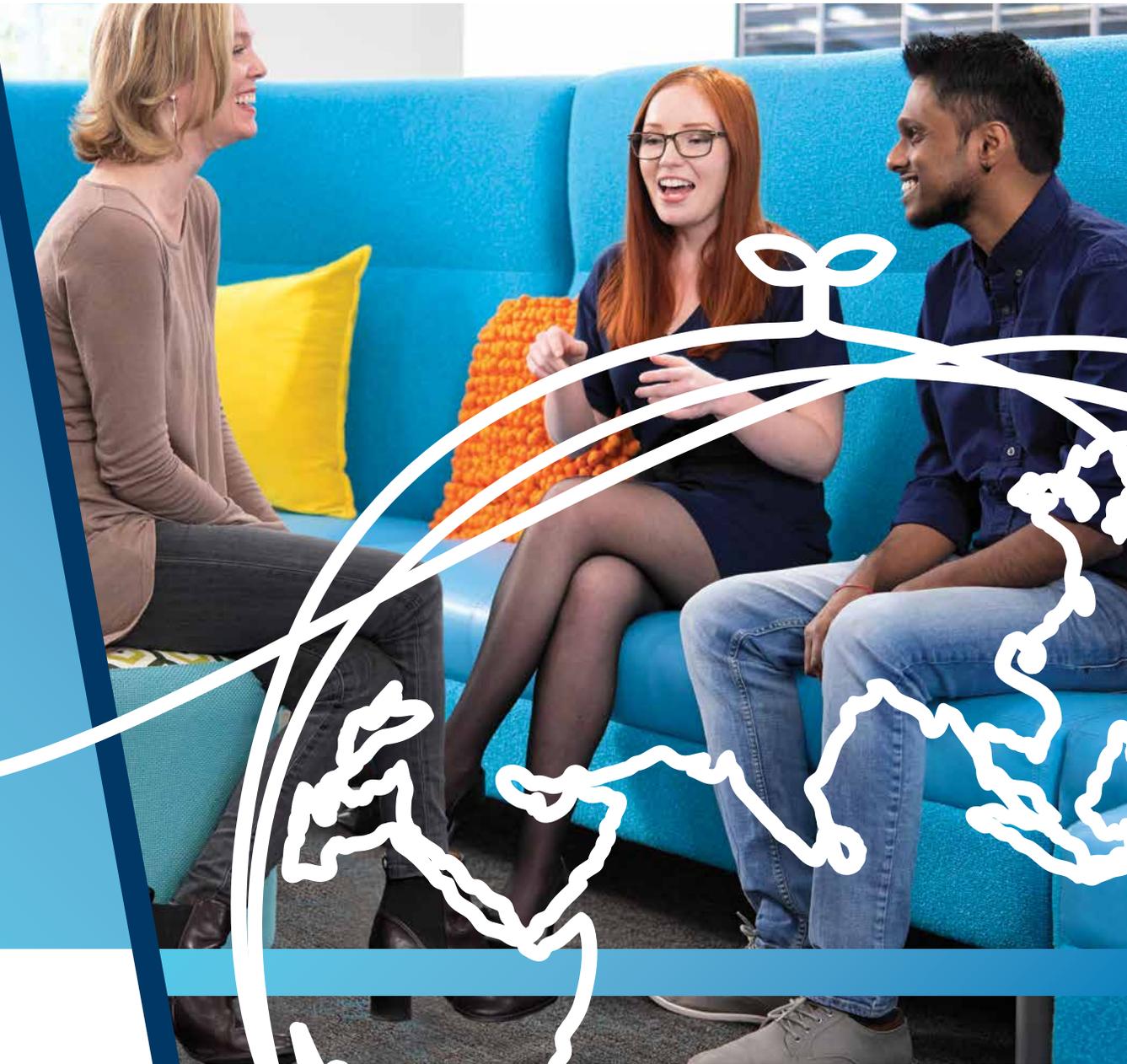


TSYS 2018 *Global Citizenship* Report





TSYS Global **Citizenship**

Here at TSYS, our actions today shape the company we'll be tomorrow – but they'll also shape our social environment, our cultural environment and the natural environment. We're well aware of the responsibility we possess beyond our own front doors as a global payments company that keeps money moving for banks, businesses and consumers.

But how do you keep money moving while also keeping an eye on the world around us? The short answer: we live and breathe our culture every day. It's a culture of putting people first that propels us forward, helping us improve people's lives in new ways. A culture with citizenship and responsibility woven into its very fabric.

By that same token, we're also driven by performance: the desire to do more today than we did yesterday and to push even further tomorrow. These dual components of being people-centered and performance-driven are at the heart of our Global Citizenship efforts.

We'd like to share with you the core components of our program:

Ethics and Compliance

Striving for an open, honest and ethical atmosphere is not only the right thing to do, it also minimizes risk and promotes a secure and compliant environment that helps us stay focused on growing our business.

TSYS in the Community

Being active by volunteering and giving back helps us contribute to the success and growth of our communities.

TSYS and the Environment

TSYS promotes environmental responsibility among individual team members and within the communities where we do business.

TSYS and our Team Members

Career development and personal and professional growth are essential parts of every team member's career at TSYS.

TSYS Diversity and Inclusion

Growth happens when everyone at TSYS can thrive. Our diversity and inclusion efforts champion an open and supportive workplace culture.

2018

AT A GLANCE

FINANCIALS



\$4.03 billion
in total revenue

\$81.29
Closing stock price in 2018

32.3 billion
Transactions processed in 2018
(excluding Netspend)

COMPANY FACTS



We have **44 offices or facilities**
in **13 countries** worldwide

Serving customers for **35+ years**

ETHICS AND COMPLIANCE



We were recognized by the Ethisphere Institute, a leading business ethics think tank, as one of the **2018 World's Most Ethical Companies** for the sixth time in seven years.

TSYS IN THE COMMUNITY



\$3.1 million

Amount donated in 2018, corporately, to **more than 190 organizations** through sponsorships and gifts

TSYS AND THE ENVIRONMENT



80%

The amount of waste diverted from landfills to a variety of recycling partners in the U.S.

100%

The amount of waste diverted from landfills to a variety of recycling partners in the UK

TSYS AND OUR TEAM MEMBERS



For the fifth time in a row, we were named to **The 2018 Civic 50** for our commitment to improving the quality of life in the communities where we do business.

TSYS DIVERSITY AND INCLUSION

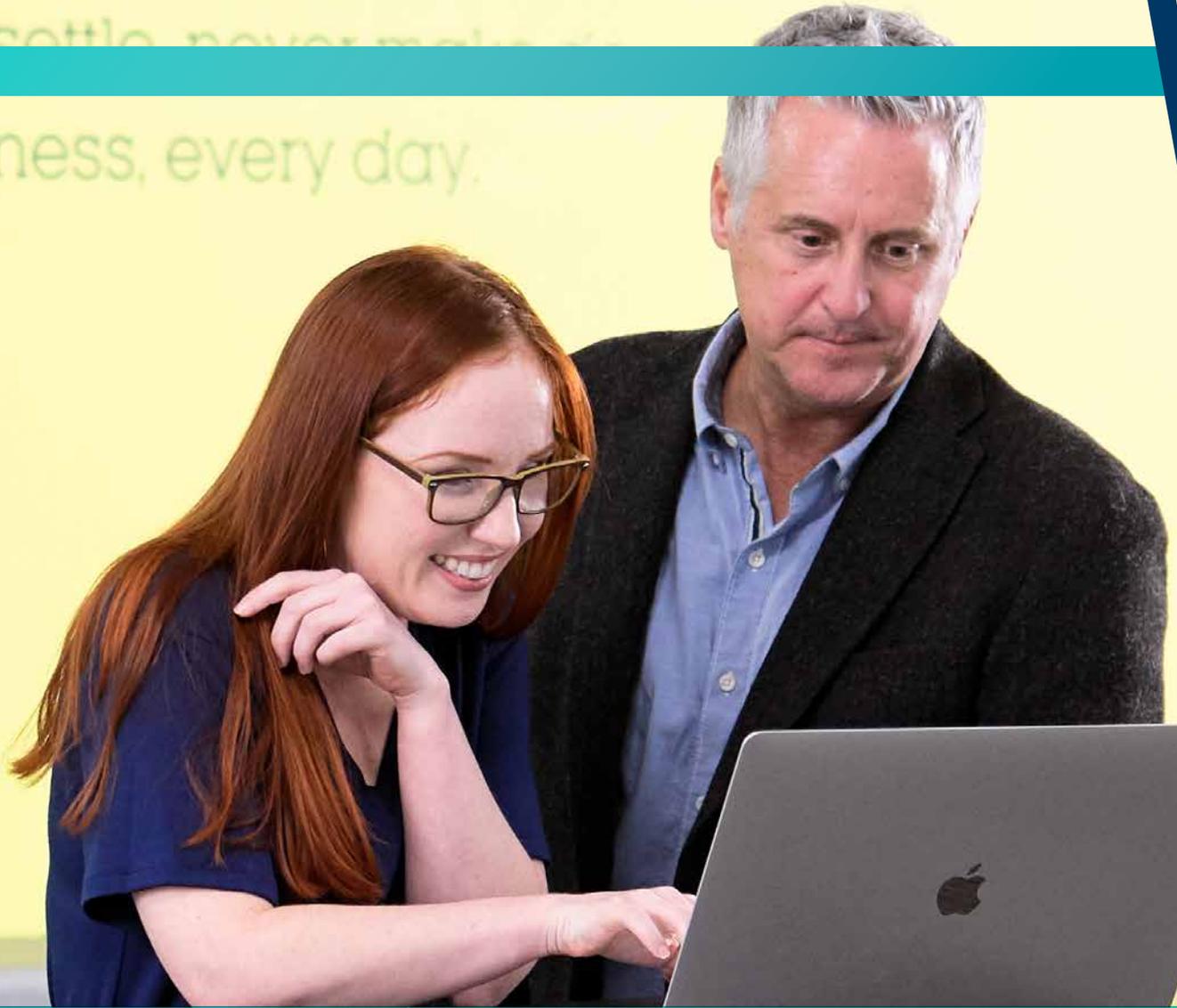


13,100+ Team members

66% work in the U.S.

34% work outside the U.S.

never settle, never make do
r business, every day.



| **100,000+** *hours*

*Time spent each year to ensure we remain
in compliance with local, national and
international regulations*

Ethics and Compliance

Our world is continually changing and so is our business, but our commitment to maintaining high ethical standards remains steadfast. That means we embrace doing what's right and treating people fairly. Our culture is stronger than ever, and continues to inform our thoughts and actions.



Protect team members, visitors and clients

Ensure compliance



Identify, reduce and mitigate risks

Develop and rehearse responses





Doing what's right goes beyond mere compliance with laws and regulations – it's the basis for every decision we make. In the long run, doing the right thing for the right reason earns us the trust and respect of our clients, and ultimately benefits our company, our team members and our shareholders.

To ensure an ethical culture, TSYS Risk and Compliance works to maintain a safe, secure, compliant and ethical environment in which risk is effectively managed so our business can flourish.

Our Objectives are Clear

- Protect team members, visitors, client data and physical assets.
- Ensure compliance with legal and regulatory requirements.
- Reduce risk associated with business continuity and disaster recovery.
- Identify and mitigate risks which could result in financial or reputational losses while optimizing capital growth.
- Reduce the risk and severity of non-malicious actions which could result in lost revenue or disruption of services.
- Develop and rehearse responses to adverse events related to the safety and security of personnel, property, data and potential for reputational damage.

We make managing ethics, risk and compliance a priority by placing it at the center of our organization.

This important work is supported and directed by top executive leaders and our board of directors. It touches every area of the company and is a frequent topic of discussion, planning and development.

We believe team member engagement is the key to maintaining high ethical standards as well as managing the company in a way that minimizes risk and encourages compliance in all areas.

Examples of how we support ethics and compliance initiatives include:

- TSYS team members receive training annually as part of our corporate governance program including Risk Awareness, Ethics Challenge, Information Security and Compliance Awareness.
- More than 1,500 team members each year complete Enhanced Anti-Corruption training.
- As a company, TSYS spends more than 100,000 hours each year across all platforms to ensure we are in compliance with local, national and international regulations.
- TSYS maintains a Compliance/Ethics Helpline, which is administered by an independent third party that takes anonymous calls related to ethical and other issues. The Helpline is staffed 24 hours a day, seven days a week.



Nothing is more important to us, our team members and our shareholders, than maintaining the highest levels of integrity and trust by operating within the boundaries of ethics and compliance.

- Team members acknowledge on an annual basis the provisions of the Team Member Guide, the Corporate Security Acceptable Use Policy and TSYS Code of Business Conduct and Ethics, which further drive team member accountability for minimizing risk.
- TSYS' Sales Code of Ethics is provided to our sales departments globally, and Sales Ethics Training is available to all team members.
- In 2018, TSYS created a Chief Ethics Officer role and implemented an Ethics Advisory Committee to advise, enable and support the Chief Ethics Officer in promoting a culture of ethics and integrity throughout TSYS.

Networking with other organizations is an essential way for TSYS to draw from existing knowledge and expertise in the areas of risk management and compliance. Through these associations, TSYS can remain on the leading edge and help drive new industry standards for excellence. TSYS is a member of:

- Association of Certified Anti-Money Laundering Specialists (ACAMS)
- Financial Services – Information Sharing and Analysis Center (FS-ISAC)
- Payments Processing Information Sharing Council (PPISC)
- Society of Corporate Compliance and Ethics (SCCE)
- International Association of Privacy Professionals (IAPP)
- Ethics and Compliance Initiative (ECI)

TSYS Risk and Compliance team members hold various certifications, gaining important education and training that enhance their ability to minimize risk. TSYS team members' certifications include:

- Certified Compliance & Ethics Professional (CCEP)
- Certified Anti-Money Laundering Specialist (CAMS)
- Community Emergency Response Team (CERT)
- Certified Information Systems and Security Professional (CISSP)
- Certified Business Continuity Professional (CBCP)



- Member Business Continuity Institute (MBCI)
- Leadership Professional in Ethics and Compliance (LPEC)

As a result of our corporate efforts to focus on ethics, risk and compliance, TSYS is frequently recognized as being a leader in the industry.

- In 2018, for the sixth time in the past seven years, TSYS was named by the Ethisphere Institute as one of the 2018 World's Most Ethical Companies in the payment services category. We were honored for implementing progressive and conscientious business practices and initiatives, which raise the bar for ethical standards in the payments industry.
- TSYS has been recognized five years in a row as one of America's most community-minded companies in The Civic 50, an annual initiative that identifies and recognizes companies for their commitment to improve the quality of life in the communities where they do business. The survey was conducted by the National Conference on Citizenship (NCoC) and Points of Light, the nation's definitive experts on civic engagement, and published by Bloomberg News.

- TSYS was also recognized by Thomson Reuters as one of the Top 100 Global Technology Leaders based on our commitment to leadership across eight pillars of performance, including people and social responsibility.

Nothing is more important to us, our team members and our shareholders, than maintaining the highest levels of integrity and trust by operating within the boundaries of ethics and compliance. Not only is it the right way to manage our business, it's the smart way.



3,689 team members
provided more than

73,000 hours of volunteer
time in their communities in 2018*.

**TSYS estimated number
One Million, Two Hundred Seventy-Five Thousand, No*

A pledge to the 2018-2019
United Way Campaign

Unit
W



TSYS in the Community

Service to others is more than a philosophy at TSYS; it is our responsibility as a people-centered company. Through corporate community initiatives and other volunteer activities, our team members everywhere have opportunities to contribute to the well-being and growth of their communities. We donate funds, time, resources and services to charitable, non-profit and community initiatives with the intention of improving the quality of life in the areas where we operate and "giving back" for the greater common good.

We are the Heart of TSYS

One of our primary responsibilities is to help team members understand the importance of their involvement in our community outreach programs:

- Every TSYS team member is given 20 hours of paid time away from work each year specifically to volunteer in their communities.
- The Heart of TSYS Committee comprises representatives from every segment and location of the company to determine the focus for community engagement events and to ensure we maintain a global and diverse perspective on all activities.
- Team members are encouraged to volunteer at local schools and universities through activities such as reading, tutoring, career days, job shadowing and more. In 2018, TSYS partnered with local schools to sponsor student-led hackathons, facilitate on-site office visits and participate in student panels and discussions on industry-standard solutions.
- In North America, we focus on United Way during the month of October and encourage team member involvement. In 2018, participating locations in the U.S. raised \$1,711,958 for United Way charities through fundraisers, shirt sales and other creative events, often organized by individual team members and departments.
- The TSYS Future Scholars Foundation, Inc., was established in 2008 and represents our commitment to support higher education through an annual scholarship program for the children of TSYS family team members. Each year, team members donate their own money to the program. In 2018, the Foundation surpassed the \$1 million mark thanks to individual gifts, division and department fundraisers as well as corporate-sponsored activities. Since its beginning, the TSYS Future Scholars Foundation has awarded 604 scholarships totaling \$1,057,750.
- The Netspend Foundation, created by TSYS subsidiary Netspend in 2017, is a higher education scholarship program for customers. So far, the Foundation has awarded 150 scholarships totaling \$350,000.

- Several times a year, we invite community advocates to share information regarding the programs they support with our leadership groups and individual teams at different locations. This promotes awareness and provides opportunities for team members to get involved in new community support activities.
- We solicit departments and workgroups to share their fundraising activities and volunteer opportunities which we share on our intranet and social media sites such as Facebook, LinkedIn and Twitter.

Community Outreach

We are also focused on encouraging and increasing team member participation in community outreach programs:

- Our leaders "walk the talk" by serving our communities through high-profile fundraising activities as well as non-profit committees.
- Annually, the Phil Tomlinson Heart of TSYS award is given to recognize team members who have a heart for giving in their communities. Named in honor of Phil Tomlinson, retired Chairman and CEO of TSYS, who has personified the Heart of TSYS through a lifetime of selfless service to others and his community, this award focuses on everything team members do to make their communities better places to live and work.
- We utilize our corporate intranet and social media outlets to publicize team members' contributions to their communities, inspiring others to give back to organizations and causes in which they are passionate. In 2018, 104 volunteer opportunities were promoted and shared: 43 in education, 33 in community need, 11 for holiday-related events and 17 in health and wellness.

Making an Impact on the Lives of People in Our Communities

Each year, TSYS funds a variety of programs supporting non-profit organizations on a corporate level and local basis. Some key highlights from 2018 include:

Sharing the Spirit of the Season

TSYS team members focus extra attention on supporting those in need during the holidays in the communities where they live by Sharing the Spirit of the Season. TSYS offices organize food, clothing and gift drives worldwide with the collected items going to local charities, ensuring items stay in the community. Our Sudbury, Canada, office raised funds during the annual Lions CTV Children's Telethon to help children in need. Our Belfast, UK, team donated clothing, bedding and toiletries for Help the Homeless, as well as collected clothing and toys for the Salvation Army. In Campinas, Brazil, team members collected clothing, footwear, candy and toys for APAS, an agency that cares for children from low-income families while their parents work. The Noida, India, team collected winter clothing and blankets to give to children and adults in need in the community, and team members in Myersville, MD, collected toys and clothing for Toys for Tots, which gives holiday presents to children in need. In Omaha, NE, team members participated in the Project Elf initiative of the Nebraska Children's Home Society, which helps make the holidays special for children who are in transition to foster care or adoption. Columbus, GA, team members donated clothes, toys and non-perishable food items to several charitable organizations, including Hope Harbour, Valley Rescue Mission, Open Door and House of Mercy. Individual team members and groups also fulfilled 200 Salvation Army Angel Tree sponsorships.

Growing the Next Generation of Technology Talent

TSYS is currently focused on promoting technology education and making students aware of related career opportunities by enhancing educational development in the community while building talent for future TSYS needs through our TSYS Technology Education Council. In 2018, TSYS partnered with Georgia State University faculty and students to develop the concept for a new rewards solution designed by TSYS architects and engineers. In Columbus, GA, team members involved with the Technology Education Council served as mentors for an "Hour of Code" in 30 local middle and high schools, engaging more than 4,000 students in bite-sized learning opportunities in computer programming and code. Council volunteers also participated in career days, speaking with students about their jobs to encourage future careers in technology.



In a partnership with Pluralsight, a technology training company, TSYS provided free learning sessions to teachers who teach computer science classes. TSYS was also honored with the Partners In Education (PIE) Partners at Large award for our commitment to showing students the Science, Technology, Engineering and Math (STEM) career and development opportunities available to them. This commitment to ongoing educational efforts helps develop the future leaders that will continue to shape our company – and our communities.

In our effort to further students' education through on-the-job-training, TSYS also participates in Project SEARCH, based out of our Card and Statement Production Center in Columbus, GA. This program provides on-the-job training and internships to high schools students with developmental disabilities. The TSYS Output Services team works with local school districts, Easterseals and Columbus Vocational Rehabilitation to help participants secure competitive employment while building interpersonal and communication skills. Interns spent 10 months at TSYS learning skills from team members and receiving classroom instruction from local teachers. The program has 12 graduates so far.



Answering the Call

TSYS encourages team members to engage in their communities by working together to improve the lives of those around them.

TSYS also teamed up with the Muscogee County School District's Community-Based Instruction (CBI) Program, hosting 15 students with developmental and/or cognitive disabilities on-site to prepare them to transition from school-based learning to meaningful post-secondary activities. Cypress, CA, team members partnered with Orangewood Foundation, assisting current and former youth in foster care by helping meet basic needs and hosting life skills workshops and job resources. Our Moscow, Russia, team supported Close People, which helps families that have adopted children with special needs get diagnostic and rehabilitation help for their children. In Nicosia, Cyprus, team members conducted a series of talent workshops for the Special Needs School of Nicosia.

TSYS team members know that in order for students to do well in school, they need the right supplies and tools for success. As part of TSYS' U.S.-wide Stuff the Bus Campaign and similar supply drives, team members in Columbus and McDonough, GA; Charlotte, NC; Boltonfield, OH; Sudbury, Canada; Nicosia, Cyprus; and Pune, India, collected and donated roughly

18,503 school supplies and 3,452 backpacks filled with supplies for students. Team members in Columbus, GA, also volunteered for Project Cookie Jar, teaching students financial planning and money management through Girls, Inc. In our York, UK office, team members provided financial management education and insight to 16- and 17-year-old students. In Pune, India, team members also organized talks at local schools to encourage students to stay in school and continue pursuing their education.

Answering the Call

TSYS encourages team members to engage in their communities by working together to improve the lives of those around them. In 2018, TSYS celebrated our 35th anniversary by looking for opportunities to make the most impact in our communities. Team members in Columbus, GA, partnered with Fort Benning to participate in the Disabled Veterans National Foundation's Suit Up Program, assisting 100 soldiers with finding a professional suit, shirt and shoes. Many soldiers, transitioning to civilian life, relied on these suits for job interviews. Other activities included

hosting a Family Day for soldiers and their families at the National Infantry Museum, as well as participating in Thanksgiving for Soldiers for the second consecutive year, a program that facilitates sharing a meal in team members' homes during the holiday with soldiers who are unable to be with their families.

Team members in Tempe, AZ, and Broomfield, CO, partnered to donate money equal to 100,000 bottles of water to St. Vincent de Paul, who distributes the water to the homeless and those in need in the Tempe area. The Broomfield and Aurora, CO, teams also raised money and collected goods to provide roughly 13,831 meals to families in Colorado and Wyoming in partnership with the Food Bank of the Rockies. The Personal Responsibility Social Group (PSRG) at the Noida, India, office held a Diwali Fete fundraiser to raise money for the Mala Smriti Home orphanage, and the York, Knarborough, and London, UK, offices raised an estimated \$4,000 for Children in Need, the BBC's UK charity that helps disadvantaged children and young people in the UK.

Each year, TSYS subsidiary Netspend hosts Community Connect where team members use funds loaded to Netspend products to actively give back when they see need in their communities. Team members walk in their customers' shoes for a day, experiencing some of the tough choices made about how to spend their scarcest resources – time and money. Team members in Austin, TX; Alpharetta, GA; San Mateo, CA, and India surprised people in their communities by stepping in to pay for their groceries, gas, bills and more during this annual event. As part of TSYS' United Way fundraising efforts in North America, team members raised funds company-wide for organizations such as the YMCA, Teen Advisors, the American Red Cross, Easterseals and the Homeless Resource Network.

Additional ways TSYS supports our communities include:

- In addition to formal programs supported by TSYS, team members actively volunteer for organizations that interest them. Since 2010, team members have used an optional online process to log their volunteer hours. In 2018, roughly 3,689 team members volunteered for a variety of causes and provided 73,780 hours of volunteer time in their communities.
- TSYS team members, from entry-level to executives, serve on boards in their various communities and participate in activities to actively support these organizations.

For example, in Columbus, GA, TSYS is involved with the Columbus 2025 initiative. This initiative represents Greater Columbus Georgia's plan to create a more competitive and prosperous region. The guiding principles of the plan are to increase prosperity, reduce poverty and improve overall quality of life for a stronger and more vibrant region for decades to come. Gaylon Jowers, TSYS' Senior EVP and President of Issuer Solutions, is a member of the Regional Prosperity Initiative Steering Committee, along with other leaders from the public, private and non-profit sectors, who are tasked with ensuring that this effort translates into meaningful change for the Greater Columbus area in years to come. Additional leaders from different parts of TSYS also serve on various action committees that support this initiative.

- Each year, TSYS donates corporately to non-profit organizations through sponsorships and gifts. In 2018, 193 grants were given by TSYS, totaling \$3,100,000.

TSYS and the Environment

Our company was founded more than 35 years ago with a core value of integrity – a commitment to doing the right thing by putting people at the center of every decision we make. But those people live on this planet, and that’s why we’re so passionate about environmental sustainability. Throughout our history, we’ve always taken action when it comes to preserving the environment.





Renewable **Energy**

In the UK, all of our energy comes from a mixture of wind, solar, hydro and biomass power.

Making an Impact in Our Own Backyard

In 2018, our Columbus, GA, headquarters recycled:

WASTE

1,266,652 lbs

PAPER

3,052,913 lbs

CARDBOARD

268,795 lbs

MISCELLANEOUS METALS

40,382 lbs

PLASTIC

3,768 lbs

STYROFOAM

2,880 lbs

Energy Consumption

Total Energy Consumption

We measure our energy efficiency using a kWh per transaction metric, which allows for business growth. This shows we achieved a reduction of 4.76% in 2018, when compared to the same period and properties in 2017.

Year	kWh per year kWh per PLEX	PLEX Jobs Reduction
2015	56,721,308 0.6499	87,273,771
2016	55,144,368 0.6107	90,299,790 -6.04%
2017	53,663,712 0.5559	96,533,444 -8.97%
2018	54,984,158 0.5330	103,162,947 -4.76%

At the start of 2018, we increased our property portfolio by adding a significant new facility in Columbus, OH. We will reset our baseline year for comparison to 2018, based on the following usage, which included the new facility:

2018	62,741,916 0.6082	103,162,947
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UK Energy Usage

2018 saw the completion of a two-year full refurbishment of our York office. During the project, we occupied just over half of the building, significantly reducing our energy usage during this time. Now that we are back to full occupation of the building, we have seen our in-year energy usage rise slightly. However, if we compare energy usage in 2018 to 2016 when we last occupied the full building, we have reduced energy consumption by 10.8%.

We will reset our baseline year to 2018 for the UK accordingly, so we have an accurate platform from which to measure our future progress against.

UK Accreditation

TSYS has maintained certification to ISO14001: 2015 (Environmental Management), BS OHSAS18001: 2007 (Occupational Health & Safety Management) and ISO50001: 2011 (Energy Management) for our York, Knaresborough and London offices.

Making a difference

Our team members in Nicosia, Cyprus, made a conscious effort in 2018 to reduce their impact on the environment. They removed all disposable water cups and single-use cutlery to reduce the amount of recycling, and re-purposed the budget for these items to provide fresh fruit for team members.

And they are already planning a series of events and lectures to provide information and insights on how team members can contribute to a sustainable environment and lifestyle, starting with a lecture by representatives of the Cyprus Energy Agency on "Energy saving and renewable energy sources for households."

In the UK, TSYS provides two electric cars for team members to use for traveling between our two closest sites in York and Knaresborough, which are separated by 20 miles. Over the course of 2018, our team members avoided creating more than one ton of CO2 emissions. (That's the equivalent of charging your cell/mobile phone 156,840 times!)

A commitment from the top

In 2019, Troy Woods, our Chairman, President and Chief Executive Officer, recently took part in the Business Roundtable CEO challenge, where he discussed what TSYS does to embrace sustainability.

Troy's message reinforced our commitment to putting people at the center of every decision we make. We aim to do this by improving the



environmental performance of our facilities, investing in energy efficiency in our offices across the world, and by ensuring our people are motivated to keep their impact on our planet at the top of their minds.

To watch Troy's video in full and hear more about our environmental efforts, visit www.businessroundtable.org and click on the Embracing Sustainability links.

TSYS and Our Team Members

Our team members are the face of our brand and bring people-centered payments to life. Our success as a company, and as a service provider to millions of people around the world, is dependent on our well-trained, competitively rewarded and greatly valued team members. Employing, developing and recognizing highly engaged team members are essential components of our overall approach to Global Citizenship.

Our Talent Management program involves creating solutions to hire, retain and develop our global workforce through career growth opportunities, leadership development, focused engagement programs, and other services to further enhance the team member experience.



*2018 was an award-winning year
for our team members:*

- Forbes 2018 list of **America's Best Employers**
- 2018 **Fortune 1000**
- **Top Veteran-Friendly Companies** by U.S. Veterans Magazine
- A 2018 **Best Adoption Friendly Workplace** by the Dave Thomas Foundation for Adoption



We Value Our Employment Brand

We take our brand seriously. Living up to the people-centered payments brand promise is important to our Talent Management team, and we work hard to ensure that those we serve know we care about their TSYS experience. Others notice our commitment. TSYS was named in 2018 to the Forbes List of America's Best Employers for the second consecutive year.

- We want to differentiate and promote TSYS as an employer of choice to current team members as well as potential team members, vendors, clients and others. To be attractive as an employer, we provide a competitive benefits package, salaries and meaningful work for our team members.
- TSYS is a fun place to work and play. We host an annual Team Appreciation Week each year in all locations across the company to let our team members know how important they are to the success of TSYS. Team lunches and activities are common throughout the year. And we even have a TSYS-themed escape room at one of our Columbus, GA, locations for team building efforts.
- Keeping our pulse on what matters to our team members is greatly important to us. That's why we invest in a biannual Team Member Survey where we ask team members personally about their job satisfaction, among other factors. And we take the

results seriously, empowering all team leaders to address areas of improvement within their group.

- We care about the hiring experience for applicants to our company. Regardless of whether an applicant is hired or not, each encounter is an opportunity to create an opinion about our brand and our people. We ask for feedback on every interaction and continuously work to create an ever-improving experience.
- When you have the best team in the world, it's natural to want to make the most of them and tap into their networks. We have a robust referral program where team members can recommend other team members for positions within our family of companies and get paid a bonus if their referral is hired.
- We want to be an employer who makes a difference in the lives of others.
 - For several years, TSYS has been recognized by the Dave Thomas Foundation as one of the Best Adoption-Friendly workplaces.

We recognize the sacrifices of our service men and women. TSYS provides significant support to team members who are called to active duty and looks for opportunities to hire former military personnel. TSYS is part of the Veteran's Jobs Mission, adding an average of 100 former military and active reserve or guard hires each year. Five times in the last seven years, TSYS has received the "Best for Vets" designation by the Military Times EDGE magazine that recognizes companies that go over and beyond the call of duty for their military and veteran employees. And in 2018, for the second consecutive year, TSYS was named to the list of Top Veteran-Friendly Companies by U.S. Veterans Magazine. Additional awards received by TSYS for their support of our military include:

2008: Above and Beyond Award

2011: Patriot Award

2013: 7 Seals Award

2014: Pro Patria Award

At our Netspend location in Austin, TX, team members who are veterans of the U.S. armed forces were honored as part of a "Veterans Day Recognition" during a company-wide quarterly meeting.

We Fuel the Workforce by Developing Our Team Members' Skills and Capabilities

- Having a clear vision and path to get there is critical to success. Talent Management integrates with our business teams to align human capital goals with strategic business goals. We remain forward-looking to address predicted workforce needs and trends.
- We encourage a culture of learning. TSYS offers our team members more than 6,000 virtual courses and more than 400 instructor-led courses. Courses are curated in our learning management system to help point team members in the right direction. This ongoing education helps develop our future leaders. We have a formal talent management program that ensures our team members' careers continue to grow and evolve. Pushing the status quo is built into the very foundation of our culture, and it shows through our ongoing talent management efforts.
- For every technology company, acquiring and retaining talent is a constant priority. To tap into our wealth of talent, we look within and invest in reskilling our workforce through internal boot camps and other efforts. This means the team we have will be ready to fill the jobs demanded of us in the future.
- Building a career requires developing skills and capabilities. We have a very diverse team member population, which requires many different skills to successfully do their jobs. We customize multi-week immersion programs to develop focused skills for teams.
 - We leverage subject matter experts from the business to provide delivery of highly technical topics to internal team members across the enterprise. Team members must apply to be considered as instructors and are chosen based on their content knowledge and ability to effectively deliver the subject matter. Approximately 300 courses are made available annually to our teams using this approach.
 - We want our team members to have a career, not just a job. We encourage career development and progression, and offer resources to help team members identify future opportunities for growth.
 - Not all development takes place in a formal setting. Team members are continuously offered on-the-job opportunities to build their skills. "Stretch" assignments are often provided to high performers, while many team members experience the opportunities to travel to other countries and work with different cultures as part of their daily routine. Internal job postings allow team members seeking different or increased responsibilities to explore new career options.

We Recognize Great Work

If a team member goes above and beyond the status quo, we're eager to celebrate it.

- One of the most prestigious awards at TSYS is our President's Circle, which recognizes a select number of exceptional team members who consistently perform at the highest level in all aspects of our business.
- We also offer a robust Rewards and Recognition program, where leaders and team members can acknowledge each other for a job well done. To honor deserving team members by recognizing their outstanding work, inspiring behaviors and growth mindsets, this program allows team members to redeem the points they accrue for a variety of rewards.

We Understand the Importance of Great Leaders

TSYS is dedicated to developing our current and future leaders as part of our people-centered, performance-driven culture. That means we have initiatives to develop team members both personally and professionally.

- We share our leadership values and language. Our world-class leadership development programs give leaders the tools to understand their role in bringing People-Centered Payments to life for our team members, shareholders and customers.
- We achieve more when we share a future vision. Each year, we host an annual Global Leadership Summit for the top leaders in our company, which focuses on corporate strategy and goals.
- We bring development to each leader's mobile device or desk. Leaders are busy, and our leaders are located globally, so we provide in-place learning opportunities delivered through email and our learning management system. Our Leadership in Action program provides bi-weekly focused content to leaders on a topic chosen by quarter.
- We plan for our future. We maintain our leadership pipeline by conducting a yearly leadership continuity exercise to ensure that the successors for key roles have been identified and are working on honing their skills to move to the next level. We want to groom our best and brightest for bigger things and our high potential program is focused on selecting key talent and helping them reach their potential.



More than
13,100+ team members

51% Male
49% Female

**less than 1% declared as gender non-conforming*



TSYS Diversity and Inclusion

We recognize that our team members and their unique talents, perspectives, insights and capabilities are critical to our growth and success. This ability to feel valued regardless of gender, race, religion and cultural or generational perspectives improves our productivity as a team – ultimately enhancing the bottom line.

We understand and appreciate the importance of creating an environment in which each team member feels fully valued, broadly included, and truly empowered to share ideas and contribute to the success of the company in meaningful ways. And that means we are committed to making it possible for every team member to actively collaborate with other team members to serve our customers and provide the products, services and solutions they need to succeed.



To accomplish these goals, we foster a supportive environment that embraces diversity and inclusion, and is open and receptive to great ideas from all viewpoints – with the goal of attracting the best talent, encouraging engagement, and creating a clear career path as well as a profound sense of pride and individual ownership among all team members across the company.

Structure and Leadership

In 2018, we developed a new leadership role overseeing all of our efforts to excel in diversity and inclusion (D&I). Our senior diversity and inclusion manager is backed by the strong support of the entire executive leadership team.

- In addition, we established a senior-level diversity council. This group includes representatives from many different cultures and underrepresented groups, and was created to provide insight and support for future diversity efforts.
- And finally, we are establishing D&I ambassadors at each of our 43 office locations worldwide, to help us execute tactics across various locations.

Team Survey

In 2018, we asked all of our team members around the world to participate in a Team Member Engagement Survey based on the seven elements of RESPECT (Recognition, Exciting Work, Security, Pay, Education and Career Growth, Conditions and Truth). We saw a 65 percent response rate in the first year using this model, and plan to continue building on the results in future years.

Training

We strive to ensure that team members consistently feel trusted, valued, included and empowered. This starts with introducing face-to-face unconscious bias training for all of our leadership. All team members have the opportunity to learn more about unconscious bias and other topics through online training.

Hiring and Recruiting

TSYS wants all team members to feel encouraged to have a voice – regardless of gender, race, religion, and cultural or generational perspectives. To establish hiring and recruiting practices to support our D&I efforts, we integrated our actions into our HR team with a software system called Entelo, which enables us to benchmark our efforts and identify pipelines for future needs. We use this system to track and review our progress and allocate accountability, circulating our progress reports in hiring and promoting women and minorities to all leadership.

- We're also planning for a more diverse future with an established succession planning and leadership development model for women and underrepresented groups. From individual contributors to aspiring leaders to middle-management as well as top-management opportunities, we commit to developing our best talent through every stage in their career.

Cultural Celebrations

TSYS encourages team members to celebrate and embrace cultural events that raise awareness of our team members' heritage and differences:



- Team members at our global headquarters in Columbus, GA, were invited to participate in our 18th annual black history month celebration. The theme of the event was "A Call to Serve: African American Legacy of Public Service," and guest speakers included U.S. Rep. Sanford Bishop (GA – 2nd District) and U.S. Rep. Joyce Beatty (OH – 3rd District).
- TSYS celebrated National Hispanic Heritage Month by recognizing the contributions of Hispanic and Latino Americans to the United States. During the celebration Columbus, GA, team members were treated to food samples and special dishes from different Hispanic countries at our Riverfront Café.
- At our Netspend offices in Austin, TX, team members also celebrated Hispanic Heritage Month by posting content throughout the month on our intranet page about the history of the Hispanic culture. They also decorated the office with Hispanic memorabilia, and held a "pot luck" lunch for all of our team members that included authentic dishes and desserts that Netspend team members prepared.
- For the seventh straight year, multiple TSYS locations around the globe celebrated Diwali, also known as the Hindu "Festival of Lights." Celebrations included decorating the different offices, team members dressing in traditional clothing, and sharing in authentic cuisine.
- In Austin, TX, Netspend team members also celebrated Diwali by creating a market place where team members shopped for Indian clothes, shoes and other novelty items to truly embrace and

experience this wonderful celebration.

- TSYS team members at our Tempe, AZ, location participated in the local Pride March during Arizona's Pride Month celebrations in October 2018.
- More than 100 Netspend team members walked together in the "Pride Parade" in downtown Austin, TX, to show their support for the LGBTQ community.
- Our Netspend team members also had the privilege of hosting a panel discussion on disability inclusion for the #ThriveWorldWide event in honor of the International Day of People with Disabilities.
- And in December, Netspend team members enjoyed the "12 Days of Holidays" celebration. During this time, team members of all faiths had the opportunity to celebrate their respective holiday traditions and rituals, including Hanukkah and Kwanzaa.

Success and Recognitions

- TSYS elected Joia M. Johnson, Chief Administrative Officer, General Counsel and Corporate Secretary for Hanesbrands Inc. (NYSE: HBI), to its Board of Directors in 2018. She was also appointed to the Board's compensation committee.
- TSYS' most senior female leader, Senior Executive Vice President and Chief Financial Officer Patty Watson, was honored by *PaymentsSource* as one of "The Most Influential Women in Payments 2018."
- Watson was also honored by the *Atlanta Business Chronicle* as one of the publication's "2018 Women Who Mean Business."

TSYS and the Future

Global Citizenship – and corporate responsibility – is a never-ending process. This year marks the 36th year we’ve been in business as a public company, and our core values and approach to doing business have remain unchanged. We continue to aspire to put people at the center of payments – certainly no small or easy challenge. Yet, we trust the successes we’ve experienced this year will carry us forward to confront the challenges and seize the opportunities that lay before us to help advance our Global Citizenship efforts even further in the coming years.

We put people first, which helps us better fulfill our purpose of improving people’s lives and businesses.

In 2018 and beyond, TSYS is taking a proactive stance on seeking additional ways to enhance our Global Citizenship efforts that will strengthen our commitment to People-Centered Payments and our focus on improving the lives of people and businesses around the world. We look forward to announcing our progress in future TSYS Global Citizenship reports.

...expertise, we'll help you unlock the
... You can trust us to be honest and transparent
... depend on us for stability and security. We will hold ourselves to
uncompromising standards. We will never settle, never make any
We will earn your trust, and your business, every day

TSYS



ABOUT TSYS

TSYS® (NYSE: TSS) is a leading global payments provider, offering seamless, secure and innovative solutions across the payments spectrum – for issuers, merchants and consumers. We succeed because we put people and their needs at the heart of every decision to help them unlock payment opportunities. It's an approach we call People-Centered Payments®.

Our headquarters are located in Columbus, Ga., U.S.A., with approximately 13,000 team members and local offices across 13 countries. TSYS generated revenue of \$4.0 billion in 2018, while processing more than 32.3 billion transactions. We are a member of The Civic 50 and were named one of the 2018 World's Most Ethical Companies by Ethisphere magazine. TSYS is a member of the S&P 500 and routinely posts all important information on its website. For more, visit [tsys.com](https://www.tsys.com).

