



2019 Global Responsibility Report

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

globalpayments

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



Message from the CEO

At Global Payments, our focus is on enabling small and medium-sized businesses worldwide to engage in commerce and operate more effectively with our leading payments technology and software solutions. We also deliver multi-national solutions for some of the most sophisticated and demanding global customers. We are most gratified by the confidence that our millions of merchants around the world place in us each and every day.

Today, we conduct business in nearly 60 countries and provide local sales, operations, product and technical support in 32 of them. We are committed to having a positive impact in the markets we serve and communities in which our employees live and work. In our inaugural 2019 Global Responsibility Report, we detail our recent achievements and initiatives to drive positive change across four pillars, Culture and Values, Environmental Sustainability, Community Impact and Corporate Responsibility.

Below are a few highlights:

Promoting Inclusion and Diversity: We pride ourselves on inclusiveness, and we embrace the diversity of our colleagues globally. I am pleased to have joined more than 500 companies across 85 industries in signing the CEO Action for Diversity and Inclusion. We also recently formed an Inclusion and Diversity Advisory Council and launched the Global Payments Pride Network (GPPN).

Minimizing our Environmental Footprint: Every company has an important role to play in ensuring the health and sustainability of our planet. We are committed to procuring space in green certified properties for our leased offices and data facilities. We are also increasingly moving to the cloud with vendors who are focused on sustainability.

Worldwide Days of Service: We strive to make service a part of our culture. On our Worldwide Days of Service, our employees have an opportunity to spend a workday twice each year giving back to their local communities. In 2018, more than 4,100 Global Payments employees participated in projects, giving over 13,000 hours of their time to 150 plus organizations across our 32 countries.

I am excited about our progress and proud of the commitment of our over 11,000 employees incorporating our values in everything they do. I look forward to updating you on the evolution of our efforts and our unwavering focus on *Service. Driven. Commerce.*

Sincerely,



Jeff Sloan | Chief Executive Officer



About Global Payments

Global Payments Inc. (NYSE: GPN) is a leading worldwide provider of payment technology and software solutions delivering innovative services to our customers globally. Our technologies, services and employee expertise enable us to provide a broad range of solutions that allow our customers to accept all payment types and operate their businesses more efficiently across a variety of distribution channels in many markets around the world.

Headquartered in Atlanta, Georgia with approximately 11,000 employees worldwide, Global Payments is a member of the S&P 500 with customers and partners in 32 countries throughout North America, Europe, the Asia-Pacific region and Brazil.

For more information about Global Payments, our *Service. Driven. Commerce* brand and our technologies, please visit www.globalpaymentsinc.com.

Our Brands

globalpayments

Heartland

openedge

touchnet

ACTIVE
network.

xenial

Advanced**MD**

eezi**debit**.

eway®

greatergiving

ECSI

Our Vision

To be the payment technology and software solutions leader worldwide.

Our Mission

We deliver customer-driven innovation on a global scale with local expertise.

Our Values



Our **People** Come First



The **Partner** of Choice



Make it **Easy To Do Business** With Us



Be Personally **Accountable**



Timely and **Consistent** Execution



At Global Payments, our Vision, Mission and Values are the foundation on which we built our business and essential elements for the continued success of our company and employees.

2018 Highlights

2018 was an outstanding year for Global Payments as we produced record financial and operational results and made the following progress on the three pillars of our strategy:

- **Software-Driven Payments Focus:** Added leading software assets to our portfolio with the acquisitions of AdvancedMD and SICOM.
- **Full Omnichannel Capabilities:** Made substantial investments in our unified commerce platform to further differentiate our ecommerce and omnichannel capabilities.
- **Faster Growth Market Exposure:** Expanded our long-standing partnership with HSBC with the announcement of a joint venture in Mexico that closed in January 2019.

~11,000 Employees

~2.5M
Customer Locations

32
Countries

~17B
Transactions Processed

~\$700B
Dollar Volume Settled

Service. Driven. Commerce

Our tagline, *Service. Driven. Commerce*, provides a platform for how our employees across the globe think and act.

Service to our employees, customers and communities means we are easy to do business with, and is why we are a good partner.

Driven is how we operate and each one of us is held personally accountable for performance. We are successful because we have the very best people who own the results with timely and consistent execution.

Commerce is our business, and we work to grow profitably by conducting more business today (transactions, merchants, volumes) than yesterday, and more tomorrow than today.

2018 Adjusted
Net Revenues +
Network Fees
\$3.97B



About this Report

Our inaugural 2019 Global Responsibility Report highlights our commitment to our people, our customers and the communities in which we operate and facilitate commerce. We are dedicated to continuous improvement and committed to evolving our environmental, social and governance initiatives going forward.

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

- **Culture and Values:** At Global Payments, our people come first. Our unwavering focus on our employees and making Global Payments a great place to work allows us to attract premier and diverse talent committed to delivering the highest level of service to our customers and making a positive impact on our communities.
- **Environmental Sustainability:** Global Payments is committed to minimizing our environmental footprint. We are focused on managing our energy consumption, limiting waste and conserving water across our facilities.
- **Community Impact:** Through corporate giving, employee volunteerism and the focus of our business on enabling *Service. Driven. Commerce*, we serve our communities around the world each and every day. This includes advancing education and promoting health and wellness for all.
- **Corporate Responsibility:** Global Payments conducts all business ethically and in compliance with the law. We hold our people to the highest standards as outlined in our [Employee Code of Conduct and Ethics](#), and we run our business using these policies as our primary guide. Employees receive training to help us mitigate risk and reinforce our values.

Environmental, Social & Governance (ESG) Oversight

To ensure our Environmental, Social and Governance (ESG) efforts continue to evolve and that our initiatives influence how we manage our business, Global Payments has established an ESG Steering Committee with general oversight for these efforts.

The committee is comprised of company leaders from across the organization with designated champions for each of the four pillars detailed in this report. As we advance our ESG capabilities, the committee will provide regular reports to Global Payments' Executives and the Board of Directors Governance and Nominating Committee on progress and improvements.

Supporting the United Nations Sustainable Development Goals

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

The agenda outlines 17 Sustainable Development Goals (SDGs) that serve as an urgent call-to-action for governments, businesses, and other organizations around the world to end poverty and address social needs while protecting our planet. We are committed to supporting those goals that most closely align with our vision, our mission and our values. In total, we believe our business directly or indirectly impacts 11 of the 17 SDGs.



Learn more about the SDGs on the United Nation's website un.org/sustainabledevelopment/

Culture and Values



2018 Workforce Highlights

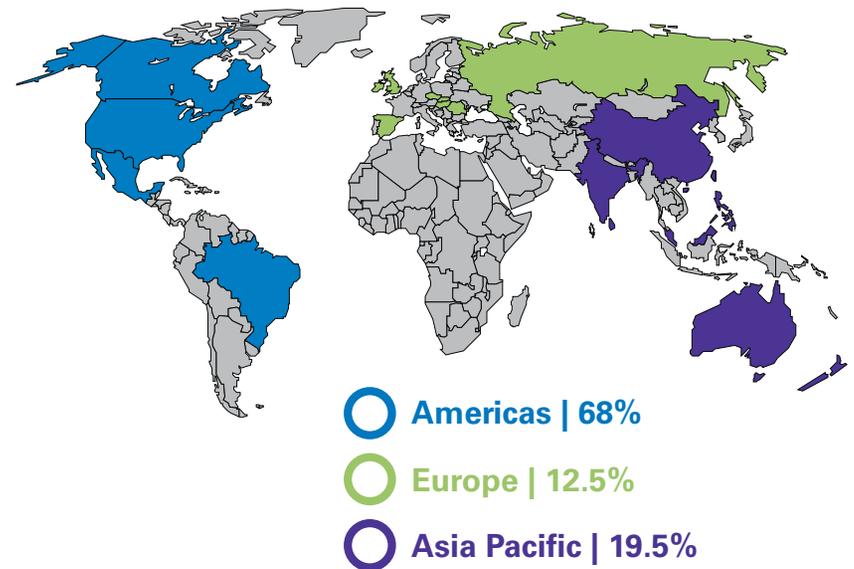
- > 11,000 Employees
- > 80 Nationalities
- Across 32 Countries
- 11 Native Languages

Building a Diverse Culture

At Global Payments, we have local sales offices as well as operational and support resources across 32 countries, and our people conduct business in 11 native languages.

Our ability to enable local and multinational solutions for our customers is critical, and we believe having our people reflect the diversity of the markets we serve is key to our success. We are focused on increasing diversity across our organization, particularly in leadership roles.

Geographic Distribution of Employees





Karen Matterson:
Recognized as one of the
“Most Powerful Women in
Corporate America”

We are proud that our Senior Vice President and Chief People Officer, **Karen Matterson was recognized in March 2019 by Black Enterprise Magazine as one of the “Most Powerful Women in Corporate America.”**

This honor highlights exemplary leaders in the U.S. and around the globe, and Karen is an executive that truly embodies what it means to be a powerful woman in corporate America.

Putting People First. At Global Payments, our people come first and attracting and retaining leading talent is critical to our success. We are focused on making Global Payments a great place to work, offer competitive compensation and benefits, and provide our employees with advancement opportunities.

Employee Survey

In 2018, we conducted a company-wide employee survey focused on engagement and enablement, so we could better understand the needs of our employees and make the necessary changes throughout the organization to improve employee satisfaction. When employees are engaged and enabled, it means they have what they need to be successful at Global Payments.

81% of our employees globally participated in the survey. This response rate exceeds a benchmark established by other high performing organizations across regions and industries.

Our employees are positively engaged. Based on survey responses, our employees indicated a level of engagement that exceeds the benchmark for high tech companies and is consistent with the benchmark for high performing organizations. In other words, our employees are proud of where they work, have the drive to go above and beyond in their roles and intend to stay with the company long-term.

Our employees are enabled to do their jobs. Based on survey responses, the percentage of our employees who believe they are enabled exceeds the benchmarks for both high tech and high performance companies. Enabled employees feel they are in roles that suit their strengths and that they operate in a supportive work environment.



Management Commitment

The executive team at Global Payments is committed to investing in our people. We are continually enhancing the employee experience and enabling each member of our team to be successful. Based on the results of our 2018 employee survey, managers are working with employees across the company to implement action plans that address the areas of opportunity identified and to further strengthen what we are doing well. Whether it is collaboration, recognition, training and development, advancement or leadership – Global Payments leaders are focused on what matters to our people.



What Our Employees Are Saying About Global Payments

“Working for a global team, I have the opportunity to liaise with teams across the world and most importantly, help customers remain satisfied.”

*Senior Customer Experience Manager |
Leicester, United Kingdom*

“I am proud to work for a pioneer in technological innovation. Providing our clients with innovative ideas helps me grow professionally.”

Account Manager | Barcelona, Spain

“Working in an agile environment, I enjoy the skill development from working on various projects.”

*Digital Marketing & Engagement Coordinator |
Brisbane, Australia*

“I work on projects that enable commerce worldwide. The opportunity to work on this scale and with such a talented team inspires me.”

Product Design Lead | Dublin, Ireland



Training and Development

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

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



Strategic Agility

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



Knowledge of Ecosystem

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



Global Mindset

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



Sales & Operational Excellence

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



Inspiring & Motivating Others

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



Health & Wellness

We are committed to providing an employee-friendly work environment and promoting health and wellness around the world.

We are working to achieve this by:

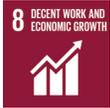
- locating in **modern work environments**
- providing **healthy snacks** in our offices
- furnishing **standing desks**
- offering **collaborative space**
- providing **green space** where possible
- granting **access to 24/7 on-site fitness centers** or subsidizing gym memberships
- funding **company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



1,100 employees work in our **Heartland Service Center in Jeffersonville, Indiana**, where onsite we offer a subsidized daycare center, sports courts, and a fitness center with a full-time personal trainer/diet counselor on staff.



Global Payments Women's Network Atlanta chapter recently hosted an event to raise awareness of critical women's health issues and educate women on preventive measures and methods of early detection of breast cancer and heart disease.



Benefits

Global Payments provides competitive benefits for all employees globally. In the U.S. for example, we offer comprehensive health care coverage, as well as dental, vision and flexible spending account benefits to eligible employees. [All full-time U.S. employees are eligible to participate in our 401\(k\) Plan on their first day of employment](#), where Global Payments will match 100% of each dollar for the first 3% of pay contributed and 50% of each dollar for the next 2% of pay contributed, for a total of 4%.

Our [Employee Stock Purchase Plan \(ESPP\)](#) allows our participating employees to share in the ownership of the company by purchasing Global Payments Inc. (NYSE:GPN) common stock at a discounted price through after-tax payroll deductions.

We also provide a variety of other benefits to our U.S. employees including:

Rethink: This benefit, which is offered at no cost to the employee, gives families 24/7 access to tools and resources to help them understand, teach and communicate better with a family member who has special and/or developmental needs.

Employee Assistance Program: Provides confidential assistance with problem identification, counseling and referral services for employees and their family members. This program can assist with legal referrals, childcare and elder care resources, alcohol and drug abuse, stress-related problems, crisis intervention and relationship issues.

Educational Assistance Program: Provides financial assistance to eligible employees by reimbursing a substantial portion of tuition expenses upon successful completion of approved classes.

Adoption Assistance Program: Provides financial support and paid leave to eligible employees who are adopting a child through a legal adoption process.

Heartland Cares Foundation: Provides financial assistance to participating employees who experience financial hardship for reasons beyond their control. This benefit is fully funded by employee contributions.

Pre-paid Legal Services: Allows employees to pay for certain legal expenses through convenient payroll deductions made on an after-tax basis.

ID Theft Insurance: Alerts the employee at the first sign of fraud and fully restores their identity.

Pet Insurance: Provides up to 90% coverage of veterinary bills, including accidents, illness, surgery, imaging and prescriptions. The program also offers a 24/7 VetHelpline and preventive care coverage is available for checkups, shots and more.

Employee Recognition

We honor and recognize the efforts of all our employees, and we celebrate our highest achievers, top performers and notable contributors through the following annual awards programs:

President's Club

Each year we celebrate the top salespeople and outstanding employees from around the world who have accelerated our growth by exceeding their objectives or providing superlative service to our teams and our customers by inviting each recognized employee and a guest on an all-expenses paid incentive trip.



Circle of Excellence

This program rewards employees for their outstanding achievements, innovation, teamwork and leadership during the calendar year. Our honorees represent the top 3% of employees, embody *Service. Driven. Commerce* in their commitment to our vision, mission and values and have surpassed the Global Payments standard of excellence.



Heartland's Diamond Conference

This annual conference provides an opportunity for Heartland's top sales professionals to come together to hear from and interact with world-class speakers and leaders from across the organization as they cast a vision for the upcoming year and reveal new products and enhancements.



Cameron Bready, Senior Executive Vice President and CFO presenting Circle of Excellence Award to Billie Hightower

"Global Payments' team abounds with talented and high achieving individuals, so I am honored to earn this extraordinary achievement and highest accolade – recognition in the Circle of Excellence."

Billie Hightower, Senior AR Manager and eight time recipient of the Circle of Excellence Award

Global Payments Women's Network (GPWN)

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

GPWN made great progress in 2018, hosting 12 events at our corporate headquarters and donating over 30% of its budget to charity.

By the end of 2019, GPWN will have greatly expanded its footprint by adding the following chapters:

- **Heartland Remote Sales Force**
- **Jeffersonville, IN**
- **Ireland**
- **United Kingdom**
- **Toronto**



Promoting Inclusion and Diversity

We have always prided ourselves on inclusiveness and embrace the diversity of our employees in all of our geographies. We believe that our business is strengthened by a diverse workforce that reflects the communities in which we operate.

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

Since the beginning of 2018, we also:

- **Established an Inclusion and Diversity Advisory Council**, which is chaired by our Chief Financial Officer, Cameron Bready and consists of a representative group of our employees worldwide who provide insight and input on our inclusion and diversity initiatives, including our strategy to increase representation of women and minorities at leadership levels in the company.
- **Expanded the Global Payments Women's Network (GPWN)**, our employee resource group which implements diversity initiatives related to women, including networking and training opportunities.
- **Launched the Global Payments Pride Network (GPPN)**, a lesbian, gay, bisexual, transgender, queer/questioning, intersex and asexual (LGBTQIA) employee resource group, chaired by our General Counsel, David Green.
- **Participated in the Human Rights Campaign Foundation's 2019 Corporate Equality Index™**, which is the national benchmarking tool on corporate policies and practices pertinent to LGBTQIA employees.



- **Launched our Inclusion & Diversity Speaker Series** as an information resource for all employees around the world. This program brings relevant I&D topics to our employees to create a culture of understanding and acceptance.
- **Committed to providing Unconscious Bias training** beginning in 2019 to all of our executives and people managers, recognizing that all employees have unconscious biases which may impact how they make decisions about and interact with other employees.
- **Developed a recruitment strategy** with the goal of attracting employees of diverse backgrounds by highlighting our commitment to inclusion and diversity.

In addition to the above initiatives, we augmented the existing inclusion and diversity components of our talent management process to ensure that inclusion and diversity is integrated into every aspect of our program including talent acquisition, performance management, leadership training and development and succession planning.

We continue to measure our progress to ensure our initiatives and programs support our inclusion and diversity goals.



Executives and employees from around the U.S. participated in the Utah Pride Parade on June 2, 2019.

The Global Payments Pride Network (GPPN) was launched in June 2019, with the goal of fostering a more supportive and affirming atmosphere for LGBTQIA employees and allies.

“Thank you, Global Payments, for celebrating the LGBTQIA community and promoting acceptance and inclusion within our organization. I am lucky and honored to be a part of such a great company!”

Troy Jones, Heartland Product Manager



General Counsel David Green and Senior Vice President and Assistant General Counsel Leslie Luck received Patriot Awards from the Department of Defense Employer Support for the Guard and Reserve after being nominated by Division General Counsel Anthony Giardino, who also serves as a Lieutenant Colonel in the United States Marine Corps Reserve.



“The Internship Program has had a tremendous impact on Global Payments’ talent of the future. We are committed to placing participants in an area of interest and ensuring they have an engaging experience in their department, while also gaining exposure across the organization.”

*Madison LaBelle,
Corporate Internship Program Leader*



Armed Services Initiative

Global Payments is proud to participate in the U.S Chamber of Commerce Foundation’s **Hiring Our Heroes** Corporate Fellowship Program, which provides transitioning service members with professional training and hands-on experience in the civilian workforce.



U.S. CHAMBER OF COMMERCE
FOUNDATION

Global Payments also has policies in place that enable and promote military service, including: paid short-term military leave in addition to paid time off; salary replacement during extended periods of military leave that ensures no employee suffers a drop in income due to their service to their country; benefits continuation; diligent and complete adherence to all USERRA (Uniformed Services Employment and Reemployment Rights Act of 1994) requirements and inclusion of military status in its non-discrimination policy.

Internship Program

Our Summer Internship Program is committed to attracting and developing next-generation talent. Participants come from a wide variety of undergraduate, graduate and high school programs. The Internship Program offers on-the-job training, a speaker series led by Global Payments’ leaders from across the organization and a Day of Service, giving our interns an opportunity to volunteer their time in support of local non-profit organizations.

In 2019, the number of interns hired in our Atlanta office locations doubled from the prior year, and we had 90 interns participating in local programs worldwide.



Environmental Sustainability

Focusing on the Environment

Global Payments is focused on minimizing our environmental footprint. We have prioritized areas where we believe we can make the most meaningful contribution, which includes managing our energy consumption, limiting waste and conserving water across our facilities and data spaces globally.

The vast majority of our office properties and data spaces are leased. However, we can still have a significant environmental impact. We have many initiatives in place today and are focused on identifying additional ways to conserve around the world. In addition to our own efforts, we are committed to assessing the policies and practices of existing and potential vendors and suppliers on environmental stewardship.

Global Payments headquarters in Atlanta, Georgia



Reducing Energy Usage

Global Payments is committed to enhancing energy efficiency across our facilities, including supporting renewable energy initiatives. It is our practice to procure new space in LEED or other green certified properties where possible, and 6 of our U.S. facilities are currently LEED certified and 2 are ENERGY STAR certified today. Other initiatives include converting to LED lighting and motion controlled systems and operating controlled temperature environments.

Managing Waste

Global Payments generates physical waste as well as e-waste in the everyday operation of our business. We have implemented recycling initiatives to limit what we send to landfills and have a formal destruction of data policy to minimize e-waste. Iron Mountain is our primary global partner for the recycling of paper and paper products. In all of our larger offices, our physical recycling policies extend to plastics and glass, while we are in the process of implementing a no styrofoam initiative globally.



Green Scene Initiative in Dublin, Ireland



A group of employees in our Dublin office recently began a recycling initiative called The Green Scene with an aim to foster change in behavior toward plastic usage and waste by raising awareness and educating employees about how to reduce, reuse and recycle. The Green Scene Committee conducted a waste audit across the office, revealing that 177 bags, or 1.3 bags per person, of waste were produced per week, and 0.5 bags per person are not able to be reused, recycled or composted.

Following the waste audit, the committee changed the set up of waste bins and improved bin signage to make it easier for people to make the right choice when disposing of items. Further, the committee is encouraging employees to bring in food prepared at home to cut down on packaging and single-use cutlery. Their ultimate goal is to reduce waste by 24 bags per week.



Conserving Water

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



Providing Alternative Transportation

As part of our effort to reduce our carbon footprint, all of our U.S. and the majority of our international offices are located close to public transit. We also offer bike racks and storage as well as electric vehicle charging stations at all offices where permissible by building management.



Sustainability at Global Payments Headquarters

Our Corporate Headquarters is located at 3 Alliance Center in Atlanta, Georgia, a facility committed to minimizing its environmental impact:

- **LEED Gold designation by the U.S. Green Building Council**
- **>95% of building lighting is LED**
- **Multiple HVAC control optimization programs deployed**
- **Trash diversion, single stream recycling program**
- **Grey water system covering irrigation and certain plumbing functions**
- **Six electric vehicle charging stations with 12 ports available to tenants**
- **Direct access to MARTA, Atlanta's public transportation system**
- **Three tenant designated bike racks located in and/or directly outside of parking facility**



Data Space Initiatives

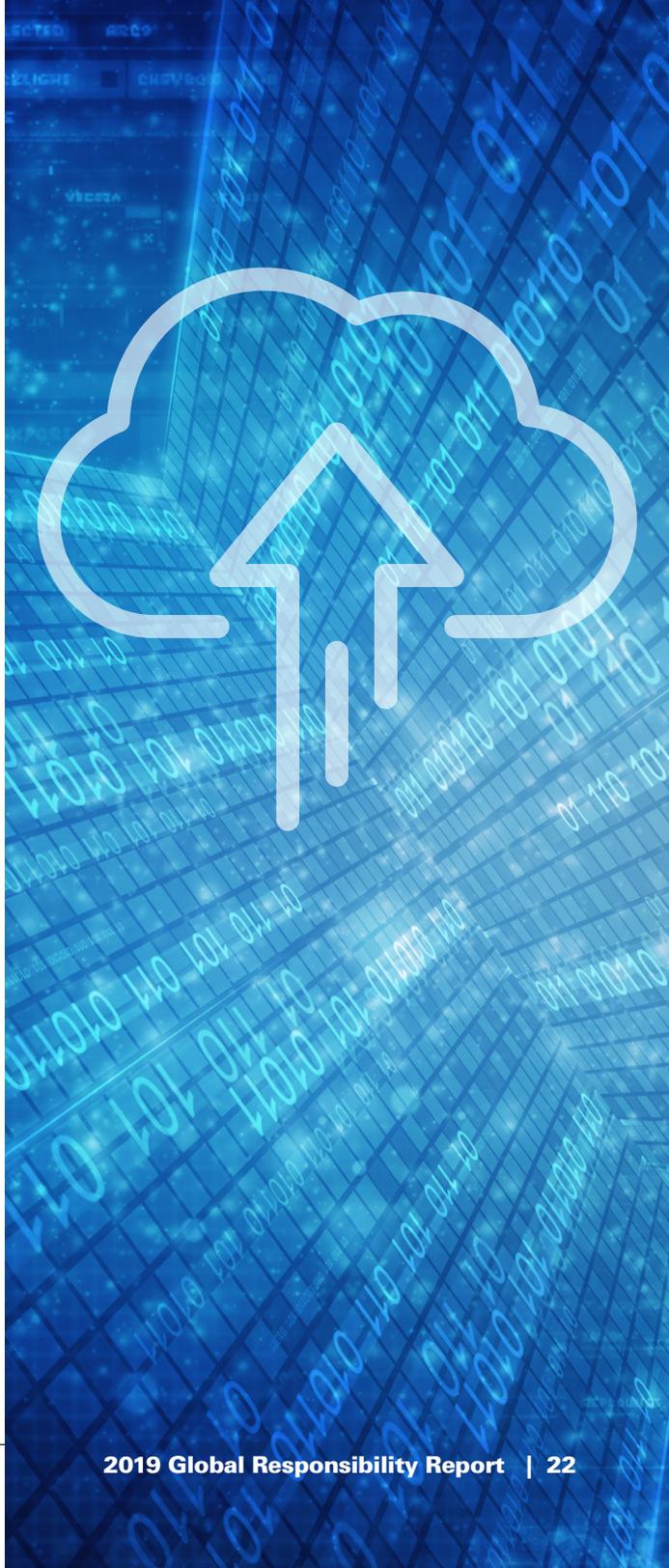
In the U.S., Global Payments is actively working to consolidate our data space footprint and is committed to evaluating the environmental impact and green efforts of the facilities where we lease storage capacity. Today, four enterprise data centers account for more than 90% of our domestic storage needs.

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

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

Fujitsu America Sunnyville, CA. 45% of the Sunnyville facility's power currently comes from renewable sources. Fujitsu has also established an environmental vision aimed at achieving a decarbonized society and an action plan to use water resources more effectively.

Evoque Allen, TX. The Allen facility has implemented an efficient HVAC infrastructure and low-flow plumbing systems. Evoque recently acquired the Allen data center and a review of efficiencies is ongoing. Global Payments has been migrating workloads and storage capacity from this facility to cloud technologies where better Power Usage Effectiveness (PUE) is achieved.





Increasing Cloud Storage

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

Google: Google Cloud Services is 100% carbon neutral with low environmental impacts. It's data center power usage efficiency ratio of 1.11 exceeds the industry average of 1.58.

Microsoft: Microsoft data centers are 100% carbon neutral. The company has a stated goal of reducing carbon emissions by 75% and having 60% of all data center electricity comes from clean sources by early in the next decade. Microsoft is using AI to drive further efficiencies.

Oracle: 36% of Oracle's electricity use at its cloud data centers worldwide was derived from certified renewable sources in 2017. Oracle also has a stated goal of a 55% reduction in emissions generated per unit of energy used by 2025.

Salesforce: Salesforce has pledged to have 100% renewable energy sourced by 2022. Through continual improvement, Salesforce operates their data centers well below industry standards on power usage efficiency, approaching the perfect ratio of 1. They have held carbon emissions steady for the last four years.

Workday: Workday's energy usage is 100% renewable sourced in the U.S. and Europe, and the company has achieved net zero carbon emission across data centers globally.



Traveling Smarter

As a global company with locations in 32 countries, staying connected with our colleagues and customers is key. When travel is necessary, we use Delta as Global Payments' designated preferred carrier and the airline has a stated goal to reduce its net aviation emissions by 50 percent by 2050. They are also actively exploring the use of biofuels.

G Suite

For internal meetings, we encourage collaboration virtually with global teammates when appropriate, utilizing our Google product suite including Google Hangouts Meet which has been rolled out to all employees.

Community Impact



Serving Our Communities

As a *Service. Driven. Commerce* company, Global Payments strives to be a responsible corporate citizen, and our employees demonstrate passion and enthusiasm for making a difference in the lives of others. We are a member of the global business community and taking action around the world to create change by offering our time, services and financial assistance to those in need.

Across the many communities in which we live and work, Global Payments and our people provide resources to improve financial preparedness and literacy, promote good health initiatives, including preventative care and well-being programs, emphasize education and continuous learning and support disaster relief efforts.



Worldwide Day of Service

We host two Worldwide Days of Service during the workweek each year where our employees have an opportunity to work in partnership with local nonprofit organizations around the world to help make a meaningful difference.

In 2018, more than 4,100 Global Payments employees from across 32 countries participated in Day of Service projects, giving over 13,000 hours of their time to over 150 nonprofit organizations in the areas of homelessness, child well-being and youth services, animal welfare, medical assistance, education and fighting hunger, among others.

4,100

Global Payments
Employees

32

Countries

13,000

Hours

150

Non-Profit
Organizations

“Each Day of Service at Global Payments reminds me why I am proud to work for a caring company that helps those in need in communities around the world where my colleagues and I live.”

*Jessica Ortman,
Sr. Manager, Enterprise Risk Management*





Corporate Giving

In addition to our Worldwide Days of Service, we donate regularly to organizations that reflect our values. In 2018, we increased our charitable donations by 12% over the prior year by supporting many organizations that have touched the lives of our loved ones and our communities in different ways, including Susan G. Komen, The American Heart Association and United Way.

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

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

Financial Preparedness and Literacy

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

Health

We support initiatives and programs that promote good health and preventative care. We focus on programs that help individuals and families cope with chronic health issues as well as programs dedicated to physical or mental disabilities (congenital or acquired), covering impairments, activity limitations and participation restrictions.

Education and Continuous Learning

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

Disaster Relief

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

Selected Sponsorships

Susan G. Komen

For two years in a row, Global Payments exceeded all goals and expectations and placed first among *Top Corporate Teams* for the Susan G. Komen walk/run held in Atlanta, Georgia to raise awareness for breast cancer research.



Camp Twin Lakes for Kids

A charity close to our hearts is Camp Twin Lakes which provides camp programs for children with serious illnesses, disabilities and other life challenges. For four years running Global Payments has been the top corporate fundraiser. In October 2018, in support of Camp Twin Lakes, CEO Jeff Sloan and Team Global Payments, comprised of more than 30 employees cycled five to 100 miles each to provide 77 children with an opportunity to attend summer camp for a life-changing experience.

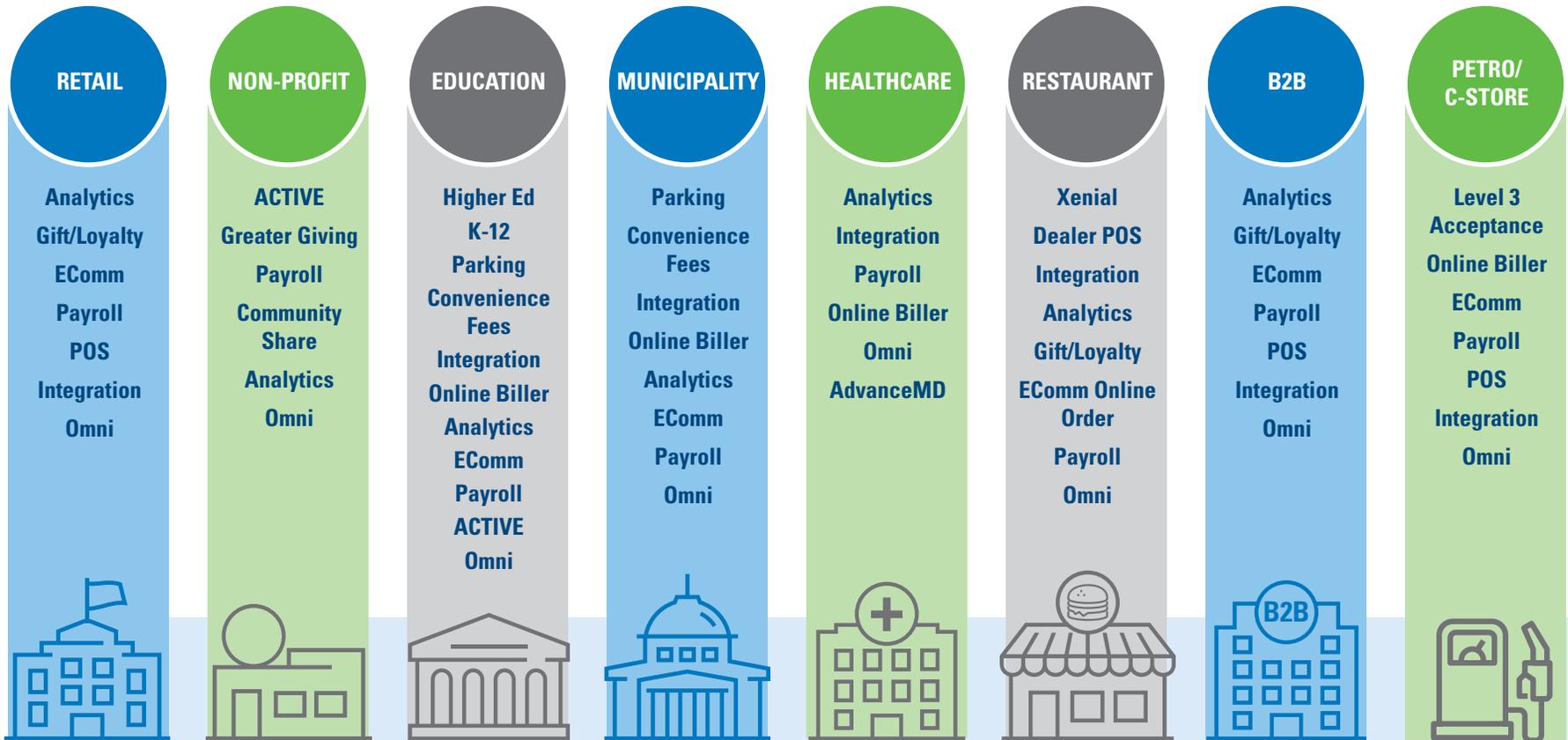


Driving Positive Change Through Our Businesses



Enabling Commerce Across Global Communities

Global Payments is a leading worldwide provider of payment technology and software solutions delivering innovative services to our customers globally. We enable small and medium-sized businesses to accept various payment types and operate their businesses more effectively. We play a significant role in enabling commerce and economic growth across global communities in nearly 60 countries virtually and 32 countries physically. We currently serve roughly 2.5 million merchant locations and enable approximately 17 billion transactions annually.





Social Innovation through Software Solutions

Impacting where we live and work is important to our business. The services they provide align with this mission and a few are highlighted below.

AdvancedMD

Through our AdvanceMD (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, enabling 11,000 small-to-medium sized physician practices to run their businesses more efficiently. In turn, doctors are able to spend less time on paperwork and more time providing outstanding medical care to patients.



Our ACTIVE Network business delivers cloud-based, mission-critical enterprise software, including payment technology solutions, to event organizers in the communities and health and fitness verticals. ACTIVE's stated mission is to make the world a more active place. The company's solutions have enabled more than 59 million activity and event registrations in 103 countries in the past year. Additional efforts to make the world a more active place manifest through ACTIVE's

annual corporate social responsibility effort, the ACTIVEx Charity Challenge. Through the ACTIVEx Charity Challenge, ACTIVE employees participate in a local ACTIVE endurance event to raise funds for *Kids in the Game*, a non-profit focused on empowering children and promoting a healthy and active lifestyle. In the past 12 years, ACTIVE employees have fundraised \$471,692 with 100% of the proceeds translating to over 7,000 children participating in sports or physical education, who would not otherwise have access. ACTIVE also provides training programs and access to nutrition, fitness and training tips through its consumer-focused website, ACTIVE.com.

touchnet

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



Heartland School Solutions

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

Our nutritional programs help K-12 foodservice directors plan healthy meals that follow nutritional guidelines set by the USDA. By offering online meal payments, our products speed up serving lines so that students have more time to eat lunch and spend less time standing in line. Studies show that students who have more time to eat make healthier food choices. Our products also allow for students living below a particular financial threshold the option to apply for free or reduced-price meals at school. Our software does not identify who these students are, so there is no negative stigma attached to using the free/reduced-price meal program.

greatergiving

Greater Giving is a Global Payments business that facilitates charitable giving through its full suite of services for nonprofits and schools. Greater Giving's integrated technologies help simplify event management, quickly train volunteers and streamline check-in and check-out, so organizations can successfully maximize funds raised. Greater Giving has processed more than \$6 billion of donations for over 10,000 organizations since 2002.

xenial SICOM

SICOM, which now operates under the Xenial brand, is a leading provider of end-to-end enterprise hardware and SaaS for Fast Casual, Quick Service Restaurant (QSR) and Managed Food Service industries in more than 60 countries. Specifically, SICOM's automated Chef Kitchen Management solutions enable QSR restaurants to reduce waste, while also driving greater profitability, efficiency, food freshness and guest satisfaction. Roughly one third of the food produced in the world for human consumption every year — approximately 1.3 billion tonnes — gets lost or wasted. Ending food waste would have a significant impact on the effort to eliminate world hunger, and the Xenial/SICOM team is committed to contributing to this important initiative.



Furthering Education & Innovation

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

University of Georgia

We have partnered with the University of Georgia through a program for students with a FinTech emphasis. Each year, 10 Terry College of Business MBA students spend four months on a dedicated project working under the guidance of faculty mentors and with Global Payments employees.

In 2018, the students created a payments solution that eliminates the need for cash at entertainment venues. The partnership was both educational and profitable, and the participating students provided a unique perspective. Because of these projects, we have improved our product set while increasing the value of the overall sales pipeline. We're excited about partnering with UGA on future projects.



Payment Innovation Hub Barcelona, Spain

In November 2017, Global Payments partnered with CaixaBank, Samsung, Visa and Arval to form the Payment Innovation Hub, Spain's first innovation hub specializing in merchant commerce and payment methods, and one of the first anywhere in the world to be backed by cross-industry businesses, each leaders in their respective business areas.

"The Payment Innovation Hub is setting the course for our efforts in more than 30 countries to make commerce more frictionless, seamless and magical," said Chief Product Officer Frank Young.

Global Payments is excited to work with our partners on R&D&I initiatives that seek novel solutions for online and offline merchant commerce and that address emerging trends and consumer demands. There are several ongoing areas of investigation, ranging from biometrics to the Internet of Things, including the harnessing of new technologies such as blockchain and machine learning.

Projects at the Payment Innovation Hub largely focus on customer experience and security, as well as exploring new models and business opportunities related to the world of payment methods.

Corporate Responsibility



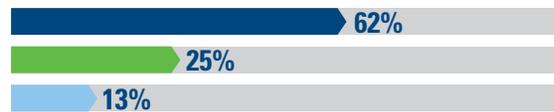
Leading Governance Practices

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

Highlights include:

- Independent Chairman
- Seven directors are non-employee directors
- Fully independent Audit, Compensation, and Governance and Nominating Committees
- Annual board and committee self-evaluations
- Proxy access for shareholders
- Majority voting for directors in uncontested elections
- Minimum stock ownership requirements for named executive officers and directors
- Limitations on outside board and audit committee service
- Non-employee directors meet without management present
- Director Code of Conduct and Ethics

The board has taken a thoughtful and deliberate approach to board composition to ensure that our directors have backgrounds that collectively add significant value to the strategic decisions made by the company and enable them to provide oversight of management to ensure accountability to our shareholders. The composition of our board consists of:



Tenure

■ <5 Years ■ 5-15 Years ■ >15 Years



Independence

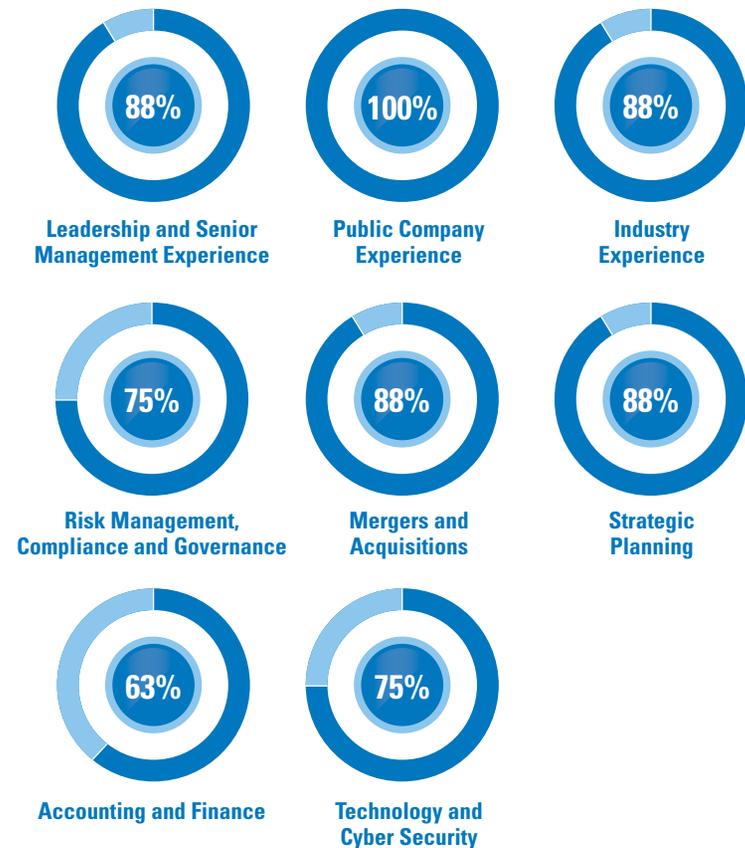
■ Non-Independent ■ Independent



Diversity

■ Gender and Ethnic Diversity

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



Recent Corporate Governance Developments

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

- Updated our Corporate Governance Guidelines to limit the Chief Executive Officer's public company board service – other than the company – to one, and outside directors' public company board service – other than the company – to three.
- Enhanced proxy disclosure with respect to our Audit Committee's meetings and agenda throughout the year.
- Established a number of diversity initiatives to increase representation of diverse individuals in the company and support and elevate our diverse employees, and enhanced our proxy disclosure with respect to such practices.
- Adopted proxy access provisions in our bylaws.

Upholding the Highest Standards

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

Our commitment to compliance and ethics is first and foremost at Global Payments each and every day. Upon joining our company and annually thereafter, our employees are required to complete annual training that is customized for each individual based on position and job responsibilities. All employees are required to take a course on our Code of Conduct and Ethics, Anti-Corruption Laws, and Information Security Awareness. Select employees also complete an Anti-Money Laundering/Counter-Terrorist Financing (AML/CTF) course.

Mitigating Risks

The Risk Oversight Committee of the Board of Directors oversees our enterprise risk management (ERM) program. Additionally, the company's management risk committee, comprised primarily of Global Payments' executives, receives regular reports on the ERM program, which includes business continuity and disaster recovery, including in relation to geopolitical risk, regulatory and industry compliance and privacy.

Although no company is able to eliminate all risk, we are committed to do all we can through our risk management program, which is integrated into every element of our business. We believe that managing risk is not just about assessing and monitoring the things that could go wrong. Rather, it is about understanding all the things that need to go right for the company to achieve its mission and objectives.

Our vision is to:

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



Ruth Ann Marshall:
Recognized as one of the
"2018 Most Influential
Corporate Directors"

We are pleased that Global Payments Director and Chair of the Risk Oversight Committee, **Ruth Ann Marshall was recognized by WomenInc. Magazine as one of the "2018 Most Influential Corporate Directors."** This honor showcases women leaders serving at S&P 500 companies that demonstrate inclusive board compositions.

Ensuring Data Privacy & Protection

Global Payments' employees are entrusted with the responsibility to properly handle sensitive information about Global Payments, our customers and a host of other organizations and individuals. Company employees receive training with respect to the protection of customer and employee data and our Code of Ethics and Conduct contains a dedicated [Privacy & Data Protection](#) section. The company also maintains a dedicated privacy office, headed by our Chief Privacy Officer, Dara Steele-Belkin, and a comprehensive internal privacy policy that applies to all company operations. We have worked closely with each of our business units to ensure that our public Privacy Statements fairly and accurately reflect our use and processing of personal data. As privacy laws have evolved significantly over the past few months, we have plans for a new privacy training program, to be rolled out to employees worldwide later in the year, as well as supplemental privacy training, tailored to specific job functions across the organization.

In an ever-changing world of data privacy, we are committed to maintaining compliance with applicable legal standards, industry standards, and best practices regarding the use and processing of personal data. These include:

GDPR. We are compliant with General Data Protection Regulation (GDPR) in the European Union (EU). We ensure the suitable safeguards are in place regarding the protections of natural persons with regard to the processing of personal data and the free movement of such data.



Stacy Hughes Re-Elected to PCI Security Standards Council Board of Advisors

We are excited that Stacy Hughes, Global Payments' SVP for IT Governance, Risk & Compliance, has been re-elected to the 2019-2020 PCI Security Standards Council's (SSC) Board of Advisors – a position she has held since 2015.

Stacy has helped the PCI SSC shape important standards, including PCI Version 3.2.1 to address Secure Sockets Layer (SSL), Transport Layer Security (TLS), Qualified Integrators and Resellers (QIR) and other security programs. In addition to the PCI Board of Advisors, Stacy represents Global Payments as Vice President of the Payment Processing Information Sharing Risk Council as well as supporting Women in Cybersecurity.

The California Consumer Privacy Act. The California Consumer Privacy Act (CCPA) readiness project was launched in 2018 to ensure compliance with California's new privacy law that will take effect January 1, 2020. Our Privacy Office is currently leading an effort to evaluate the impact of the law to each business that processes personal data for the citizens of California and to ensure we are fully compliant with the law by its effective date.

PCI Data Security Standards. Global Payments maintains compliance with the Payment Card Industry (PCI) Data Security Standards, applicable to the company's various processing divisions.

In addition, Global Payments has created an industry leading program to assist our qualifying merchants to meet the PCI Data Security Standard through partnerships with vendors qualified by the PCI Security Standards Council.

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

Cybersecurity

We are subject to cybersecurity and information theft risks in our operations, which we seek to manage through cyber and information security programs, training and insurance coverage. To strengthen our security and cyber defenses, we continue to deploy multiple methods at different layers to defend our systems against misuse, intrusions and cyber attacks and to protect the data we collect. Further, we work with external information security and forensics firms and employ advanced technologies to help prevent, investigate and address issues relating to processing system security and availability. We also collaborate with industry third parties to assist in efforts aimed at protecting the financial services ecosystem.

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 function derives its independence and authority by reporting directly to Global Payments' Board of Directors and brings a systematic and disciplined approach to evaluate and improve the effectiveness of the company's governance, risk management, information security and



control processes. The team also performs a number of annual assessments to confirm that management’s processes and controls support various compliance requirements. Our Internal Audit program is externally assessed by public accounting firms and federal regulators to determine that it conforms with the Institute of Internal Auditors’ and other regulatory standards.

Selecting Suppliers

As an international company, Global Payments embodies acceptance, security and convenience. We recognize the importance of human rights and are committed to uphold them across the enterprise. We accomplish this through compliance with the UK Modern Slavery Act and encouraging supplier diversity. We have a goal to establish a formal procedure to ensure we consistently consider small business enterprises (SBE), minority-owned enterprises (MBE) and women owned enterprises (WBE) when selecting new vendors and suppliers. This will allow us to identify and increase the utilization of diverse businesses throughout the enterprise.

Vendor Management

Effective management of our strategic vendors is critical to maintaining our operations as well as satisfying regulatory obligations. We have implemented an end-to-end vendor management program to address this risk. New vendors are assessed on six key risk factors and tiered based on the types of products and services provided to our operations. Comprehensive vendor risk assessments are performed annually for our most critical vendors.

Additional Resources

While this report features some of our recent programs, please see the additional resources below for other public disclosures. Questions or requests for additional information on our ESG initiative can be submitted to investor.relations@globalpay.com.

- [Global Payments](#)
- [Investor Relations](#)
- [Corporate Citizenship](#)
- [Careers](#)
- [2018 Annual Report](#)
- [2018 Proxy Statement](#)
- [Shareholder Voting Rights](#)



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