in 2023. Global Payments is proud to be one of 25 employers participating in this program in Georgia and to be the only company participating in Columbus, GA.

One Project SEARCH graduate that interned in TSYS' Output Service Warehouse did such an outstanding job that he was offered employment largely due to his keen accuracy, ability to recall information and detect errors while working with cataloging inventory. He even went on to obtain his forklift certification. The team embraced him and learned from him as well. He shared "I love working with them, I am part of the team."



Project SEARCH graduates with Georgia House Representative Tremaine "Teddy" Reese and Muscogee County School District Superintendent Dr. David Lewis



Vision of our Workforce

In the spirit of transparency, we established concrete objectives in 2020 that we continue to work towards. These objectives continue to support our efforts to foster DEI and promote an inclusive culture. Our executive leaders and Board of Directors are committed to these objectives that continue to support our work towards ensuring an inclusive, equitable and diverse organization. As an organization we are intentional about our KPIs to achieve business results and ingrain DEI in the rhythm of our business.

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

Diversity Objectives

Workforce Diversity

- **Increase Female representation from 44% in 2020 to 47% by 2025¹**
 - Female representation was 42% in 2022. Although this metric declined slightly due to the challenges of the Great Resignation, which disproportionately impacted women in the workforce, we continue to focus on increasing female representation to achieve our objective.
- **Increase People of Color representation from 31% in 2020 to 39% by 2025^{2, 3}**
 - People of Color representation improved to 34% in 2022 from 32% from 2021²

Leadership Diversity⁴

- **Increase Female leadership from 32% in 2020 to 49% by 2025⁵**
 - Female leadership remained flat at 33% in 2022
- **Increase People of Color leadership from 17% in 2020 to 29% by 2025^{2, 6}**
 - People of Color leadership improved to 20% in 2022 from 19% from 2021²

We publicly disclose our U.S. Equal Employment Opportunity Commission (EEO-1) Report [here](#). Due to differences in ethnicity classifications for reporting, HCM data included in the Global Responsibility Report will differ from our EEO-1 disclosures.

¹ Female representation in global workforce

² People of color is defined as Asian, Black or African American, Hispanic or Latino, American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, or Two or More Races

³ People of color representation in U.S. workforce

⁴ Leadership Workforce is defined as Director level and above

⁵ Female representation in leadership roles in global workforce

⁶ People of color representation in leadership roles in U.S. workforce

2022 DEI Progress Update

Accountability

Workforce Diversity

Data and transparency continues to remain our focus to achieve our representation objectives. In 2022, we intentionally continued to engage our leaders and developed a process to report key workforce demographics and established customized roadmaps for business units and functions.

Engaging Senior Stakeholders

Senior leaders serve as executive sponsors for our employee resource groups (ERGs). In 2022, we introduced Reverse Mentoring for the identified executive sponsors. Reverse Mentoring for leaders is intended to support our efforts to diversify our internal pipeline, drive workplace innovation, and foster diverse leadership teams.

Inclusive Capability

DEI Integration Into Organizational Processes

We continue to infuse DEI into our culture with an expectation to model inclusive behaviors each and every day—a journey we call **Inclusion 365**. In 2022, 56% of team members completed our first module fostering DEI. We plan to expand this curriculum to further our journey to build inclusiveness in 2023 and beyond.

We also launched the **Visibility Campaign** to encourage US and Canada based team members to self identify their diversity dimensions. As of June 2023, 23% of team members had elected a pronoun feature.

Mobilizing DEI Strategy At The Business Level

We launched **DEI Business Action teams** to continue to mobilize and cascade our corporate DEI strategy across multiple business units and functions. Championed and sponsored by business leaders, the mission of these teams is to build and leverage a diverse, inclusive

workforce, and influence and introduce equitable practices so that we can provide superior services to our customers.

Supplier Diversity Program

We formally launched our supplier diversity program. The mission of this program is to create mutually beneficial business relationships with diverse vendors that strengthen the communities in which we operate.

Our organization's diverse supplier spend represented approximately 9% of our total supplier spend in 2022.

Attract, Mobilize and Develop Diverse Talent

External Partnerships

We established a strategic partnership with the **Veterans Job Mission (VJM)**, a coalition of more than 250+ companies to attract and hire veterans and their spouses. This partnership supports our focus to recruit, retain and develop veteran talent.

Next Generation Leaders

We have partnered with consulting firm **Pathbuilders**, to design a series of interactions over a 6-month period that will allow leaders to get to know and see in action underrepresented talent segments whose aspirations and readiness position them to step up to lead larger pieces of our business. We launched an executive sponsorship program to create opportunities for underrepresented talent at the VP/SVP level. Our goal is to prepare next generation leaders to be ready to assume top critical leadership positions.

Diversity Mentoring Program

We launched a Diversity Mentoring Program for our managers who identify as female and Black/African American. This group mentoring program included topics related to individual growth plans, development and insights that build leadership capacity.





Spotlight—Global Payments Onyx Network's (GPON) Inaugural Historically Black Colleges and Universities (HBCU) Career Fairs

The inaugural GPON HBCU Career Fair Program was sponsored in partnership with the Global Payments Talent Acquisition team in the fall of 2022.

In the spirit of the GPON career pillar mission—to attract, retain, develop top Black candidates through education and tracking of diversity and partnership with business segments to increase inclusion—the objective of the HBCU career fairs is to connect with students to recruit a pool of candidates for internship or employment opportunities with Global Payments.

Our GPON volunteers visited and engaged with over 300 students across Tennessee State University, Tuskegee University, and Albany State University campuses between the months of September and October. Our volunteers shared relevant Global Payments company information to familiarize students with our corporate culture, Employee Resource Groups (ERGs), and their various individual experiences as Global Payments team members. This resulted in connections and contact information from 220 students interested in exploring potential future opportunities at Global Payments.

Inclusion 365

We are working to design and build formal and informal learning to improve inclusive capabilities across the workforce. As part of the strategy, we have numerous ongoing programs and initiatives to live and lead inclusively everyday. In 2022, we expanded Inclusion 365, an engagement platform for our team members to bring important DEI topics to the forefront to continue to impact change in the organization and our communities.

The Inclusion 365 community is our hub for all team members around the globe to access everything related to DEI at Global Payments. DEI is not a one-day or week-long event, but something we strive to include in our everyday business 365 days a year.

As part of our Inclusion 365 journey, one of our many goals is to create an environment where team members feel empowered to be their authentic selves, share their unique perspectives and experiences, and learn from one another. The community amplifies our team members' stories around the world and

DEI is not a one-day or week-long event, but **something we strive to include in our everyday business 365 days a year.**

celebrates cultures and traditions through posts in story form and photos. When we are open to hearing each other's stories and learning new perspectives, we will gain a competitive advantage and grow stronger as individuals and as a team.

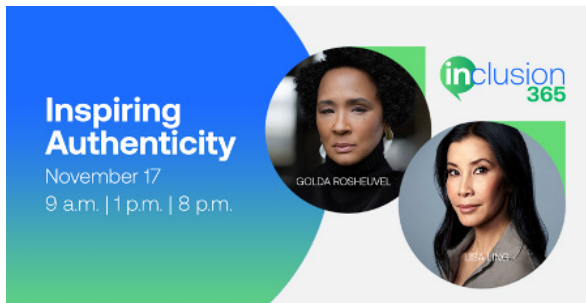
Global Payments supports Inclusion 365 by:

- **Offering self-paced learning paths to continue to learn about DEI**
- **Recognizing the value of belonging through programs hosted by the ERGs sharing our team members journeys**
- **Creating psychologically safe spaces that bring us together and help us harness the unique talents of our diverse team**



Spotlight—Inspiring Authenticity

In November 2022, we hosted a candid discussion watch party to hear from two inspiring female influencers who have endured adversity and conquered stereotypes with grace: Golda Rosheuvel (Queen Charlotte, Bridgerton) and Lisa Ling (Host, This is Life with Lisa Ling).



Spotlight—Conversations of Understanding

Global Payments continued its Conversations of Understanding Series, intended to bring DEI topics to the forefront. Our team members shared their stories on intersectionality, what it means to them, and why talking about intersectionality can be an uncomfortable conversation.



Accessibility Center of Excellence

At Global Payments, we are fully committed and focused on creating a better tomorrow in the communities in which we live and work. We all have a role to play in building an inclusive and diverse culture and understand the need to constantly evolve our technologies and solutions so our products are digitally accessible by individuals with disabilities or sensory impairments.

Our Accessibility Center of Excellence community is charged with promoting and educating team members across the enterprise on accessibility requirements

through online resources, events and collaboration. The community strives to empower all team members, not just our designers and developers, with the knowledge to put accessibility at the forefront. We need everyone to help bring to life high-quality applications that enable people to use our products and services. It has been proven that well-designed, accessible websites, web applications and mobile applications expedite the delivery of information and services.



Employee Resource Groups (ERGs)

ERGs are team member-led groups designed to amplify team member voices within Global Payments. ERGs provide our team members with unique opportunities for networking, engaging in important dialogue and participating in professional development programming. Our senior-level leaders serve as executive sponsors for all ERGs. Our ERGs are a reflection of our company values, and they continuously find ways to bring our many **Diverse Perspectives** to the forefront. They play a key role in achieving our DEI vision to become “Champions of Inclusion.” We are committed to fostering an inclusive workplace where everyone can bring their whole selves to work and feel valued and supported. The ERGs are committed to Global Payments’ 4Cs Model: Career, Community, Commerce, Culture.

The 4Cs Structure for ERGs

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

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

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

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



Global Payments celebrated Hispanic Heritage Month by launching Global Payments Somos Network (GPSN), a network of culturally and racially diverse team members whose perspectives add vibrancy to our company and the communities where we work and live. This collective of Spanish, Latin and Hispanic team members and allies elevate one another while helping Global Payments foster an inclusive environment and navigate the challenges of expanding its footprint throughout our diverse marketplace.



Event spotlight: In November 2022, Somos hosted its first live stream event, Hispanic Culture in Technology. Panelists Vanessa Hyslop, President GPN Mexico; Miguel Solares, SVP Strategic Accounts; Fio Griffith, VP, Settlement Accounting; and Christian Elejalde, VP, Strategic Initiatives shared how their heritage and various cultural perspectives led them to pursue innovative careers.



The launch of Somos made our 2022 Hispanic Heritage Month particularly meaningful for the members of our Steering Committee and me. Somos recognizes, celebrates and promotes an inclusive environment for our Hispanic, Latin, and Spanish team members and allies around the world. Juntos Somos Global Payments!”

Leslie Luck

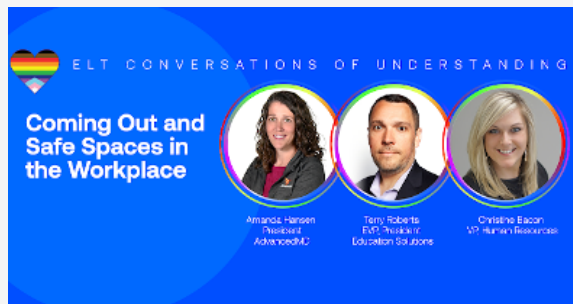
Somos Executive Sponsor
EVP & Assistant General Counsel



Event Spotlight: Somos, along with family and friends, had a great time representing Global Payments at the Atlanta United vs Toluca FC game! In total, over 70 individuals attended this event.



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



Event spotlight: GPPN celebrated 2022 Pride Month with numerous global events, including local Pride events and a Conversations of Understanding panel discussion, Coming Out and Safe Spaces in the Workplace, to share stories and inspire leaders to provide inclusive spaces in the workplace that allow everyone to be their authentic selves.



International event spotlight: Our GSC Manila Philippines team hosted events to celebrate inclusion and diversity throughout 2022 Pride Month. Events included their first ever pride march and a sponsored poster making contest. Both events were a huge success and further contributed to not only a month, but a year round feeling of peace, acceptance, and unity in our offices around the globe.

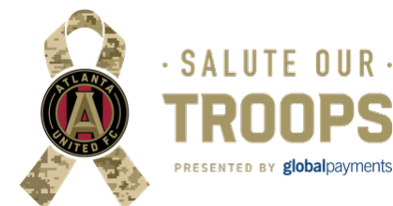


The Global Payments Veterans Network (GPVN) is dedicated to providing opportunities for the company to support our veteran team members and recognize the service and sacrifices of all veterans and their families.

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



Event spotlight: GPVN volunteered with Soldiers' Angels Hunger Relief Program to supply low-income veteran families with food assistance through various food distribution events in Atlanta, GA during the year. In August 2022, Global Payments partnered with Atlanta United to pack food and distribute via Soldiers' Angels vans to various VA locations across metro Atlanta for veteran families facing food insecurity.





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



Event spotlight: GPON partnered with City of Refuge in Atlanta, GA to provide their students with valuable insight and information for finding success as they transition into corporate America. The three part event featured a panel of professionals discussing how they have found success in corporate America, a small group breakout session where students collaborated to discuss and act out various real-life situations that occur in the workplace, and a virtual job search session presented via partnership with the Marietta-Roswell Alumnae Chapter of Delta Sigma Theta Sorority's Grow with Google Committee.



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



International event spotlight: GPWN International members had the opportunity to attend the WIN (Women's International Networking) Global Leadership Conference in Rome, Italy in September 2022. WIN aims to create a more diverse and gender-balanced world for future generations. During the conference, GPWN members attended sessions focused on leadership and transformation and heard from successful leaders, innovators and activists from across the globe.

Event spotlight: Global Payments' Board Members Joia Johnson, Ruth Ann Marshall and Connie McDaniel participated in a Conversation of Understanding panel discussion, Get on BOARD: The Path to a Fortune 500 Company!, to share their personal career journeys as well as life lessons learned along the way.



Event spotlight: The PayTech Women (formerly Wnet) Annual Leadership Summit was two days packed with outstanding content, including key education tracks focused on the Power of Leadership, Power of Inclusion, Power of Career Development, and Power of Knowledge. Global Payments was highlighted as the Platinum Sponsor, and featured as the exclusive sponsor of the Summit Networking Reception and Virtual Auction. Global Payments Women's Network (GPWN) had an outstanding turnout with over 70 attendees representing, a diverse set of amazing and dynamic speakers at the summit, including Dondi Black, Chief Product Officer; Theresa Gongora, EVP, Business Financial Services, former PayTech Women Board Member and Board President; Robyn Growe, SVP, Human Resources North America, current PayTech Women Board Member; Crystal McCorkle, Client Service Consultant; and Jackie Parker, SVP Talent Management & Chief Diversity Officer. In addition to speaking at the event, Crystal received the Lean In To Lead Award for exemplifying outstanding leadership within the PayTech Women community.





Global Payments is proud to be one of the 250+ companies across metro Atlanta to have signed on to the ATL Action for Racial Equity initiative that leverages the size, scale and expertise of the region’s business community to advance racial equity.

Women Leadership Spotlight



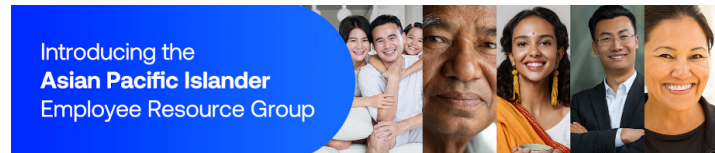
Shannon Johnston was named Global Payments new Chief Digital Officer and Deputy CIO. Shannon previously served as EVP & CTO Issuer Solutions Technology and has been an integral part of the team, consistently demonstrating exceptional knowledge,

dedication, and leadership in the various departments she has led, making significant contributions to the success of BTS and Global Payments. In her new role, Shannon is responsible for driving large scale technology strategies and operational excellence at global scale. She oversees Infrastructure & Operations (GTS), Data & Enterprise Architecture, Information Security, the Business Services Development Group, and Issuer Solutions Technology.



Dara Steele-Belkin was promoted to Executive Vice President and General Counsel with the legal department consolidated under her leadership. Dara previously served as Global Payments Chief Privacy Officer and has been instrumental in the legal

department’s success during her tenure, having not only built our world-class vendor contracting and privacy teams from the ground up, but also partnered with BTS and many of our business units to drive growth and innovation.



Expanding our ERG footprint to mirror our workforce representation

2023 Launch of Asian Pacific Islander (API) community

To celebrate Asian American Pacific Islander Heritage Month in May 2023, we launched our newest ERG for the Asian and Pacific Islander (API) community. The API ERG’s activities allow all Global Payments team members to learn more about the rich cultural heritage and contributions of the Pan-Asian and Pacific Islander community.



Supporting the API community is very personal to me, as my family shares Asian roots and culture. I look forward to building and championing our new resource group for team members.”

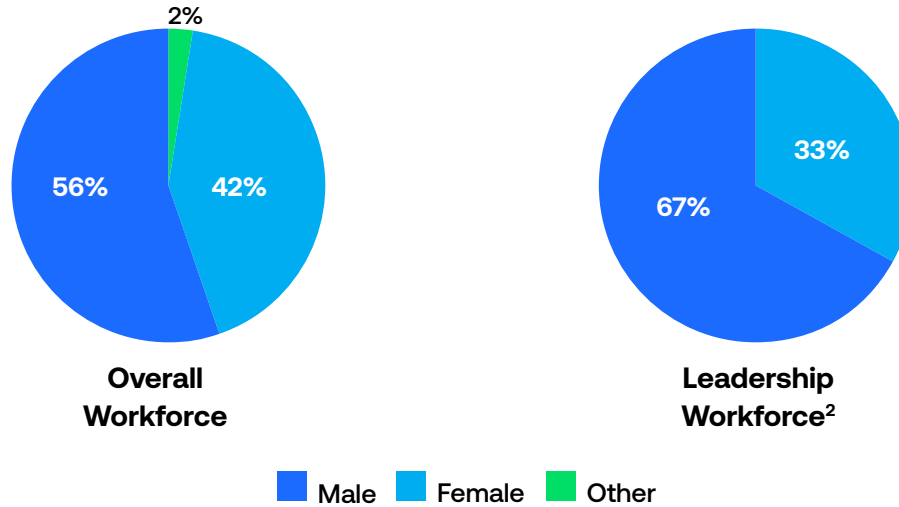
Dave Duncan

API Executive Sponsor
EVP, Chief Product Officer

Workforce Diversity Metrics

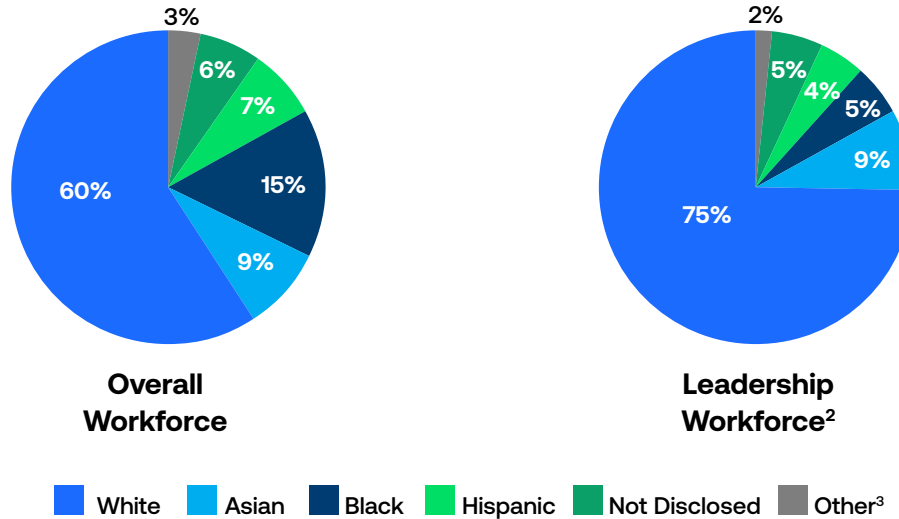
We publicly disclose our U.S. Equal Employment Opportunity Commission (EEO-1) Report [here](#). Due to differences in ethnicity classifications for reporting, HCM data included in the Global Responsibility Report will differ from our EEO-1 disclosures.

2022 Global Gender Diversity¹



Male Female Other

2022 U.S. Ethnic Diversity¹



White Asian Black Hispanic Not Disclosed Other³

¹ Due to rounding, percentages may not precisely reflect the absolute figures.

² Leadership Workforce is defined as Director level and above.

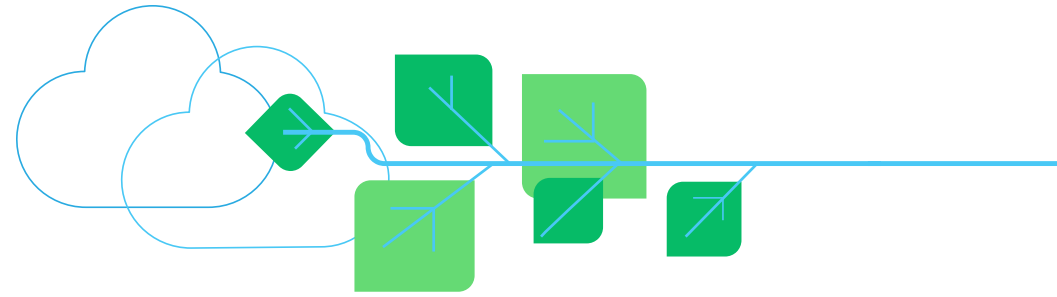
³ Other is defined as American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, or Two or More Races.

Environmental Sustainability

Global Payments is committed to minimizing our environmental footprint. We have prioritized areas where we believe we can make the most meaningful contribution, which includes managing our energy consumption, limiting waste and conserving water across our facilities and data spaces globally. While the vast majority of our office properties and enterprise data center spaces are leased, we can still have a positive environmental impact. We have many initiatives in place today and are 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.



Focusing on our Environment



Net Zero Commitment

Global Payments recognizes the vital importance of the Paris Agreement and the effects climate change has on our planet and has committed to achieving net zero greenhouse gas emissions prior to 2040. As part of our commitment and focus on minimizing our environmental footprint, Global Payments understands the importance of tracking and reporting on our energy consumption and renewable energy mix for our facilities and data centers, and scope 1, 2 and 3 GHG emissions.

Global Payments has continued our partnership with VitalMetrics (now a part of Watershed, an enterprise climate platform with software to run end-to-end climate programs) to measure our GHG emissions and develop an effective decarbonization strategy. In 2021, we established a comprehensive GHG emissions baseline to identify the largest sources of emissions. In 2022, we expanded the robustness of our data collection and initiated the development of our carbon reduction strategy that includes short- and long-term Science Based Targets, allowing for reassessment based on current climate science. We are in the process of operationalizing ESG across the organization, which will allow us to take decisive action to reduce our carbon footprint.



Reducing our Carbon Footprint

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

- Incorporating climate-related risks and opportunities into Global Payments strategy and operational initiatives.
 - Plan to roll out a global ESG policy governing activities across the organization in the next 12 months.
- Disclosed scope 3 emissions for the first time and working on interim targets to reduce total emissions.
- Prioritizing emissions reductions, while exploring carbon offset and removal options.
- Evaluating options for the procurement of renewable energy through PPAs with our utility partners.
- Engaging with our landlords and property managers to advocate for environmentally friendly practices in our offices and other facilities, including energy efficiency, water efficiency, waste reduction and recycling.
- Remain focused on streamlining our facility footprint.
 - We closed 24 facilities in 2022.
- Working with data center providers to collect and analyze data on energy, emissions, and water footprints and migrate processes to cloud providers when appropriate.
 - With our data center initiative, we closed one enterprise data center in 2022 and made progress on our cloud migrations.

- Formed a cross functional environmental steering committee working to operationalize our goals.
- Exploring opportunities to replace owned fuel-burning vehicles at the end of their useful lives with green vehicles.
- Researching ways to produce and procure energy efficient products like terminals, card production, statement production, packaging and shipping.
- **Partnering with top suppliers to set green commitments.**
 - Encouraging Global Payments businesses to purchase goods and services from suppliers with a focus on reducing their environmental impact, which will be outlined in our ESG policy.
 - Implementing an outreach program to suppliers to highlight Global Payments' stated environmental goals and encourage partners to calculate and decrease their emissions to help reduce the effects of climate change across our supply chain.
 - Partnering with strategic suppliers across our value chain to identify joint sustainability priorities.

At the end of 2022, **~2/3rds of our top 200 suppliers** representing roughly 75% of our total spend have **made specific carbon reduction commitments.**

Streamlining our Facilities

We continue to identify opportunities to combine physical office locations in a number of markets around the world.

At the end of 2022, Global Payments had 134 office locations across 38 countries, down from 242 office locations at the time of our merger with TSYS in late 2019. **We plan to reduce Global Payments' office locations by another nine by the end of 2023.**

Over the past several years, Global Payments has made significant investments in modernizing the operating environments and technology that support day-to-day execution. These cloud based tools allow our team members to work from home and remain connected to the team and work effectively from where they are.

55% office location reduction since the merger with TSYS

Green Certified Facilities

Global Payments is committed to enhancing energy efficiency across our facilities. It is our practice to procure green certified properties where possible. **In 2022, approximately 23% of our total building square footage was in certified green buildings.**

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

Providing Alternative Transportation

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

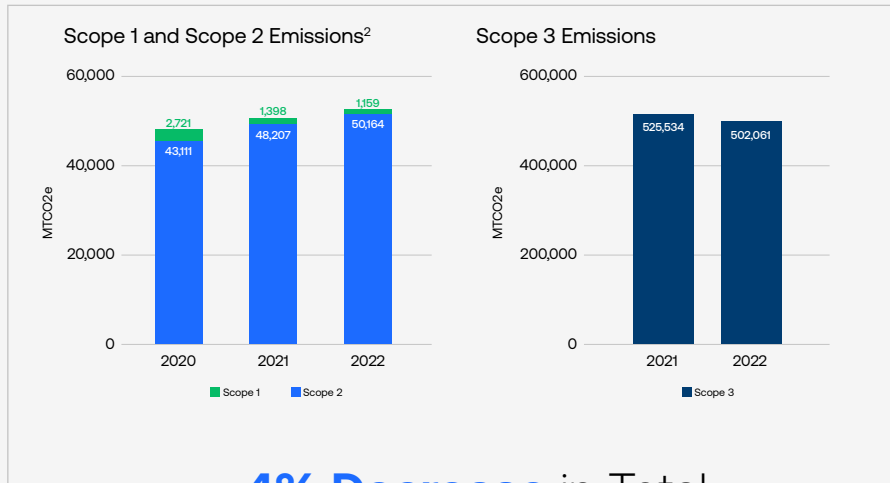
We have installed electric vehicle charging stations within the grounds of our Columbus campus, our largest owned facility, supporting our team members who are making their own efforts to reduce their impact on the environment. Many of our leased facilities in the U.S. also provide charging stations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

Our UK offices also have electric vehicle charging stations and feature electric vehicles for use by our team members for travel between our multiple sites. This ensures we minimize emissions from these journeys. **Based on a survey of team members, more than 15% utilize the resources provided and commute in either a green vehicle or use public transit.**

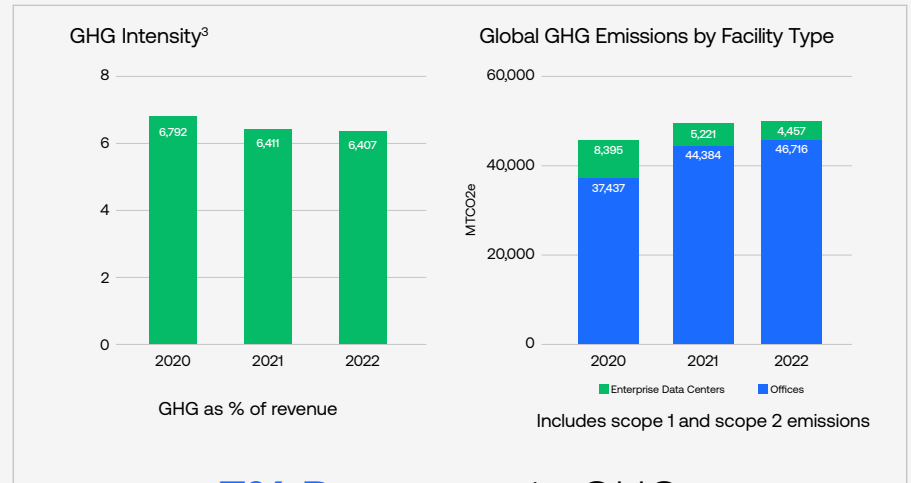
Our U.S. team members are eligible to pay for commuting expenses such as bus passes, train passes, subway passes and van pools on a pre-tax basis. This is a convenient program to save on taxes and lower the greenhouse gas emissions associated with commuting to and from work.



GHG Emissions¹

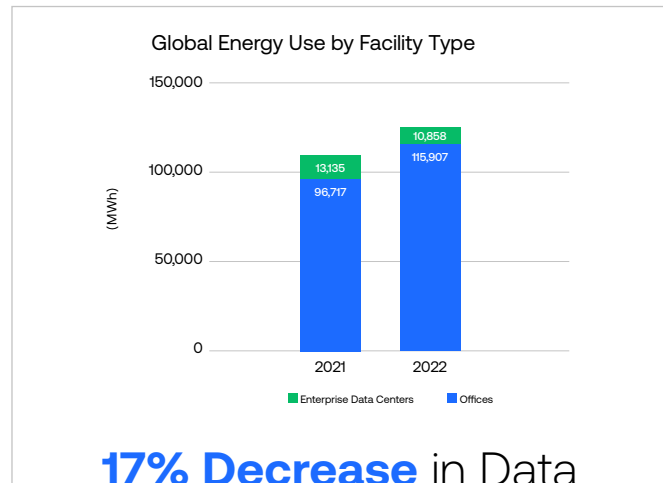


4% Decrease in Total GHG Emissions YoY

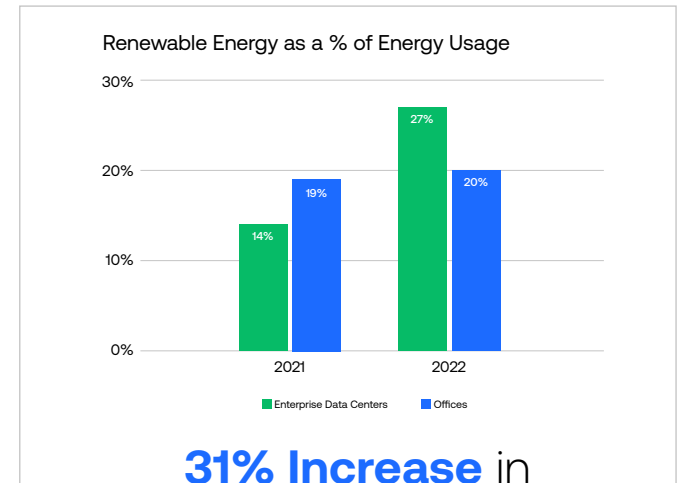


7% Decrease in GHG Intensity Since 2020

Energy Use and Renewable Energy¹



17% Decrease in Data Center Energy Usage YoY



31% Increase in Renewable Energy Mix YoY

¹ Our reporting boundary includes scope 1 and scope 2 emissions from owned, operationally controlled and leased facilities representing over 90% of office space square footage and approximately 65% of data center capacity globally. Approximately 100% of owned facilities are reflected in these figures. Emissions figures are calculated in accordance with location based GHG Protocol.

² In 2022, Global Payments' scope 2 emissions saw a 4% increase from the prior year. This is primarily due to an increase in electricity usage at our facilities as team members returned to the office and attendance trended toward pre-pandemic levels.

³ Greenhouse gas intensity is defined as scope 1 + scope 2 emissions / revenue in \$ millions.

Enterprise Data Center Initiative

Global Payments is committed to both reducing its data center footprint and making all data center operations as efficient as possible through a number of initiatives, including the ongoing migration of workloads from acquisitions and less energy efficient data centers into more energy efficient data centers, resulting in a target state of eight to 10 enterprise data centers that form a backbone of communications to our card associations, customers and cloud presence, with a placeholder for legacy compute. We have made good progress so far, going from 40 plus data centers post the merger with TSYS down to 25 today and well on our way to eight to 10. Next steps for our enterprise data center initiative is the migration of the Evoque Allen Data Center into the cloud.

This enterprise data center initiative supports our two other cloud transformation initiatives. In the Issuer business, we are migrating to a cloud environment through a unique collaboration with AWS. In our Merchant business, we are consolidating workstreams in the Google Cloud through our Peerless program. These initiatives modernize and migrate a significant portion of our workloads into efficient cloud technology data centers.

A significant portion of our workstreams are in the process of being moved to the cloud. **Over a third of our global compute has already transitioned.**

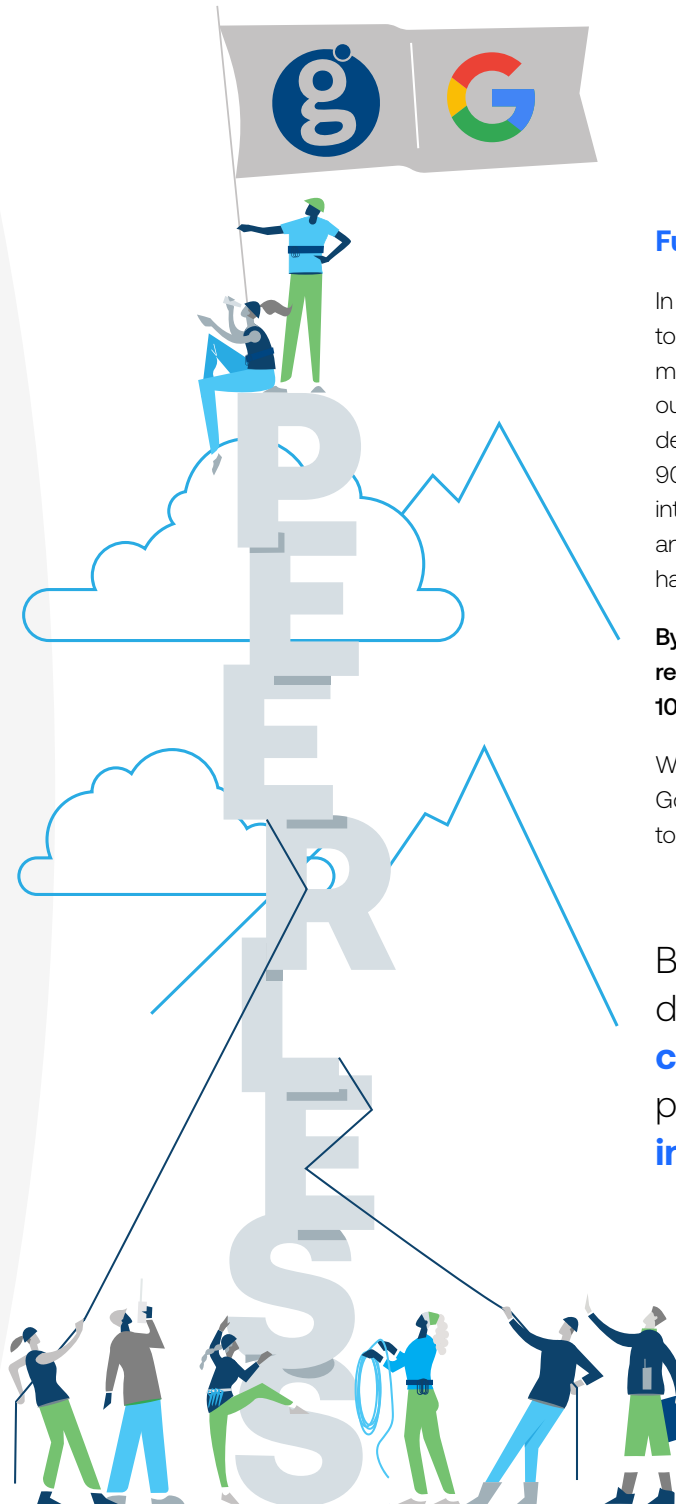
Fujitsu Sunnyvale to GCP

In 2022, we completed another large data center move to the Google Cloud. Over the course of the migration, more than 58 applications were successfully cut-over from our Sunnyvale data center to the Google Cloud and we decommissioned nearly 400 servers and shutdown over 900 assets. We continued to integrate the lessons learned into program best practices which will help accelerate and standardize the many subsequent migrations we have planned.

By moving our Sunnyvale workloads to the cloud, we have reduced data center electricity consumption by more than 10% in our Merchant business.

With the continued migration of data center workloads to the Google Cloud Platform, Global Payments is one step closer to a simplified and standardized operating environment.

Beyond the closure of our Sunnyvale data center, we have closed **6 data centers in the last 12 months** and plan to exit another **5 data centers in the next 12 months.**



Data Space Initiatives

Global Payments Enterprise Data Centers

In the U.S., six data center facilities currently account for roughly 75% of our global enterprise data center storage.

QTS Atlanta, GA. QTS' Atlanta facility is Gold LEED and Energy Star certified with over 30% of energy consumption from carbon free sources. QTS has committed to achieving 100% renewable power across its data centers by 2025. The facility has an active rain-water collection program in addition to water-side economizers that pull colder outside air into the facility for free cooling. **We plan on reducing our QTS Atlanta footprint and moving into the Google Cloud Platform (GCP) in 2023.**

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

QTS Richmond, VA. QTS' Richmond facility is Gold LEED certified and has a supplemental on-site solar panel power system. Nearly 30% of energy consumption is sourced from carbon free sources. The facility has an active rainwater harvesting and reclamation program. **This data center is currently targeted to move its workloads into GCP in 2023.**

QTS Suwanee, GA. QTS' Suwanee facility is equipped with a large constant power system. The facility is also designed with water-side economizers utilizing plate frame heat exchangers, which eliminates the need for cooling via compressors when environmental conditions are favorable. This facility replaced the TSYS owned and purpose built East Data Center that was located in Columbus, GA. QTS Suwanee is a greener and more energy efficient facility than the legacy TSYS data centers. Renewable energy accounts for over 40% of our electricity usage at QTS Suwanee.

Evoque Allen, TX. The Allen facility has implemented an efficient HVAC infrastructure and low-flow plumbing systems. Additionally, renewable energy accounts for approximately 37% of electricity at the Evoque Allen data center. Our cloud backup provider for this facility, Sirius Data center in Elk Grove, IL, is LEED Gold certified and makes extensive use of sustainable power and cooling efficiencies. **We are moving the workloads from this facility into GCP and will fully exit this data center by year end 2023.**

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

array, which has directly contributed to the increased generation of renewable electricity in Colorado. This is a certified ISO 50001 site.

Columbus North Data Center, GA. TSYS' Columbus North Data Center has reduced storage by 85% since the merger. **The majority of the remaining workstreams will be moved to QTS Suwanee with completion targeted for 2024.** This is similar to the strategy we executed with our Columbus East Data Center, which closed in 2022.



Collaborations With Our Preferred Cloud Providers



We joined forces with AWS in July 2020 to provide a cloud-based issuer processing platform to institutions of all sizes around the world. By strategically collaborating with AWS, our preferred cloud provider for issuer processing, we are transforming Global Payments' core issuing platform to deliver secure, innovative solutions for the payment industry at scale. We are working with AWS to build on their customer relationships, making innovative technologies available to institutions of all sizes worldwide and expanding the customer base for Global Payments' issuer processing services.

We rely on AWS' physical and virtual infrastructure to offer our issuer products and services worldwide. Amazon has made a commitment to be net zero carbon by 2040 as a part of their Climate Pledge. The company is the world's largest corporate purchaser of renewable energy. 90% of the electricity Amazon consumed in 2022 was attributable to renewable energy sources. AWS is committed to powering its operations with 100% renewable energy by 2025. We have made progress moving our data needs into Amazon's data centers which are 3.6x more energy efficient than the median of surveyed US enterprise data centers.

Water conservation is a key component of environmental stewardship. AWS made a water positive commitment to return more water to communities than it uses in direct operations by 2030.



Google Cloud

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

Google Cloud sources 100% renewable energy for all cloud regions and is 2x more efficient than a typical enterprise data center. Google has reduced its overhead to 10% of energy use compared to nearly 100% by competing data centers. Google also has a leading power usage effectiveness (PUE) of 1.1 compared to an average of 1.8. Google is working toward sourcing 24/7 carbon-free energy for all its data centers and campuses around the world with the aim to get there by 2030.

All products in Google Cloud are carbon neutral and 78% of Google Cloud waste is diverted away from landfills. Google is committed to decarbonizing their energy consumption so that by 2030, they will operate on carbon-free energy, everywhere, 24/7.

Google has committed to replenishing more water than consumed by 2030. Google is focusing their efforts on water scarce regions and tailoring their approach based on facility type, location and local water context and risk.



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

Guido Sacchi

Senior Executive Vice President and Chief Information Officer

Digital Payments

At Global Payments we enable billions of digital transactions per year. Digital payments have a more limited impact on the environment, reducing the need for paper and plastic to facilitate transactions. Across the US and EU, more than five billion new cash notes were printed in 2020 in both jurisdictions. Credit and debit cards come with their own footprint through the use of plastic for production with 31 billion cards projected to be in circulation in 2025. The footprint continues with paper receipts generating the yearly equivalent of four billion pounds of CO2 and requiring the consumption of three million trees and nine billion gallons of water in the US alone. The technology we enable allows merchants to move into newer more sustainable payments. As an example, we are one of the largest virtual card issuers in the world. In 2022, Global Payments issued nearly 84 million virtual cards enabling more than 100 thousand transactions and approximately \$44 million in spend.



Conserving Water

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

2022 Water Withdrawn*:
43.6m Gallons

Offices:
39.7m Gallons

Enterprise Data Centers:
3.9m Gallons

Managing Waste

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

TSYS manages its own recycling programs across the majority of its North American facilities. Working with waste partners across its owned facilities in the U.S., TSYS recycled 72% of the waste generated in 2022. This was a 1% decrease from 2021, however total waste decreased by 11% even as team members continued returning to the office. Recycled materials included waste metals, wood pallets, aluminum cans, plastics, paper, card, foam and fluorescent light bulbs.

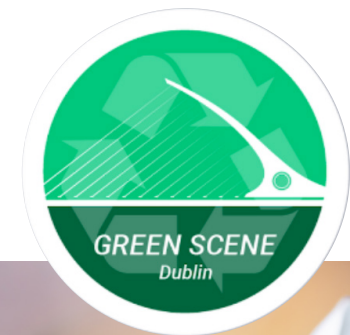
Outside of the United States, we collect recycling data from six TSYS owned or leased office complexes in the UK, an increase from three facilities in 2021. At these locations, the company diverts 100% of waste away from landfills. TSYS targets reducing waste volume in its UK facilities by 3% annually. In 2022, we reduced the amount of waste by 42% relative to 2019 across the three facilities where we have consistently been tracking data.

Electronic Waste

Global Payments uses Lifespan for its IT asset disposal services. As a certified ISO 14001 vendor, Lifespan works exclusively with EPA-registered and regulation-compliant partners to maintain the highest standards of environmental protection, as well as full compliance with local, state, and national regulations. In 2022, Global Payment safely disposed of approximately 33 tons of electronic waste consisting of 5,400 items with Lifespan, including 650 monitors, 550 PCs and 80 adapters.

Sustainability in Dublin

Our Dublin, Ireland office has created a Green Scene community whose mission is to make the Dublin office environment eco friendly and plastic free. As part of this effort, they have joined in Plastic Free July. The community challenges team members on how to reduce plastic usage with special emphasis on single use plastics. They also drove awareness to World Bee Day, an initiative to save the bees. The Dublin team members planted seed bombs of native wildflowers growing bee habitats.



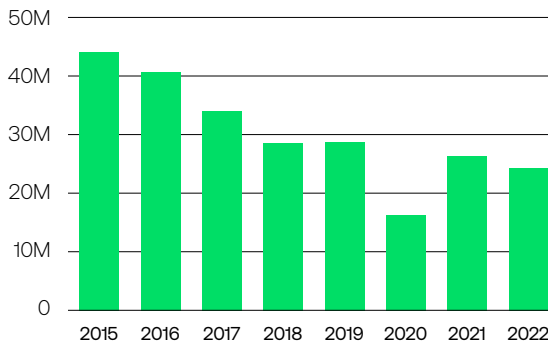
Sustainability at Columbus Co-Headquarters

Our co-headquarters located in Columbus, Georgia, represents 15% of our total office square footage and is one of 14 office facilities owned by Global Payments. This facility is committed to minimizing its environmental impact. The 540,000 square foot Energy Star Certified campus was built in 1999 on a 54 acre site developed on a largely abandoned, brownfield site. Sustainability improvements at our Columbus Campus have been a significant focus over the years. Key investments in our lightning and HVAC control systems have greatly improved energy efficiency. All outdoor, parking garage, and 24/7 lighting has been converted to LED resulting in an over 60% reduction in energy consumption. During the summer, "Lights Out Friday" was instituted where all interior lighting is lowered or turned off completely to promote an energy efficient mindset by team members. Campus wide recycling programs are also in place to address paper, plastic, aluminum, batteries, carpet, and food waste.

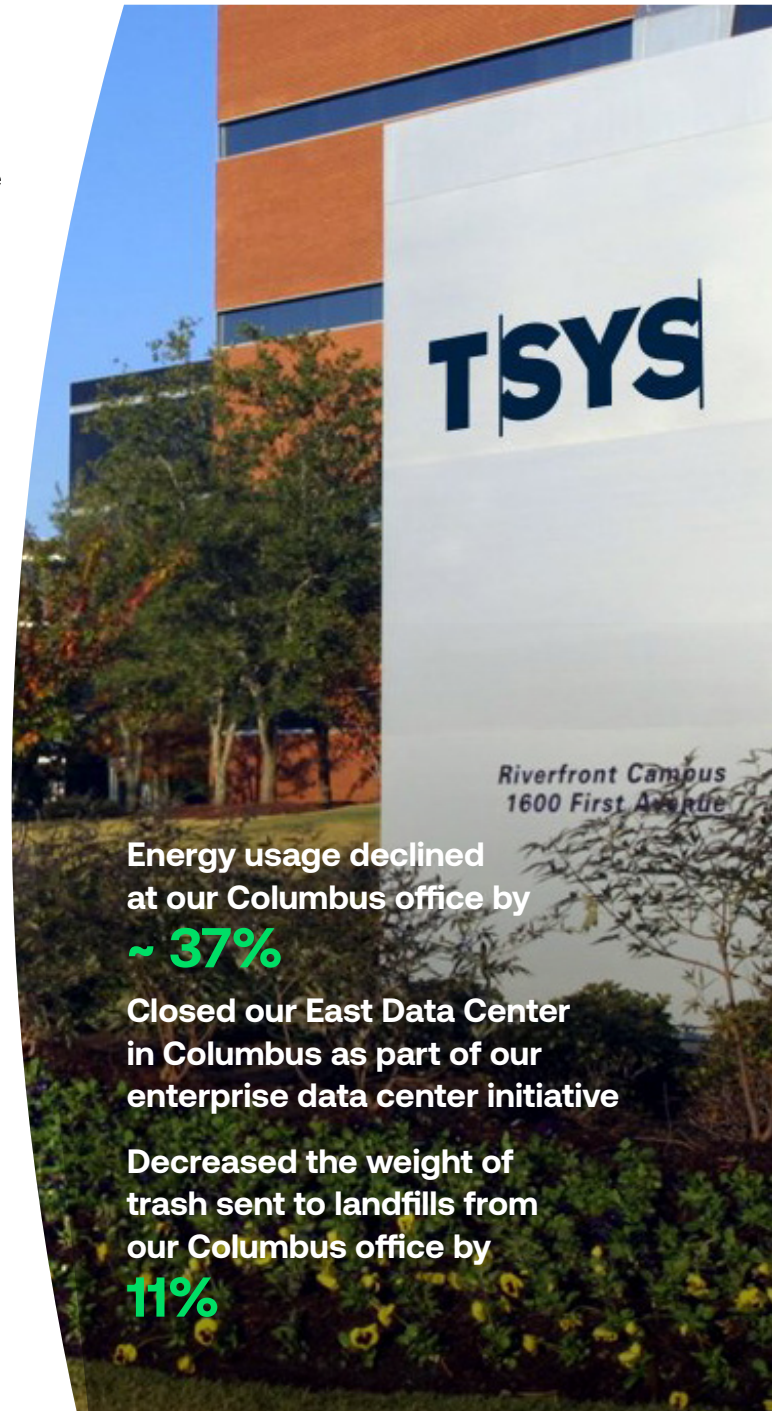
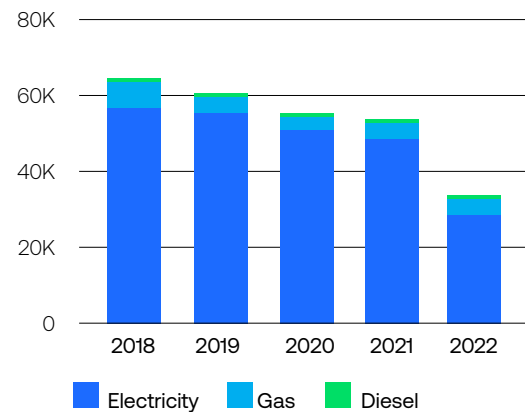
In 2022, total energy usage was reduced by ~37% across all owned Columbus properties compared to 2021, even as our team members continued to return to the office. This was driven in part by the closure of our East Data Center in Columbus as part of our enterprise data center initiative. This exceeded the target TSYS established to maintain energy usage at 2020 levels and demonstrates the ongoing commitment to improving energy efficiency.

In efforts to reduce food insecurity in the local homeless community, the onsite cafeteria donates excess food daily to organizations providing support for this vulnerable population. We also provide multiple clothing donation boxes throughout the campus so that team members can donate unwanted articles of clothing to local charitable organizations.

Columbus Annual Water Usage (Gallons)



Columbus Total Energy Usage (kWh)



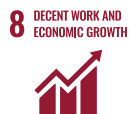
Energy usage declined at our Columbus office by **~37%**

Closed our East Data Center in Columbus as part of our enterprise data center initiative

Decreased the weight of trash sent to landfills from our Columbus office by **11%**

Community Impact

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





Corporate Citizenship— Giving Back Globally

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

One of our primary business goals at Global Payments continues to be supporting our communities as a socially responsible company with purpose and understanding. In 2015, Global Payments hosted its very first Worldwide Day of Service, rallying team members around the globe to get involved with local community organizations and create meaningful, positive change.

Today, Global Payments designates two days each year, typically in April and October, to highlight the importance of team member participation in service projects that give back to our communities. In 2022, we were excited to host numerous in-person events across the globe. A reflection of our Culture and Values in action, this global service initiative speaks directly to how we are **People Who Make A Difference**, and highlights our team members' passion for serving the unique needs of our communities where we live and work around the globe.

Select Day of Service Events

- **Team members in Atlanta, GA** spent time serving meals at Ronald McDonald House Charities, a non-profit organization that aims to create, find, and support programs that directly improve the health and well-being of children and their families.
- **UK team members in York** volunteered to improve the outdoor courtyard at Door 84, a youth community hub that creates bridges between young people, families, parents and caretakers. Team members provided gardening and reorganization of the outdoor space, as well as painting and refreshing the courtyard walls and murals.
- **Team members in Indiana** completed projects for B.A.Y.A. ("Beautiful as You Are") Corporation, an organization that promotes positive self-esteem in girls ages 6-18, in preparation for their annual fundraising dinner.
- **Team members in Cyprus** volunteered to clean up the Grammiko, a popular linear path that is used by people of all ages, with the support of the Nicosia Municipality.
- **The Dubai team** participated in the Emirates Environmental Group (EEG) plastic waste recycling challenge and managed to beat the target of collecting 100 kg (~220 pounds) of recycling waste plastic within a one month period.
- **The Kuala Lumpur, Malaysia team** organized a book collection drive for the learning center for teenagers of Yayasan Chow Kit, an organization serving the vulnerable and marginalized children from the inner city areas of Kuala Lumpur.
- **Team members in Toronto** assisted in preparing and serving meals at the Good Shepherd Ministries, a charity offering food, shelter, and clothing for homeless and at-risk people that strives to promote and protect human dignity.
- **Zego team members ("Zegonauts")** in the U.S. helped feed our communities by volunteering at Feeding San Diego and Greater Chicago Food Depository, while team members in India fed 500 people in a neighborhood of Delhi and made monetary donations to fund the event.
- **Team members in Pune, India** organized a blood drive in collaboration with Sahyadri Hospital to help thalassemia-affected children and cancer patients, as well as coordinated a fundraising drive for Manavya, a pioneering non-governmental organization that provides residential care and rehabilitation of HIV/AIDS affected orphaned children.
- **Columbus, GA team members** helped with farm maintenance at MercyMed Farm, an on-site urban farm to provide fresh produce to patients in the surrounding neighborhood. MercyMed, a United Way Community Partner, is a medical clinic that provides care for uninsured and underinsured people in the Chattahoochee Valley.
- **Team members in Columbus, GA** also volunteered at Feeding the Valley Food Bank, packing 468 boxes that provided 8,580 meals for families in the community.



SPOTLIGHT

Days for Girls Workshop in York, UK

The York Minster cathedral marks International Women’s Day by hosting a Days for Girls, York workshop. In conjunction with Rotary York Ainsty, the Minster’s North Transept was transformed into a giant sewing workshop for this world-wide ‘hands on’ project. The initiative has one clear aim: ‘Education, Hygiene and Dignity for all girls—everywhere’.

Many girls in developing countries, due to poverty, are unable to go to school each month because they cannot afford sanitary protection. The Days for Girls, York workshops make colorful washable hygiene kits which will last girls up to three years.

Days for Girls has devised a practical, low cost, re-usable solution in the form of a kit which uses brightly patterned cottons to sew cleverly designed protection which are then packed into attractive drawstring bags. Each kit includes underwear, a wash cloth and two one-gallon, super strong polythene zip-locked bags to enable items to be washed easily—particularly important in areas where water is scarce.

The workshop also draws attention to the scandal of period poverty in the UK, one of the world’s richest countries. A recent study by Plan International UK, revealed that around 1 in 10 girls in the UK have experienced period poverty.

Picture here are some of our York team members with the Mayor of York and the event organizer, Issy Sanderson. All took part in the event, cutting and sewing the kits in readiness to be sent around the world.



SPOTLIGHT

Global Payments Sponsors Caring for Others’ 3rd International Poverty Forum (IPF)

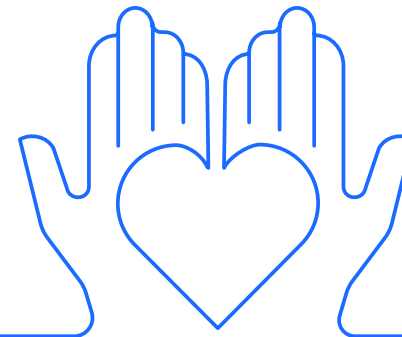
Global Payments was a presenting sponsor at Caring For Others third annual International Poverty Forum in March 2022 at the Porsche Experience Center and Headquarters in Atlanta, GA. The event brought together nearly 300 foreign dignitaries, celebrities and business leaders to discuss strategies focused on eradicating global poverty in communities around the world.



SPOTLIGHT

Kids Summer Camp in Pune, India

Volunteers in our Pune office planned a summer camp where team members could bring their kids to the office to enjoy fun learning activities. Over 100 kids registered for the event, which included activities like dancing, canvas drawing, crafts and games, as well as snacks and lunch.



SPOTLIGHT**Together Academy—Dublin, Ireland**

As part of Worldwide Days of Service, team members from Global Product Design and BTS in Dublin joined forces with the Together Academy to help reimagine their website experience and ensure that the right message was reaching the right audience in an accessible manner. The Together Academy is a social enterprise providing tailored training and employment opportunities for young adults with Down Syndrome. The previous website was only ever a placeholder, but the Together Academy had not had the bandwidth to focus on the website.

There was a clear need for Together Academy to have an improved online presence. The Global Payments Team set a goal to integrate Together Academy's online presence and Instagram into the new website, make the website mobile friendly and responsible, improve navigation flow, and implement Google SEO recommendations. The team took Together Academy through the design process and was able to integrate plugins which gave Together Academy the ability to sell merchandise and Christmas hampers through the Global Payments ecommerce solution.



As Global Payments Designers, one of our core principles is to 'favour inclusion over exclusion'. We also share a common principle with all the teams based in Dublin to 'care and do what is right'. So, when the opportunity arose to work with one of our preferred charities on a challenge that aligned with these principles, we were only too happy to help and bring a true design thinking approach. I am very proud of the work accomplished and the value we have been able to deliver to one of our preferred charity partners."

Claire Bauden

SVP Global Product Design



As a new social enterprise, it's important for us to tell our story in a way that reflects our values and culture. Our requirements included a website that would put our students front and center while also showcasing what we do and how we differ from other disability services. We also wanted to get across the message of ability and potential, showing the value that our students can bring to their community and workplace. The team from Global Payments understood our requirements from the very first meeting. They quickly translated our requirements into template designs that captured our brand and mission very well. From there, they developed a site that allows us to self serve from now on. On top of all this, the team has been an absolute pleasure to work with and we are so grateful for their time and expertise. The new website has exceeded all our expectations."

Edel Lynch

Finance Manager, Together Academy

Corporate Giving

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

Financial Literacy and Economic Inclusion:

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

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

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










Social Equity: Our *Social Equity* pillar reaffirms our role as a champion for equality and inclusion in the workplace and our communities as well as our commitment to working on strengthening under-represented communities. We support our communities as a socially responsible company with purpose and understanding.

We believe that by focusing on these pillars, we will maximize our impact in the communities in which we live and work around the globe with focused investments of time and resources to help individuals, businesses and communities.

We donate regularly to organizations that reflect our values. In 2022, Global Payments donated nearly \$5,000,000 in support of many organizations that have touched the lives of our loved ones and our communities in different ways, including:

~\$5 million

donated to support organizations that reflect our values

 <p>American Red Cross</p> <p>ALL PILLARS</p>	 <p>BOYS & GIRLS CLUB</p> <p>ALL PILLARS</p>	 <p>Caring For Others, Inc. A Human Services Organization</p> <p>ALL PILLARS</p>
 <p>girls inc.</p> <p>ALL PILLARS</p>	 <p>United Way</p> <p>ALL PILLARS</p>	 <p>HOH HOUSE OF HEROES</p> <p>FINANCIAL INCLUSION PILLAR</p>
 <p>Ronald McDonald House Charities</p> <p>HEALTH AND WELLNESS PILLAR</p>	 <p>HUMAN RIGHTS CAMPAIGN</p> <p>SOCIAL EQUITY PILLAR</p>	 <p>UNCF A mind is a terrible thing to waste®</p> <p>EDUCATION PILLAR</p>

Matching Team Member Gifts

Global Payments believes in supporting our team members' acts of giving, as well as the organizations that inspire them. We recognize and celebrate that our team members have diverse interests, and in that spirit we are pleased to enhance our corporate philanthropic initiatives through the expansion of our Charitable Gift Matching Program to all team members in the United States. Since 2008, this program has provided an opportunity for Global Payments to join in supporting improvements in the local communities where our team members and families live and work. It was established to encourage good citizenship through the support of charitable, cultural and civic programs chosen by team members, in order to support their personal philanthropic efforts and have an even greater impact.

SPOTLIGHT

Global Payments Charitable Gift Matching Super Bowl LVII Raffle

All team members who participated in our Gift Matching Program in 2022 were entered into a raffle to win a once-in-a-lifetime opportunity as a thank you for giving back to our communities. Through our partnership with Mercedes-Benz stadium, two team members were randomly selected to represent Global Payments at the February 2023 Super Bowl LVII at State Farm Stadium in Glendale, Arizona. We truly appreciate our team members across the United States who make a difference in their local communities by supporting the non-profit organizations they are most passionate about.

Each calendar year, **we will match up to \$2,000 for each full-time team member** who participates in the program.



Each year, I make donations to the American Cancer Society and American Heart Association because, like many people, cancer and heart disease have impacted my family and friends, and I would love to see a world where the impact of these diseases is greatly diminished or even eliminated. I appreciate that with the help of Global Payments, my donations last year were doubled through the matching program. Big or small, our donations to charitable organizations can make a difference!"

Farrell Jackson

Director, Product Marketing



Ukraine Crisis

In support of the important humanitarian efforts around the world, Global Payments made a significant contribution to the Red Cross Ukraine Humanitarian Crisis Fund. These funds support the global Red Cross network response, which includes all Red Cross organizations in Ukraine and neighboring countries. To amplify our impact, Global Payments also automatically matched all team member contributions up to \$2,000 USD per team member.

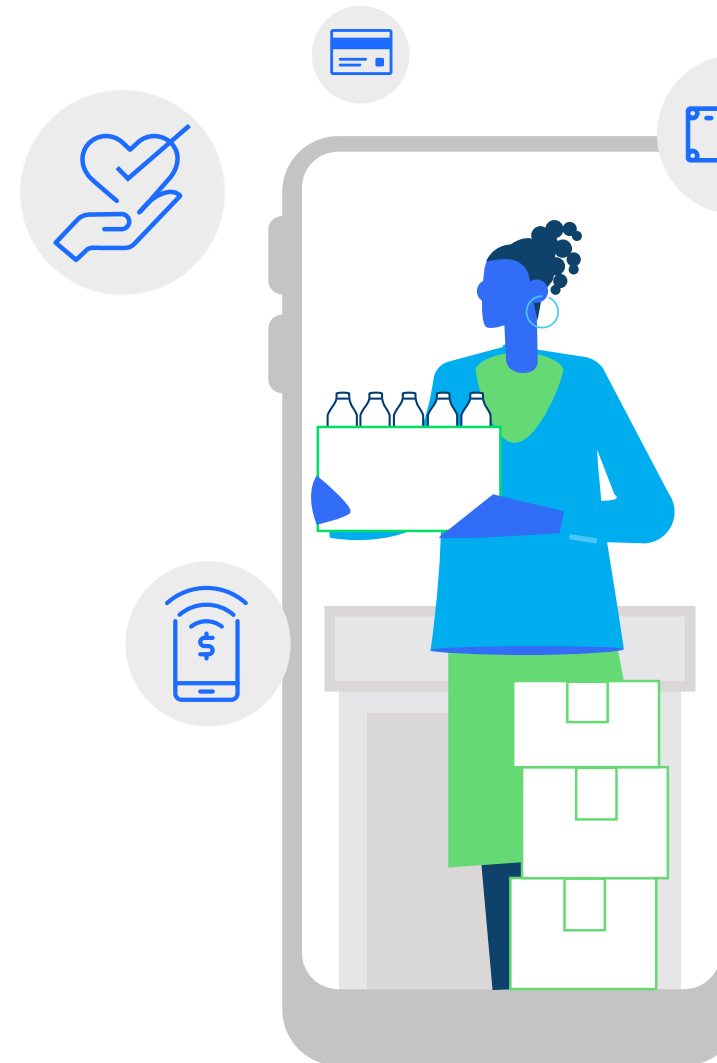
As global citizens, the welfare of our team members, customers, partners and communities around the world is paramount. In addition to financial support, Global Payments implemented a leadership response team who continuously checked in with team members and customers in the surrounding regions to confirm their safety and offer additional support. Team members were also encouraged to utilize Global Payments resources for support including our Employee Assistance Programs.



Hurricane Ian

To support those affected by Hurricane Ian, Global Payments made a significant contribution to the Red Cross Hurricane Ian Disaster Relief Fund to directly support people and communities that were affected by the event. Global Payments also matched all team member contributions up to \$2,000 per team member.

In addition, donations given through The Care Foundation allowed team members to support their colleagues impacted by the hurricane with immediate relief. Team members were also encouraged to utilize Global Payments resources for support including our Employee Assistance Program.



Selected Sponsorships

A Cure in Our Lifetime

Global Payments' 2022 Breast Cancer Awareness campaign was focused on raising funds to support breast cancer research efforts that produce improved, proactive, and preventative healthcare. Global Payments partnered with A Cure In Our Lifetime to directly fund breast cancer research. Team members came together to fundraise across U.S. offices throughout the month of October.



SPOTLIGHT

Why Breast Cancer Research Matters: Team Member Margot Velasco's Inspiring Story

During Breast Cancer Awareness Month, Global Payments shared stories on teamGP of inspiring employees that have fought the disease like Margot Velasco, a Senior Compliance Analyst at Zego. Margot's fight with breast cancer began in 2019 and carried into the unexpected Covid-19 pandemic. Even while facing treatment on her own, Margot found the strength to stay motivated and positive. Today, Margot has been cancer free for three years. Doctors have continued to ask her to join various research studies to try and help others have a chance like Margot did in her fight against this disease. However, most of these research studies were placed on hold due to the lack of funding which has prevented her from proceeding. Margot's story reiterates how vital breast cancer research is for those who are diagnosed or are at high risk for the disease.



United Way

Global Payments supports United Way in their efforts to build stronger, more resilient communities that represent all of our philanthropic pillars. During our annual United Way campaign, team members across North America came together to serve our local communities and make a difference in the lives of so many.

Global Payments team members generously **raised nearly \$1.4 million for United Way agencies** across the United States and Canada.



Driving Positive Change Through Our Businesses

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

We enable approximately **4.6 million small and medium-sized business** locations as well as complex multinational companies around the world to **accept over 140 payment methods** and operate their businesses more effectively.

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

Our buy now pay later offerings (BNPL) enabled over 2 billion transactions. **These services provide access to finance to customers who might otherwise not have the ability to purchase these goods and services.**



Through our partnership with Lendio, **we offer our U.S. merchants unprecedented access to capital.**

Enabling Commerce Across Global Communities

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

72 billion

transactions annually across global communities in more than

170 countries

cross-border and

41 countries

physically.

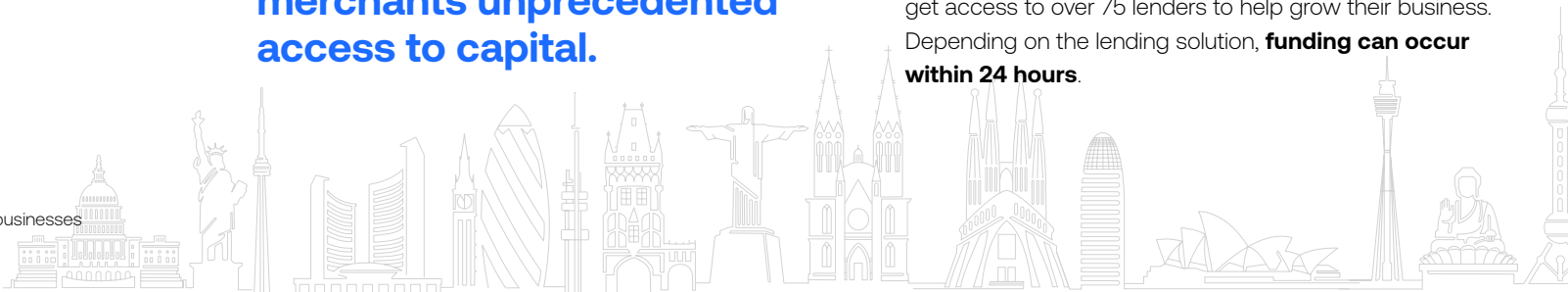
Helping our merchants access capital

Through our partnership with Lendio, the United States' largest and most trusted loan marketplace, **we can offer our merchants unprecedented access to capital.**

Merchants can apply for various lending solutions **from as little as \$5,000 to \$5,000,000 in 15 minutes** and get access to over 75 lenders to help grow their business.

Depending on the lending solution, **funding can occur within 24 hours.**

*Includes EVO Payments, excludes recently exited businesses



Our Solutions Enable Commerce in Communities Worldwide

AdvancedMD

Through our AdvancedMD (AMD) business unit, we are able to have a positive impact on the health and wellness of communities across the United States. AMD is a leading provider of end-to-end cloud-based, SaaS software solutions, serving more than 50,000 medical, mental health and therapy providers and 800 medical billing companies, enabling them to run their businesses more efficiently. Approximately 8 million insurance claims are processed monthly on the AdvancedMD billing platform. In turn, doctors are able to spend less time on paperwork and more time providing outstanding medical care to patients.

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

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



When we found AdvancedMD, it was in the cloud, it was customizable, and it offered open APIs. Then we started using it and discovered it was easy to use. It's very reliable, but also it enables interoperability—allowing us to go from the practice management side to the clinical management side to revenue cycles.”

Dr. Paramjit “Romi” Chopra
MIMIT Healthcare



Having integrated practice management and EHR is absolutely wonderful, you don't have to flip back and forth between systems—all of your information is at hand when needed.

Raju Raval, MD
Stat Care

greatergiving

Greater Giving, a Global Payments company, is dedicated to providing technology solutions to the nonprofit community in order to improve their fundraising efforts. Greater Giving offers integrated and stand-alone solutions that include event management software, online registration, donation services, online bidding, on-site payment collection, and credit card processing. This is coupled with best-in-class customer service leading up to and for the duration of an event. Greater Giving also

provides free fundraising education resources throughout the year, including webinars, live seminars, eBooks, guides, and blog articles.

Since 2002, Greater Giving has processed more than \$8 billion in credit card payments for over 100,000 charity events in support of nonprofit causes for thousands of organizations and schools across the United States and Canada.

Approximately 30% of Greater Giving clients focus on educational and school improvement where PTAs, larger universities, and public and private schools utilize the Greater Giving platform at their fundraising events to benefit their causes. Greater Giving also supports a wide variety of grassroots, community based charities including health initiatives, youth activity programs, social justice initiatives, food banks, women's care, religious organizations, health and human services, arts and culture, animal welfare, wildlife conservation, and local sports programs.



ACTIVE Network, a Global Payments company, helps enable activity registration and streamline recreation and program management. ACTIVE's SaaS technology platform offers intelligent and intuitive registration, insightful data, and services to help a range of local organizers, governments, and other clients such as races and events, non-profits, camps, sports programs, parks and recreation departments, and schools and universities drive increased participation and revenue while streamlining operations. The platform's consumer marketplace for activities and events makes it easier and more affordable for participants to find activities and connect to the communities they love.

Perhaps most importantly, ACTIVE Network is committed to giving back to the communities it serves, as well as its team members, through participation in various charitable events and team member appreciation initiatives throughout the year. The annual Charity Challenge gets all ACTIVE team members involved through fundraising, friendly competition, active participation, community support, and teamwork. ACTIVE also shows appreciation to its team members who put in hard work day in and day out with periodic events, quarterly awards, and other employee-led and employee-focused events throughout the year.

ACTIVE brings communities together through shared experience by leveraging continuous innovation to meet the needs of its customers and their participants. **ACTIVE Network's mission has always been to connect people to their communities and the activities and events they are passionate about.** Since the pandemic, this mission has never been more critical. ACTIVE has invested in reconnecting participants with their passions through:

- Connecting even more constituents to their community parks and recreation departments by expanding partnerships that today include 65 of the top 100 municipalities in the United States.
- Creating new engagement and revenue channels for customers in the local government and camps spaces with the launch of ACTIVE Captivate and ACTIVE Reserve.
- Making it easier than ever to be a community member by entering the government technology market with Payment Manager and robotic process automation (RPA) offerings to help streamline both internal and external government processes.
- Expanding offerings within ACTIVE's loyalty program to provide consumer members more perks and discounts to get back to the activities and events they love.
- Delivering strategic developments for the resort management platform RTP | One to delight customers and further expand their reach within the resorts space.

Through continuous innovation and expanded offerings, ACTIVE is making it even easier for organizers and consumers to participate. **ACTIVE engages over 14 million participants on behalf of 28,000-plus organizers through its global marketplace.** The partnerships and data insights achieved through ACTIVE's diverse customer base fuel innovations and deliver best-in-class solutions.



Xenial is a leading provider of end-to-end enterprise hardware and SaaS Cloud Solutions for the Sports and Entertainment, Quick Service Restaurant (QSR) and Managed Food Service industries in more than 61 countries. Specifically, Xenial's Cloud Based POS, Analytics and automated Chef Kitchen Management solutions enable QSR restaurants to reduce waste, while also driving greater profitability, efficiency, food freshness and guest satisfaction. Additionally, Xenial's drive-thru solutions powered by Xenial Voice and Vision provide faster speed of service, reducing the time vehicles spend getting their orders.

Focusing on the global issue of food waste, roughly one third of the food produced in the world for human consumption every year—approximately 1.3 billion tonnes—gets lost or wasted, with food service a significant contributor to the problem. **Ending food waste would have a significant impact on the effort to eliminate world hunger, and the Xenial team is committed to contributing to this important initiative.**

touchnet®

TouchNet is the leading provider of integrated, comprehensive and secure payment and ID management solutions for roughly 1,100 colleges and universities globally, playing a fundamental role in facilitating the business of higher education and student success. For instance, students who utilize TouchNet's payment plans enjoy higher graduation rates and lower student debt than their loan-seeking counterparts. **In the past 12 months campuses have administered more than 7 million payment plans via TouchNet solutions helping students avoid nearly \$8 billion in debt.** More than one-third of students in the U.S. utilize TouchNet systems to manage their financial relationship with their institution, providing students with payment reminders and other features to establish good credit and develop financial literacy.

TouchNet also enables a safe learning environment, offering the latest in keyless doors and digital credentials technologies allowing for campus-wide access control from a single location. In 2022, TouchNet was honored with the "Customer First" award from Ellucian, the leading higher education solutions provider, for its consistent collaboration to solve customer challenges and commitment to delivering a premium customer experience.

Heartland

Heartland School Solutions delivers innovative, leading-edge K-12 school commerce and cafeteria management solutions. In the U.S., School Solutions currently serves more than 35,000 schools across 6,500 districts. In addition, over 3.3 million parents actively use MySchoolBucks online payment service that enables them to securely pay for all school fees and purchases.

Our cafeteria management solutions help K-12 child nutrition directors plan and serve healthy meals that follow nutritional guidelines set by the USDA. 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.

Lower-income households can also apply for free or reduced-price meals online, which ensures more students have the opportunity to eat a healthy, nutritious meal each day. Our software does not identify who these students are, so there is no negative stigma attached to using the free/reduced-price meal program.

Each year, our solutions help facilitate the distribution of over 1 billion free or reduced price meals to students across the country.

Heartland School Solutions **helps facilitate the distribution of over 1 billion free or reduced price meals to students** across the United States annually.



By integrating our payment solutions into vertical market software we are able to differentiate our services across the most attractive verticals that are meaningful components of overall economic activity. Critical to the success of this portfolio of software solutions is our focus on building and delivering great software as we strive to compete on the basis of product functionality and innovation, which enables us to deliver a unique value proposition for our customers."

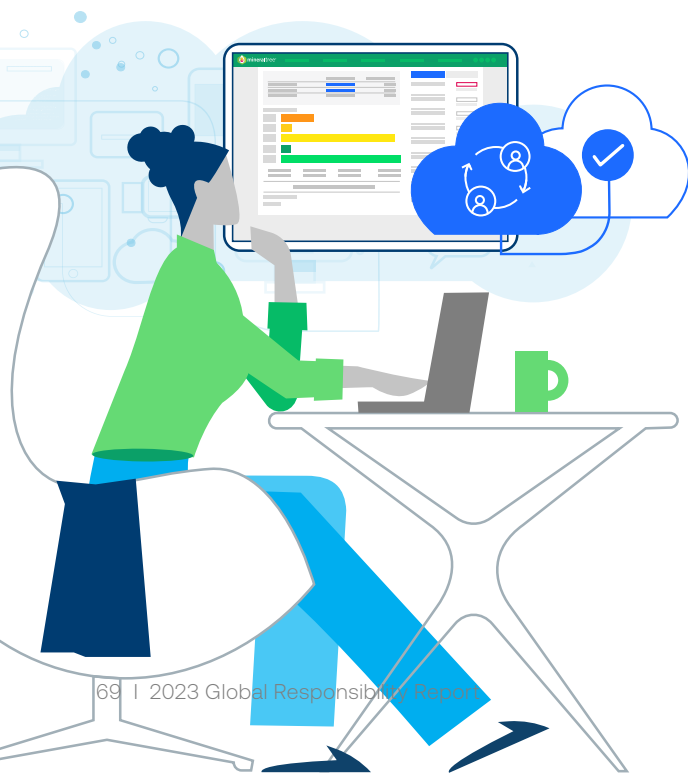
Bob Cortopassi

Senior Executive Vice President and President,
International and Vertical Markets

Global Payments B2B Solutions



MineralTree helps businesses go paperless by digitizing B2B payments with accounts payable (AP) automation. Replacing paper and checks with digital processes and payments is environmentally friendly. And automation helps businesses improve accuracy and efficiency, cut costs and better manage work-flows and cash flows.



Paycards

Our comprehensive range of financial wellness solutions for employers and their workforce includes the Skylight® PayOptions™ Program, a valuable tool that enables employees to build a better financial future by accessing their wages quickly and conveniently to a paycard.

Workers are looking for greater control over their finances, and providing these resources can support hiring and retention. In fact, 39% of workers would stay in a job if they had access to direct deposit. Direct deposit eliminates the need to physically deposit or cash paychecks, as wages are automatically loaded onto the paycard. Employees can even access their wages up to two days faster than payday.

The paycard can be used in cashless environments like e-commerce platforms and ridesharing services. This flexibility allows individuals to make purchases and access services conveniently and securely, regardless of whether they have a bank account.

Empowering workers to manage their money, paycards provide features such as online account access, transaction monitoring, and budgeting tools. This enables cardholders to make informed financial decisions and better manage their earnings. Additionally, cardholders have the option to add funds to their paycard account at reload locations nationwide.

By offering fast and convenient wage access, Global Payments is proud to help employers better attract and retain workers while supporting their financial management needs.

Earned Wage Access (EWA)

As part of our growing B2B focus and strategy, Global Payments launched Earned Wage Access, which allows businesses to offer their employees on-demand access to accrued wages that the employees have earned before the current pay period's payday.

Providing earned wage access to employees is critical in competitive, labor-seeking industries, such as restaurant, retail, entertainment, healthcare, hospitality, among others. The Earned Wage Access platform adds to Global Payments' B2B suite of financial wellness solutions to help pay hourly and salaried employees, and distribute tips digitally.

Workers being paid by cash or check are more likely to allow financial stress to disrupt their work, while workers with more debt are twice as likely to miss work because of this stress. In fact, research shows that 65% of workers who are paid via cash or check are more likely to run out of funds prior to their next paycheck.

Financial wellness has become a critical issue for employees, and a major opportunity for businesses to stand out as they seek to retain and attract workers.

We are proud of the work Global Payments has done to provide innovative solutions providing access to finance for consumers and businesses of all types.





Ecolytiq Partnership

TSYS Issuer Solutions is proud to partner with ecolytiq, bringing Sustainability-as-a-Service® to the financial services sector. This partnership enables financial institutions and fintechs to channel the fast growing consumer demand for climate action into growth for their banking businesses. The ecolytiq climate engagement suite works within a banking experience to educate

consumers on the environmental impact of their individual transaction activities, while providing customized insights on how they can take action to reduce their CO2 impact. This partnership enables clients to leverage technology that delivers a differentiated customer experience through sustainability features, while aligning to their digital strategy and ESG commitments.

Through our partnership, our issuer clients can offer customers the ability to see the estimated CO2 impact of their purchases and receive customized tips on how to make more sustainable purchasing decisions. To offset their remaining environmental footprint, users can also decide to donate to a charitable organization or NGO.

This product enables corporate clients to align their digital banking strategies with consumers and supports ESG commitments by delivering sustainable products.



Furthering Education and Innovation

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



We were impressed by the quality of work and all of the thoughtful insights from the students. Our goal for these projects was to instill a specific innovative thought process that would create a foundation that they could build on. We are very excited to see what these bright men and women accomplish in the future.”

Andrew Mathieson

Project Executive Sponsor
Chief Enterprise Initiatives Officer

University Partnerships



TSYS is a proud sponsor of the annual AuburnHacks hackathon, a social coding event that brings computer programmers from all backgrounds and other interested people together to build a new innovative software program. With this hackathon, Auburn University’s Computer Science & Software Engineering program strives to promote technical innovation and highlight students’ skills and abilities. In 2022, TSYS sponsored the “Payments on Web 3.0” challenge during the hackathon. Participants were asked to build any application they wanted related to the financial payments industry within 24 hours and were encouraged to align it with Web 3.0 to enable users to own their content through blockchain technology and decentralization tools. TSYS awarded each member of the winning team an Oculus Quest 2 VR headset.



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

This state-of-the-art facility is designed to enrich students’ academic experiences, broaden industry partnerships and meet workforce demands for high-tech cyber warriors. A first-of-its-kind in Georgia, the cyber range is available to train both college students and industry professionals. It is a “live-fire” range—meaning the center doubles as a training facility for industry professionals to practice cyber defense and response strategies against real-world cyber attacks in a safe and contained environment that can be configured to mimic almost any institution’s network and tools.



UNIVERSITY OF
GEORGIA



As a leading payments company, Global Payments embraces opportunities to connect and develop ecosystems of talent for the next generation and to keep Georgia a booming FinTech and payments hub. A partnership with University of Georgia’s FinTech Certificate Program was the perfect opportunity to do just that. Through two semester long projects, Global Payments offered students real-world, problem-solving experiences in the Fall of 2022. The first project focused on identifying payment opportunities and value creation in the Metaverse. The second project offered a student group the opportunity to work on a biometric payment platform to be added to Global Payments’ product offering. Both of these projects fostered the innovation and support of our communities that embodies the culture at Global Payments.



University partnerships have such a positive impact on students, like myself. I am extremely grateful to our executive sponsors and Global Payments for having the opportunity to have this real-world experience. After getting a sample of the exponentially growing FinTech space and Global Payments as a company, I am proud to say I was able to continue this relationship with an internship with them during the summer of 2023.”

Ethan Rindner

Student at UGA
Global Payments Intern

The Future of Digital Commerce

Global Payments continues to expand significant and unique distribution relationships across its businesses with two of the world's largest and most respected technology companies to provide differentiated solutions to our clients.



Global Payments announced a new multi-year go-to-market collaboration with Amazon Web Services (AWS) to provide an industry leading cloud-based issuer processing platform for customers regardless of size, location, or processing preference in 2020. We implemented our first joint takeaway with a leading global financial institution in a large market in Asia in 2021. And in 2022, we announced a letter of intent with CaixaBank, the largest domestic bank in Spain, to be the technology partner for its European card issuing business comprising nearly 30 million cards. **When this goes live, we expect this initiative to be among the first legacy direct-to-cloud transformations in card issuing technologies among major financial institutions.**

With AWS as our preferred cloud provider for issuer services, we are delivering innovative payments solutions at scale globally in a secure cloud based environment,

enabling superior experiences for our issuer clients and their cardholders. The collaboration will allow issuers across the globe to derive benefits from our cloud native issuing platform and flexibility from the AWS cloud infrastructure. Our collaboration also expands payment capabilities that would allow our clients and prospects to leverage Amazon One contactless biometric identity service in curating user experiences for their consumers. Together, we are leapfrogging traditional analog means of distribution and redefining how issuer products and services are sold and consumed in the digital age providing immense benefits to consumers globally.

Our unparalleled legacy of reliability, performance, and experience, combined with AWS's cloud leadership, **will allow us to meet the increasing demands of a connected, frictionless digital world for even more customers in the years ahead.**



Our collaboration with AWS enables us to offer our leading issuer solutions to institutions regardless of size, location or processing preference. The platform's cloud-based architecture gives clients the ability to use the services they need with greater speed-to-market, flexibility and differentiated experiences for our customers and their cardholders."

Gaylon Jowers, Jr.

Senior Executive Vice President and President, TSYS Issuer Solutions

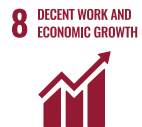


In 2021, Global Payments announced a new multi-year strategic Merchant Solutions partnership with Google to meaningfully enhance our ability to deliver new, innovative cloud-based products and capabilities, advance our technology-enabled distribution strategy and deliver significant operational efficiencies, while improving speed to market and the scalability of our business. This exciting partnership has a number of facets that, collectively, serve to further distinguish our digital capabilities worldwide. Together we will collaborate on product development and innovation to enhance and differentiate the suite of cloud-based solutions available to our merchant customers. **We are creating a single destination and seamless digital experience for the full spectrum of solutions that merchants need to run and grow their businesses globally.** And our joint go-to-market efforts will drive significant referral and new customer acquisition opportunities for businesses of all sizes across our combined customer bases worldwide on an omnichannel basis.

We launched the first phase of Google Run and Grow My Business in 2021 which included integrating Google's solutions including in our digital portal environment. The second phase was launched in 2022 to help our merchants grow faster by connecting additional Google services, including online ordering, retail inventory, and reservations to our digital platform.

Corporate Responsibility

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



Leading Governance Practices

Board Structure and Independence

- Non-employee board Chair
- Engaged and autonomous Lead Independent Director with specific duties and responsibilities, available to major shareholders
- Ten out of eleven directors are non-employee
- Nine out of eleven directors are independent
- 50% of non-employee directors and 75% of committee chairs are diverse in gender and/or race/ethnicity
- Female Lead Independent Director
- Annual election of directors
- Non-employee directors meet regularly without management present
- Independent directors meet regularly without management and non-independent directors present
- Each director attended 75% or more of the meetings of the board and the committees on which he or she served
- All members and Chairs of Audit, Compensation, Governance and Nominating, and Technology Committees are independent
- Diverse and highly skilled backgrounds ensure a range of viewpoints

Shareholder Rights

- Proxy access for shareholders
- Majority voting for directors in uncontested elections
- No supermajority voting requirements
- 15% threshold for shareholders to call a special meeting

Board Oversight

- Board oversight of enterprise risk management (ERM)
- Dedicated board meeting focused on Company strategy
- Proactive and strategic board and senior management succession planning
- Audit Committee oversees the integrity of the Company's financial statements and legal and regulatory compliance
- Governance and Nominating Committee oversees Environmental, Social and Governance (ESG) matters
- Compensation Committee assists the board in its oversight of human capital management and DEI

Strong Technology, Cyber Security and Privacy Oversight

- Technology Committee oversees the Company's Information Security Program, data governance and handling, and technology-related ERM exposure
- Chief Information Security Officer (CISO) reports directly to the Technology Committee
- Centralized Privacy Office, led by our Chief Privacy Officer, provides world-wide privacy compliance advice, guidance and support to business, product, and technology teams

- The Company's Internal Privacy Policy, together with associated standards and procedures, provides a comprehensive compliance framework to inform and guide the handling of personal data within the organization
- Cyber-risk insurance policy aligns with our business objectives, risk, and exposure levels

Strong Corporate Governance Practices

- Robust process for board and committee self-evaluations, including Chair interviews
- Restrictions on over-boarding, ensuring sufficient focus and attention on Company matters
- Significant stock ownership requirements for our NEOs, other members of senior management and directors
- Mandatory board of directors retirement age of 75
- Robust Code of Business Conduct and Ethics for directors
- "Rooney-Rule" approach for seeking women and underrepresented minority candidates to include in the initial pool from which board nominees are chosen
- Corporate commitment to net zero carbon emissions by 2040



“The Global Payments board of directors is unique in its consistently robust dialogue among directors representing a wide variety of backgrounds and experience. These diverse perspectives come together to provide valuable oversight and guidance to management. The diverse composition of the board helps to ensure that principles of transparency, equity, and accountability remain foundational to long-term strategy and at the forefront of day-to-day operations.”

Dara Steele-Belkin

Executive Vice President and General Counsel

Oversight

Board Composition

The board has taken a thoughtful and deliberate approach to board composition to ensure that directors have backgrounds that enable the provision of meaningful oversight of management, ensure accountability to our shareholders, and collectively add significant value to the Company in strategic decision-making.

The composition of the board includes:

6 new directors since 2019

5 year average tenure for the non-employee directors (below the 7.8 year average of the S&P 500)

50% of non-employee directors are diverse in **gender** or **racially/ethnically**

75% of committee chairs are diverse in **gender** and/or **racially/ethnically**

83% independent directors

Commitment to Diversity and Inclusion

The board regards diversity as an important consideration when identifying and selecting new board members. Today, 45% of our board members are diverse in gender or race/ethnicity and, since 2017, we have added four diverse independent directors to the board, each of whom brings a broad variety of skills, qualifications, background and experience to his or her service.

In 2022, our board enhanced the diversity principles that it will follow in board candidate searches. Under this policy, the board has committed to seek women and candidates from under-represented communities to be included in the initial pool from which board nominees are chosen.

In keeping with this commitment to diversity and inclusion, our board has committed to add at least one additional female director by the next annual meeting of shareholders. The board has been engaged in an active search for female candidates over the past several months in furtherance of that commitment.

30% gender diversity commitment

Board commitment to achieve 30% gender diversity by the 2024 annual meeting of shareholders.

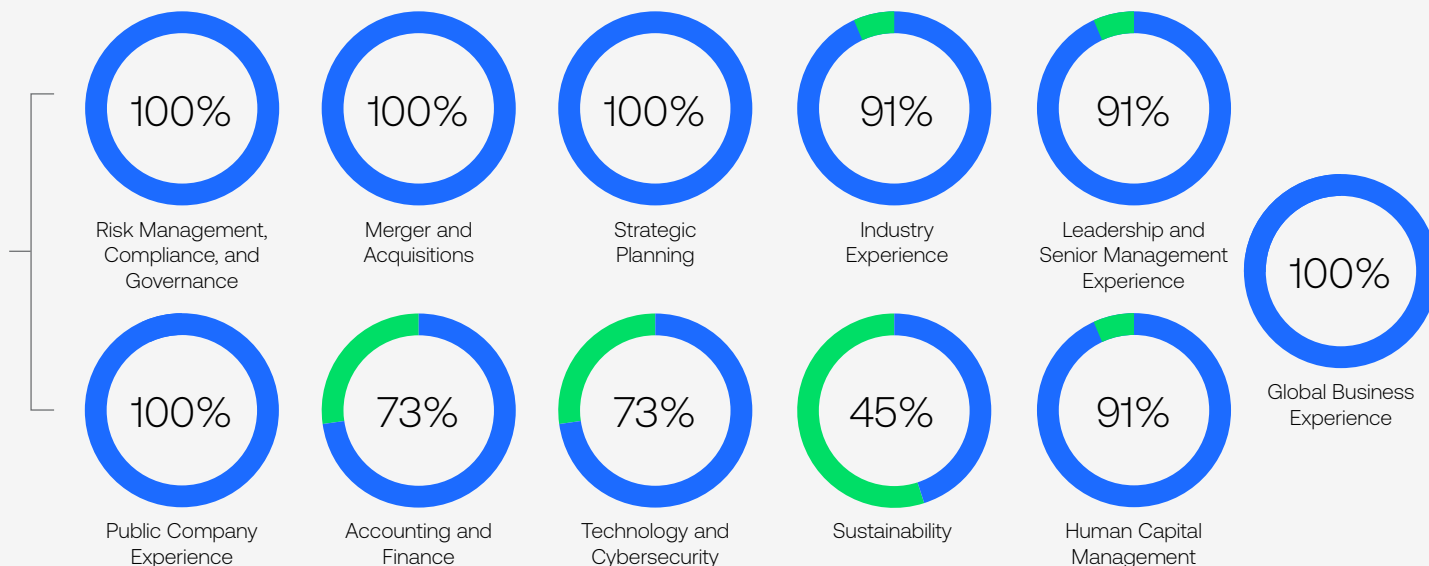
4 new gender or ethnically diverse

independent directors added since 2017.

Director Qualifications

The board annually reviews directors' skills and expertise to ensure the board represents a diverse skill set oriented to the historical and emerging needs of the business. The board has identified the following key qualifications and experience for representation on the board as a whole.

■ Indicates representation of the qualification for directors.



Recent Corporate Governance Developments

In 2022, the Company conducted a shareholder outreach program to discuss executive compensation, corporate governance policies and a shareholder proposal on a 10% special meeting threshold. Our Senior Vice President of Investor Relations and our General Counsel invited shareholders representing approximately 60% of our total shares outstanding to discuss matters that were presented at the 2022 annual shareholder meeting. Learnings from these ongoing engagements are regularly shared with the board and incorporated into Company disclosures, plans and practices, as appropriate.

What We Heard:

Shareholders' Rights to Call a Special Meeting

A significant majority of the institutions with whom we engaged did not support a 10% special meeting threshold for the Company.












After considering feedback from interested stakeholders, including our largest shareholders, in tandem with the board's and shareholders' shared concern that adopting a relatively low ownership requirement to call special meetings could result in misuse by enabling a small minority of shareholders to pursue narrow special interests that may not be in the best interest of all shareholders, the board determined to amend the bylaws and adopt a 15% special meeting threshold (from 25% previously).

Executive Compensation

The board takes shareholder input seriously and, during 2022, the Company engaged in a comprehensive outreach effort to better understand shareholder concerns and answer their questions about our compensation program.

The Compensation Committee took this opportunity to perform a holistic review of the executive compensation program and, balancing shareholder feedback, the Company's performance and a recommendation from our independent compensation consultant, determined to make several updates to the executive compensation program and enhance any related disclosures. Following these actions, at our 2023 annual shareholders meeting, approximately 90% of the votes cast were in support of the Company's executive compensation.

Compensation Practices

We do	We Do Not
 Tie pay to financial and share price performance	 Provide for excise tax gross-ups
 Employ robust goal-setting process to align goals with Company strategy	 Permit hedging or pledging of our stock
 Retain an independent compensation consultant	 Re-price or discount stock options or SARs
 Benchmark against our peer group	 Permit liberal share recycling or “net share counting” upon exercise of stock options or SARs
 Conduct an annual say-on-pay vote	 Pay dividend equivalent rights on performance units
 Adjust performance goals under our short-term incentive plan to reflect acquisition impacts	 Provide excessive prerequisites, benefits or severance benefits
 Require Compensation Committee certification of performance results for purposes of NEOs’ compensation	
 Employ “double-trigger” change-in-control compensation	
 Have a clawback policy	
 Impose minimum stock ownership thresholds and holding periods until such thresholds are met	

Additional Corporate Governance Highlights:

- Enhanced our workforce demographic disclosure with the **publication of the consolidated U.S. Equal Employment Opportunity Commission (EEO-1) Report.**
- **Adopted the “Rooney Rule” approach,** under which the board set forth in our corporate governance guidelines its commitment to seeking women and candidates from under-represented communities to include in the initial pool from which board nominees are chosen.
- **Appointed Connie McDaniel as Lead Independent Director.**

Upholding the **Highest Standards**

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

Upon joining our company and annually thereafter, our team members are required to complete annual training that is customized for each individual based on position and job responsibilities. **All team members are required to take annual courses on our Employee Code of Conduct and Ethics, anti-corruption laws, information security awareness, and data privacy awareness.** Select team members also complete an annual anti-money laundering / counter terrorism financing (AML/CTF) course.

Mitigating Risks

Our board of directors views the oversight of risk management as one of its key functions. Under the supervision of the board, senior management is responsible not only for assessing and managing risk, but also for promoting an appropriate culture of

risk management and setting the right “tone at the top.”

The board oversees management’s implementation of the Enterprise Risk Management (ERM) program, including reviewing our enterprise risk portfolio and engaging directly with management to set high-level policy and to ensure the long-term interests are being served.

At least annually, the board, acting directly or through its committees, and in conjunction with management, assesses the appropriate level of risk relative to our strategy and objectives, identifies potential emerging risks and reviews our existing risk management processes and their effectiveness. For certain risks, the Company may apply a longer-term lens of review, monitoring and mitigation activities, upon assessing potential impacts to our business and strategy. **Each committee reports to the board on a quarterly basis with respect to its designated areas of risk oversight to ensure alignment and the board committees meet regularly in executive sessions.** In 2022, key areas of focus included technology, information security, privacy and data governance, vendor due diligence and management, geopolitical threats (including climate change), Federal Banking Agency examination program and outcomes, and legal and regulatory risks and oversight.

The Management Risk Committee is the executive-level management committee chaired by our Chief Risk Officer. The Company’s ERM program is designed to work across Global Payments to assess, govern and manage risks identified by management in the short-, intermediate- and long-term and coordinate the Company’s response to those risks. In order to fulfill its responsibilities, the Management Risk Committee identifies, assesses, monitors, manages and oversees mitigation of the Company’s key risks. From time to time, the Company’s ERM function also utilizes industry information sources, such as professional services firms or subscription resources, to assess trends and benchmarking data relevant to our industry to assist in determining certain risk trends and changes. The ERM program works in tandem with our accounting and financial reporting groups to align the risk identification and assessment with existing disclosure controls and procedures.

Our vision is to:

- **Embed risk management into the culture and strategic decision-making of 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 operations and financial performance, while encouraging the acceptance of manageable risk.**
- **Proactively monitor risks that may hinder the accomplishment of strategic goals.**

Responsible Use of Artificial Intelligence

As technology continues to advance, the use of artificial intelligence (AI) in the workplace has become increasingly prevalent. While AI can provide many benefits, it also presents potential risks and challenges. Global Payments is committed to enforcing and promoting our Code of Conduct and Ethics as well as our Information Security Program, each of which requires every team member to maintain the confidentiality of information entrusted to them by Global Payments or its customers or suppliers.

The introduction of Generative AI presents a new set of challenges. Through the work of a cross-functional leadership group, the Company is exploring the unique opportunities and risks associated with the use of Generative AI tools and establishing the principles and practices that promote responsible use of Generative AI at the Company. Any use of Generative AI at the Company must uphold ethical standards in alignment with the Company’s values and in compliance with data privacy and security principles, intellectual property rights, and applicable laws and regulations. Any Company Generative AI implementations must promote ethical decision-making, prevent biases and discrimination applicable training data, models and algorithms, and foster transparency and accountability by providing clear explanations and justifications for decisions made using Generative AI systems, and establishing mechanisms for accountability.

Fraud Prevention

Merchant

Global Payments employs carefully crafted policy, highly skilled team members, and state of the art technology to fight fraud and losses in our direct merchant portfolios, while simultaneously providing the tools and expertise required by our partners to combat fraud. Believing the fight against fraud is not single threaded, the Company seeks to mitigate financial risk and a variety of compliance exposure through multiple controls that operate both in real time environments and behind the scenes as part of post-transaction monitoring. Global Payments' embedded automated controls evaluate activity and transactions to help prevent fraudulent activity from becoming a true financial exposure.

Reducing exposure to financial crimes, including money laundering, begins with policies that outline clearly defined restricted and prohibited categories of clients, as well as procedures that ensure adherence to rigorous know your customer standards. State of the art identity verification processes and underwriting expertise further bolster policy effectiveness. The Company's risk-related professionals are actively engaged leaders within various industry working groups and consortiums.



I am immensely proud of the group of professionals who support our anti-fraud initiatives. Our global group of underwriters and risk management personnel are constantly battling the bad actors who never sleep. Our merchants, partners and Global Payments as a whole cannot thank them enough for their dedication and thought leadership.”

Kurt Schaeffer

Executive Vice President, Operations

Issuer

TSYS is focused on enabling issuers around the world to power payment experiences that are secure and seamless. That focus is reflected in our investment in fraud prevention innovations that are adaptable to factors that make communities and cardholders unique. As the payment ecosystem evolves, TSYS is delivering technology that detects and prevents fraud in real-time. The real-time and adaptive nature of our fraud and risk models equips issuers to configure their fraud-fighting tools and strategy in a way that protects cardholders from losses and ensures they maintain easy access to their funds.

The growth of communities we serve drives TSYS to innovate and power payment solutions that are as simple as they are secure. With that in mind, we continue to invest in sustainable technologies such as digital issuance and mobile wallet provisioning. We recognize that communities thrive when these services are accessible to all.



Our legacy is one of innovations that foster a secure and sustainable payment ecosystem for communities around the world. Understanding how advancements in payment services lift economies and promote access is an essential lens through which TSYS invests to cultivate next-gen payment solutions. That focus translates to enhancements and new technologies that reduce overhead and minimize risks in service to fostering inclusion and access to the payment ecosystem for consumers in every community touched by our clients and partners across the globe.”

Dondi Black

Executive Vice President
Chief Product Officer, Issuer Solutions

Data Governance, Privacy & Security

The Technology Committee reviews all of our key initiatives, policies and practices relating to technology, information security, cyber-security, disaster recovery, business continuity, data privacy and data governance.

This committee provides board-level oversight and serves as a liaison between our board and the Chief Information Security Officer (CISO), the Chief Privacy Officer, and Data Protection Officers with regard to our technology and information security practices and technology and cyber-risk profile.

The committee monitors our compliance with regulatory requirements and industry standards, and oversees, in conjunction with the board, our information security program to ensure it has appropriate administrative, technical and physical safeguards. The Technology Committee reviews and evaluates all major technology expenditures and is responsible for the oversight of the appointment, activities, organizational structure, qualifications and budget of the CISO.

The committee receives quarterly reports from the CISO on the status of our information security program and other related matters, and meets independently with each of the Chief Information Officer (CIO) and CISO.



The Technology Committee provides oversight with a focus on aligning Global Payments strategic goals and risk appetite with its technology strategy and infrastructure. Our responsibilities further extend to ensuring management has adequate support from third party technology and information security providers, as well as to overseeing our ERM exposure related to our technology and information security practices.”

Thaddeus Arroyo

Global Payments Board Director and Chair of the Technology Committee
AT&T Chief Strategy and Development Officer

Cybersecurity

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

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

The CISO is responsible for the strategy, execution and administration of the Cybersecurity Program and reports directly to the Company’s Chief Information Officer, or CIO, while maintaining direct reporting lines to the Technology Committee, its Chair and the board. At every regular meeting of the Technology

Committee, the CISO provides the committee with updates and changes to the state, strategy and risks related to the program as well as other security news and topics.

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



Whether it is the potential impact of new technologies such as Generative AI, the evolution of attacks through supply chains or your standard phishing scam, the expectation of a solid and effective security program never changes. Our Cybersecurity program continues to be at the forefront of everything we do at Global Payments. No matter the situation or setting, security is a key priority. This is why we are confident that our current program and strategic direction have us well positioned to continue our long track record of security success.”

Jody Lee

Executive Vice President,
Chief Information Security Officer

Information Security Strategy

The strategy of Information Security is encapsulated in five guiding principles.

1. Enable **line of sight** into the health of the Information Security Program across the Global Payments landscape
2. Fully leverage cybersecurity tools to **protect, detect and respond** to evolving security threats
3. Nurture **agility and innovation** as foundational requirements into all security owned initiatives and projects
4. Promote a **culture of exceptional service** throughout the Information Security organization
5. Promote **continuous partnership with the business** to reduce cybersecurity risk across the environment

CISO Top Priorities

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

Our Team Members. Continue investments in our people that promote clearly defined roles and responsibilities, focus on developing strong leadership behaviors and growing our diverse team of talented security professionals

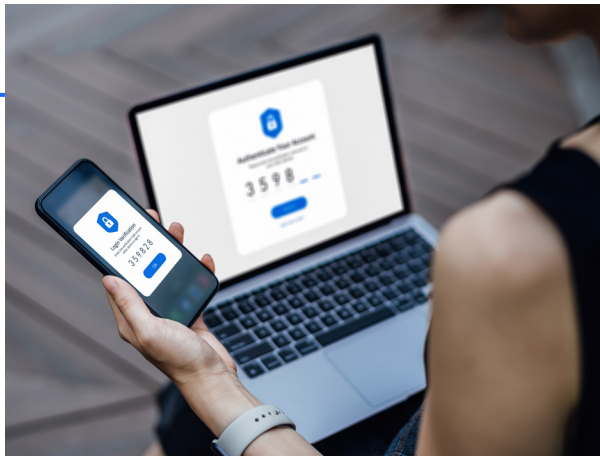
Our Technologies. Laser focus on projects that support the continuous maturity and advancement of our security tool sets that are designed to reduce the risk related to cyber attacks in both cloud and traditional environments

Our Processes. Evaluate and update processes to promote positive security outcomes and frictionless security while providing governance and insight into the effectiveness of the program

Education & Awareness

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

- **Application Security Champions:** This program is used as a force multiplier for the application security program. The Security Champions program identifies key members of the development teams and provides targeted application security training, certification boot camps and regular meetings so that the “Champions” can be the security advocate on their teams and pass along a security mindset to others.
- **Targeted Security Training:** This program targets specialized functions within IT such as developers and users with privileged access and provides targeted training to promote security ideas specific to those functions.
- **Phishing Awareness:** This program provides regular delivery of real world phishing campaigns that give team members an opportunity to identify suspicious content in emails in context of their daily jobs.
- **Security Awareness:** This program focuses on raising the general security knowledge for all Global Payments team members. Through continual security awareness programs including regular communication, periodic security training, external speakers, and an annual security awareness program, we are keeping security in the forefront of our minds and raising the overall security conscientiousness of the company.



Data Security

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

Acceptable Use Policy

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



SPOTLIGHT

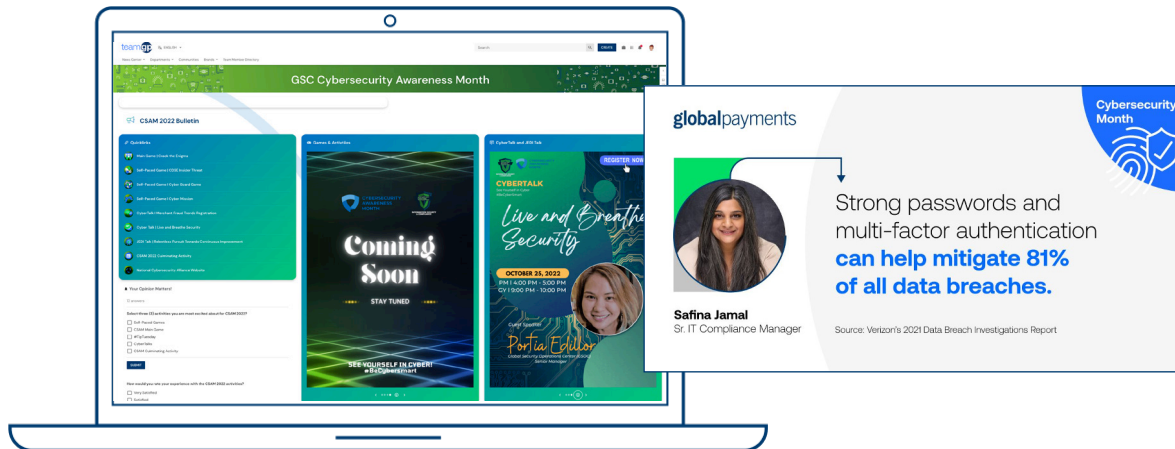
Cyber Security Awareness Month

In October 2022, the Global Payments team celebrated Cyber Security Awareness Month by hosting various interactive activities and ‘cybertalks’ to keep everyone informed and up to date on cyber security and evolving

technology. Through activities like competing against each other in cyber trivia, or interactive ‘CyberBoard Games’, team members had the chance to learn about this crucial topic.

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

Global Payments recognizes that the skills needed for Information Security are in short supply. In order to look to the future and invest in the community, Global Payments has partnered with Columbus State University’s TSYS School of Computer Science to provide students and professors regular access to, interaction with and opportunities to engage with Information Security professionals in the workforce. In 2022, leaders from Global Payments’ cybersecurity organization served as guest speakers and participated in mock interviews with students in CSU’s Cybersecurity Nexus degree program as they began looking for internships and full-time opportunities.





Ensuring Data Privacy & Protection

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

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

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

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

Global Payments Privacy Office

Global Payments maintains a centralized Privacy Office, headed by our Chief Privacy Officer, Pamela Brown Bosley, committed to understanding the rapidly changing external regulatory environment around the world and to providing relevant and effective privacy training, advice, and guidance to the business. **Our Privacy Office includes a team of dedicated privacy professionals who work to foster dialogue between the Privacy Office and the business around compliance with applicable law and industry standards, while meeting data subject rights and expectations.**

Six Principles of Data Strategy

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

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

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

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

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

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

Strategy, Governance & Training: We strive to maintain an overarching privacy program governance structure to simultaneously empower and reduce friction within the business, while facilitating compliance and educating personnel appropriately to ensure the same.



Data Lifecycle Management

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

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

External Party Risk Management

Global Payments must comply with data localization and cross-border transfer rules around the world, ensuring that personal data transferred outside the location of its collection is no less protected when transferred to another jurisdiction. In addition to managing our own compliance with these laws, Global Payments has implemented a governance structure for addressing the compliance of certain external entities with whom we share personal data and assessing the propriety of any cross-border transfer of data. To manage the rapid evolution of data transfer

regulations, Global Payments has devoted substantial resources to negotiating and maintaining up to date agreements with vendors, customers, and service providers that reflect the appropriate contractual clauses and ensure compliance with applicable data transfer law. We have also implemented a process for maintaining transfer impact assessments that address the regulatory requirements and enable us to assess appropriate controls whether personal data is in our systems or in systems controlled by an external party. As developments continue with the Trans-Atlantic Data Privacy Framework, we will continue to evolve our work in this area.

In all aspects of third-party risk management, the Privacy Office works closely with its partners within the business, the corporate Vendor Management Program and the Information Security team to ensure data privacy risk is appropriately addressed as part of our comprehensive risk assessment framework. Recent initiatives have included expanded training for Global Payments personnel managing third-party relationships so they better understand how to assess privacy-related risks.

By continuously monitoring and assessing vendor compliance with our privacy policies, contractual obligations and applicable regulations, we maintain our focus on privacy and data protection throughout the data lifecycle whether it resides in systems under our direct control or with our third-party service providers.

Training & Awareness

The principles of privacy and data protection feature prominently in our [Employee Code of Conduct and Ethics](#), and indeed, guide our day to day interactions with personal data. All personnel, including contractors, receive annual training with respect to privacy principles and obligations, including the protection of cardholder, customer and team member data. In addition, the Privacy Office offers

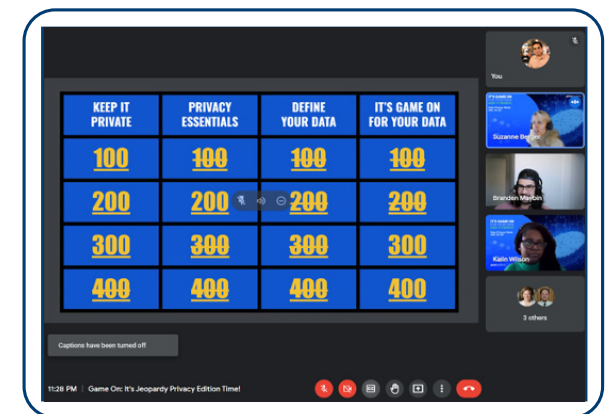
supplemental, role-specific training designed to deepen privacy understanding and enable the practical application of relevant privacy and data protection principles to daily operations.

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

SPOTLIGHT

Promoting Team Member Engagement through Data Privacy Week

Each year, we recognize International Data Privacy Day, a day dedicated to raising awareness and promoting privacy best practices. We commemorate the occasion with guest speakers, interactive events, and other activities designed to reinforce the importance of data privacy for our entire organization. In 2023, the Privacy Office extended its Data Privacy Day celebrations over an entire week, resulting in over 4,000 unique touch points across the enterprise, including both in-person and virtual engagements.





Our Privacy Office embraces the challenge of finding creative solutions in the face of a dynamic regulatory environment. Our work enables the Company to remain steadfast in its dedication to safeguarding personal information and honoring individual rights. We believe that innovative commerce experiences for consumers can be both sensitive to privacy needs and constantly evolving to embrace changes in technology.”

Pamela Bosley

Senior Vice President, Chief Privacy Officer

Upholding High Standards

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

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

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

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

Individuals' Rights

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

Respecting Privacy and Shaping the Future

As technology rapidly evolves, we are committed to respecting privacy rights and upholding the highest standards of data protection. We recognize that building trust with our customers, partners, and team members is essential to our continued success. Our Privacy Office works closely with business teams to incorporate Privacy by Design into every step of our innovation process. As new technologies like AI evolve, we remain dedicated to ensuring that personal data is managed responsibly, securely, and in compliance with all relevant laws and regulations. By doing so, we will contribute to the development of a digital ecosystem that fosters innovation, while respecting the rights and interests of individuals.

Data Asset Management and Enablement

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

The development and maturation of data asset management practices are being realized by establishing and institutionalizing effective and efficient process frameworks, data centric roles and technology utilization.

Through organizational change management as well as comprehensive training, awareness and communication efforts, the program helps drive data literacy and data centric culture. The program partners with business units, increasing accountability and ownership for data as well as fostering stakeholder engagement to identify and solve for the most impactful data relevant challenges.

The program promotes a holistic approach to data management by establishing cross-functional operating models with business units and corporate functions such as privacy, information security, enterprise risk management, audit and enterprise architecture. This approach is strengthened by an enterprise level Data Lifecycle Management Council which defines and

addresses cross-functional data agenda. This approach drives improved data visibility into the Company's sensitive data as well as business critical data. It also enhances data usage practices by helping operationalize privacy requirements including privacy by design, enable consistent enforcement of data classification & obfuscation requirements and address data risks and issues by helping to establish effective controls.

Internal Audit

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

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



At Global Payments, we recognize that addressing data related risks and creating value from data go hand in hand. This is why, in addition to the core data asset management services, we are driving data literacy and organizational change management to mobilize the right stakeholders.”

Dipti Desai

Senior Vice President,
Data Asset Management and Enablement

Government Relations

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

Memberships

Global Payments is an active participant in a variety of local, state, national and international industry and business organizations. These organizations provide an array of services and benefits to the company and our team members, to include professional development and education, policy advocacy, networking and marketing opportunities, and news updates. Global Payments is a member of organizations such as the Electronic Transactions Association, the U.S. Chamber of Commerce, U.K. Finance, the Georgia Chamber of Commerce, and the Metro Atlanta Chamber of Commerce.

Select Organizations

- Electronic Transactions Association
- U.S. Chamber of Commerce
- Metro Atlanta Chamber of Commerce
- Greater Columbus Chamber of Commerce
- Harris County Chamber of Commerce
- Cobb Chamber of Commerce
- Technology Association of Georgia
- Public Affairs Council
- Greater Oklahoma City Chamber of Commerce—Heartland
- Card Coalition
- The Payments Coalition
- Partnership to Advance Virtual Care (PAVC)—AdvancedMD
- Student Loan Servicing Alliance—ECSI
- National Apartment Association—Zego
- National Association of Residential Property Managers—Zego
- National Multifamily Housing Council—Zego
- Manufactured Housing Institute—Zego
- The Payments Association (UK)
- UK Finance
- Banking & Payments Federation Ireland

Vendor Management

Effective management of our strategic vendors is critical to maintaining our operations as well as to satisfying regulatory obligations. We have implemented an end-to-end vendor management program to address this risk. Our standard vendor agreement requires each vendor to acknowledge our Code of Conduct and Ethics and to

comply with applicable laws and regulations. New vendors are assessed on six key risk factors and tiered based on the types of products and services provided to our operations. Comprehensive vendor risk assessments are performed annually for our highest risk vendors.

In 2022, we **committed \$170 million** with over **300 diverse vendors** across our businesses.

Selecting Suppliers

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

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

Reporting and Resources



SASB INDEX—Software & IT Services

Topic	Metric	SASB Code	Disclosure
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	(1) 129,042 MWh (2) 92.4% (3) 21%
	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	43.6M Gallons used in approximately 60% owned or operationally controlled leased facilities.
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	We are working with data center providers to collect and analyze data on the energy, emissions, and water footprints and migrate processes to cloud providers when appropriate. See page 52 for more information.
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	In addition to legal and regulatory privacy standards, we comply with additional industry standards regarding data security and privacy. Beyond legal and industry requirements in an ever changing world of data privacy, we are committed to respecting the fundamental human right to privacy and handling personal data in a manner designed to respect that right.
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Unless otherwise disclosed in a specific notice, and subject to users consent where required by applicable law, we do not sell personal information to third parties for monetary compensation.
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	For information on monetary losses, please refer to the latest 10-K .
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	Global Payments does not disclose this information. In the event that we receive an inquiry from law enforcement that requires the production of personal data, the request is directed to the legal department to ensure that the request is lawful and narrowly construed.
	List of countries where core products or services are subject to government-require monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	Global Payments complies with all applicable laws and regulations, including, but not limited to, regulations related to embargoed countries/regions and requirements under the Foreign Corrupt Practices Act and Export Control Regulations.

SASB INDEX—Software & IT Services

Topic	Metric	SASB Code	Disclosure
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	All material data breaches are disclosed in our SEC filings .
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Global Payments leverages the Payment Card Industry’s (PCI) Payment Data Security Standards and their certifications to validate that data within our environment. We continually stay at the forefront of data and payment security and have a seat on the PCI Security Standards Council Board of Advisors to shape the future of data security standards for the industry. See page 80 for more information .
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	61% of the total workforce is based in the US 21% in Asia Pacific 18% in Europe
	Employee engagement as a percentage	TC-SI-330a.2	61% of U.S. team members completed the survey in 2021 and provided valuable insights, allowing us to more accurately assess levels of engagement, commitment and satisfaction in working for Global Payments. See page 24 for more information .
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	Workforce Gender - 56% Male, 42% Female, 2% Other US Workforce - 60% White, 15% Black, 9% Asian, 7% Hispanic, 6% Not Disclosed, 3% Other Leadership Gender - 67% Male, 33% Female US Workforce - 75% White, 9% Asian, 5% Black, 4% Hispanic, 5% Not Disclosed, 2% Other
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-SI-520a.1	For information on monetary losses, please refer to our 10-K .
Managing Systemic Risks From Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	Performance issues or service disruptions material to our operations or financial results, if any, are disclosed in our 10-K .
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Business continuity risks are disclosed in our 10-K .

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

This index reflects our alignment with the Task Force on Climate-related Financial Disclosures (TCFD). Global Payments supports TCFD’s goal to increase transparency around climate-related risks and opportunities. The index below is mapped to our 2023 CDP climate change questionnaire with all data being as of December 31, 2022 unless otherwise noted.

TCFD Core Element	TCFD Disclosure Requirement	CDP 2023 Climate Change
Governance	(a) Describe the board’s oversight of climate related risks and opportunities.	C1.1a, C1.1b
	(b) Describe management’s role in assessing and managing climate-related risks and opportunities.	C1.1, C1.2
Strategy	(a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	C2.1a, C2.3, C2.3a, C2.4, C2.4a
	(b) Describe the impact of climate-related risks and opportunities on the organization’s business, strategy and financial planning.	C2.3, C2.3a, C2.4a, C3.1, C3.3, C3.4
	(c) Describe the resilience of the company’s strategy, taking into consideration different climate-related scenarios, including a 2° C or lower scenario.	C3.2
Risk Management	(a) Describe the organization’s processes for identifying and assessing climate-related risks.	C2.1, C2.2, C2.2a
	(b) Describe the organization’s processes for managing climate-related risks.	C2.1, C2.2
	(c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization’s overall risk management.	C2.1, C2.2
Metrics & Targets	(a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk-management process.	C4.2, C4.2c, C9.1
	(b) Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	C6.1, C6.3, C6.5
	(c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	C4.1c, C4.2, C4.2c

GHG Emissions by Scope (MTCO₂e)*

	FY 2022	FY 2021
Scope 1	1,159	1,397
Scope 2 Location Based	50,164	48,207
Scope 3	502,061	525,534
<i>Purchased Goods and Services</i>	230,879	247,886
<i>Capital Goods</i>	52,530	21,137
<i>Fuel and Energy Related Activities</i>	9,659	10,636
<i>Upstream Transportation and Distribution</i>	134,404	155,442
<i>Waste Generated in Operations</i>	1,699	1,197
<i>Business Travel</i>	6,433	3,368
<i>Employee Commuting</i>	13,616	13,546
<i>Upstream Leased Assets</i>	9,234	11,155
<i>Use of Sold Products</i>	21,026	46,172
<i>End of Life Treatment of Sold Products</i>	2	7
<i>Investments</i>	22,579	14,988

*Our reporting boundary includes scope 1 and scope 2 emissions from owned, operationally controlled and leased facilities representing over 90% of office space square footage and approximately 65% of data center capacity globally. Approximately 100% of owned facilities are reflected in these figures. Emissions figures are calculated in accordance with location based GHG Protocol.



Additional Resources

Questions or requests for additional information on our ESG strategy can be submitted to investor_relations@globalpay.com.

- [Global Payments](#)
- [Investor Relations](#)
- [2022 Annual Report](#)
- [2023 Proxy Statement](#)
- [Global Payments Corporate Citizenship](#)
- [Shareholder Voting Rights](#)
- [Employee Code of Conduct and Ethics](#)
- [Privacy Statement](#)
- [GDPR](#)
- [Slavery and Human Trafficking Transparency](#)

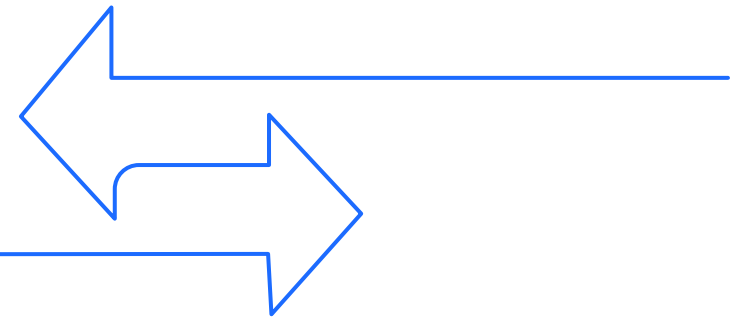
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