



TSYS Global Citizenship

Putting people at the center of everything we do is the core of TSYS' purpose to improve people's lives and businesses in the communities where we work and live. We call it **People-Centered Payments**, and it serves as the foundation for the TSYS Global Citizenship program which is our commitment to doing all we can to make our world a better place in addition to creating long-term consumer and team member value.

Through our Global Citizenship efforts, we believe our social environment, our cultural environment, the natural environment and our economic environment are enhanced by focusing on the various components of our program:



ETHICS AND COMPLIANCE

Managing 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.

ETHICS AND COMPLIANCE

Our world is continually changing and so is our business, but our commitment to maintaining the highest ethical standards remains steadfast. TSYS was founded on a corporate culture which embraces doing what's right and treating people fairly. That culture remains strong today and continues to be part of our People-Centered Payments brand promise.



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

A Culture of Ethics

Our reputation for being an ethical company creates long-term value. Prospective and current clients want to do business with a company that puts doing the right things above profits, and they stay with us as a result. The best and brightest come to work for us. Communities welcome us. Investors place their faith in us. All of these are the result of our reputation of honesty, integrity and fairness.

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 works to maintain a safe, secure, compliant and ethical environment in which risk is effectively managed so 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.

At TSYS, 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 TSYS fosters engagement and support of ethics and compliance initiatives include:

- Annually, TSYS team members receive training as part of our corporate governance program: Risk Awareness, Ethics Challenge, Information Security and Compliance Awareness.
- Over 850 team members each year complete Enhanced Anti-Corruption training.
- As a company, TSYS annually spends 120,000 hours 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 who takes anonymous calls related to ethical and



other issues, and assigns each call a unique identification number to which anonymous callers can refer during any follow-up calls. The Helpline is staffed 24 hours a day, seven days a week.

 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.

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 remains on the leading edge and helps drive new industry standards for excellence. TSYS is a member of:

- TRACE International (Multinational Member)
- Association of Certified Anti-Money Laundering Specialists (ACAMS)
- Financial Services Information Sharing and Analysis Center (FS-ISAC)
- Payments Processing Information Sharing Council (PPISC)
- Financial Services Roundtable
- Society of Corporate Compliance and Ethics (SCCE)

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) and Certified Information Systems and Security Professional (CISSP)

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.

- TSYS has been recognized by the Ethisphere Institute, a leading business ethics think tank, as one of the 2012, 2013 and 2015 World's Most Ethical Companies. TSYS was honored by Ethisphere for implementing and maintaining progressive and conscientious business practices and initiatives which are instrumental to the company's success benefit the community and raise the bar for ethical standards within the payments industry.
- TSYS has also been recognized in 2013 and 2014 as one of America's most communityminded 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' International Legal team was awarded the 'Silver' Award for the best in-house team in the UK at the International Legal Alliance Summit & Awards 2012.
- TSYS was awarded the "2013 ISE (Information Security Executive) Security Project of the Year" award for information security teams that have demonstrated outstanding leadership in risk management, data asset protection, regulatory compliance, privacy and network security.

Nothing is more important to TSYS, its team members and 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.



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, TSYS team members everywhere have opportunities to contribute to the well-being and growth of their communities. TSYS donates funds, time, resources and services to charitable, non-profit, and community initiatives with the intention of '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 is comprised of representatives from every business unit and location of the company to determine the community engagement focus for the year and to ensure we maintain a global perspective on all activities.
- TSYS team members are actively encouraged to be involved with their child's school or take an active role at one of the schools / universities supported by TSYS.
- Across North America, we focus on United Way during the month of October for the specific purpose of gaining team member participation. In 2014, TSYS team members raised over \$1.66 million to support local community agencies. TSYS was the largest corporate giver in the United Way of the Chattahoochee Valley 2014 campaign.
- The TSYS Future Scholars Foundation, Inc. represents our commitment to support higher education through an annual scholarship

program for the children of TSYS team members. Each year, we encourage team member to support the TSYS Future Scholars program, and in 2014, TSYS team members raised over \$113,000 to provide scholarships to 60 students.

- Several times a year we invite community advocates to share information regarding their programs with our leadership groups and individual teams at each location. This promotes awareness as well as 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 post for team members' reference on our intranet site.
- Annually we produce fun, educational videos to educate team members on the organizations we support.

We also are focused on increasing team member participation in community outreach programs. Some examples include:

- Our leaders "walk the talk" by serving our communities in a variety of high-profile fundraising activities as well as non-profit committees.
- Team members can volunteer during

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business hours in addition to the 20 hours referenced above through onsite blood drives, bone marrow drives, food and toy drives, health fairs and month-long United Way campaign activities.

- The Phil Tomlinson Heart of TSYS award, a new annual recognition, is given to 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 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.
- Additionally, we offer team members other various incentives for volunteering and fundraising.
- We utilize our intranet and social media outlets to publicize team members' contributions to their communities which gives other groups ideas of how they can give back, too.

Making an impact on the lives of people in our communities

On an annual basis, TSYS funds a variety of programs supporting schools, non-profit organizations and the arts both on a corporate level and on a per-location basis across the U.S.

Some key highlights from 2014-15 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.

In December, the NetSpend team holds an annual event called "Community Connect", described as a combination product immersion session, team and community engagement activity. In 2014, more than 300 team members on 50 teams in Austin, TX, and several other U.S. cities were tasked with using NetSpend products to complete challenges requiring them to step into their customers' shoes and walk through their communities. "We created Community Connect so that all of our team members spend at least one day experiencing the tough choices our customers make every day," said Chuck Harris, NetSpend president. "It reminds us what it takes for our customers to make their financial lives work and makes us a better company, better team members and a better team."

Other TSYS offices organize food and gift drives across the world, with the collected items going to local charities, ensuring that the items stay in the local community. Our Sudbury, Canada



office participates in the Edgar Burton Food Drive, and both our York and Knaresborough offices bring food for holiday meals served by the Salvation Army in the UK. Our Cyprus team is particularly attached to a children's shelter in Nicosia, where they donate toys every holiday season to brighten the day for those children. From Christmas baskets in Brazil to Project Elf in Omaha, NE, to Angel Trees in Columbus, GA, and Tempe, AZ, TSYS team members give to those less fortunate to make Christmas a reality for children in their communities. In both Columbus and Tempe, each year team members ask for an increasing number of angels to sponsor, and we have found that no matter how many trees need sponsoring, TSYS team members step up to fulfill the needs and wants of these children.

Strengthening Local Education:

The TSYS team around the world has identified local schools where team members can volunteer and various other ways that we can support students. In 2014, TSYS team members collected 1100 backpacks filled with school supplies to donate to children in need in the Chattahoochee Valley of Georgia and Alabama through a program called "Stuff the Bus". Other similar drives exist in our Tempe, AZ, office and our Omaha, NE, office. Team members in various locations with colder climates such as Sudbury, Canada; Omaha, and Boise, ID, hold

coat drives to donate coats for kids to wear as they travel to and from school. Additionally, the Boise team organizes a children's book fair for less fortunate children and has collected hundreds of books each summer in preparation for the next school year.

As a proud sponsor of the Partners in Education program in Columbus, GA, TSYS partners with two local schools: Downtown Elementary Magnet Academy and Shaw High School. In support of this program, our departments "adopt" classes throughout the school year; our Toastmasters Group mentors fifth graders on leadership and speaking skills; and, our leaders serve as mentors and classroom visitors regularly. Additionally, team members work in the partner schools to assist with recognition and crafts as well as in the classrooms of children throughout the community.

Financial Literacy Education:

TSYS' NetSpend team, based in Austin, TX, is committed to giving people a better way to bank and empowering consumers to be "self-banked", which includes teaching customers financial literacy. NetSpend has addressed the issue with a program on their website called "Managing Your Money." Various tools available on the website, along with testimonials, educational videos and social media articles are regularly published to the website and

NetSpend's social media accounts. From budgeting to alerts on accounts, NetSpend recognizes the importance of supporting people in meeting their financial goals, starting with education.

During the 2014 -15 school year, TSYS team members in Columbus, GA, introduced financial literacy and responsibility to local elementary school students. At the beginning of the school year, TSYS team members created the DEMA Challengers Financial Literacy Club for students in third through fifth grades. The club's goal is to help students develop healthy money habits today so they become fiscally responsible citizens later in life. Lesson plans from VISA's Practical Money Skills curriculum were used and concepts were reinforced by playing VISA's Financial Football and other games. The club won the Project of the Year award for "Enriching the Life Experience of Students".

Getting Healthy:

Our team members are the heart of TSYS, and making sure they stay healthy is not only the right thing to do but also a smart way to make sure our business stays healthy. From industry-leading benefits programs to education and support programs, TSYS helps our team get healthy.

We offer health assessments to every team member annually. And, TSYS offices offer a variety of health programs for weight loss and smoking cessation, and onsite health clubs or gym membership discounts to health plan participants.

Health awareness is another way that TSYS supports our teams in getting healthy. The TSYS Russia office in Moscow has supported an organization called "Gift of Life" for the past five years, dedicated to supporting families of children and young adults whose families cannot afford cancer treatment and other lifethreatening illnesses. During one fundraising drive for Gift of Life, the team collected 27,250 rubles for families. The Cyprus team sponsored the Falcon School "International Day of Yoga" program in 2014, focused on awareness and training for team members. Our offices hold blood drives for local blood charities throughout the year, exceeding goals with every drive, in cities around the world, from Nicosia, Cyprus to Pune, India.

Every June and October, TSYS dyes the main Campus facility fountain in Columbus, GA, blue or pink, to raise awareness for Men's Health and Women's Health month, respectively. In addition to Men's and Women's Health Awareness Fairs held in Columbus in 2014, with information from local health and wellness organizations, as well as free health screenings, the Pune team also held a health camp for team members. TSYS teams participate in Walk for Life relays and sponsor the Lucius Powers Memorial Golf

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Tournament for cancer research, named for a TSYS team member who passed away from cancer (raising over \$45,000 for the American Cancer Society) among other awareness efforts. TSYS partners with NAMI (National Alliance on Mental Illness) to provide team members with training programs, certifications and fundraising opportunities.

Active participation in getting healthy initiatives is also important. In our Golden, CO, office, the team holds the "Biggest Loser" program, with weight loss challenges and a 5K run. This office held three challenges in 2014, with 26 participants losing a total of 332 pounds. The newest TSYS office, in McDonough, GA, has embraced this culture by launching "RESET: Steps to a Healthier You!" During the summer months of 2014, the team offered healthy snack Mondays, daily fun health challenges and activities and a special walking challenge. In our Columbus, GA, office, TSYS sponsored the "Couch to 5K" training program to encourage non-runners to prepare for their first race.

Additional ways TSYS team members support their communities each year include:

- Each year, TSYS donates corporately to local, national and international organizations through sponsorships and in-kind gifts. In 2014, over 250 organizations were supported by TSYS.
- In addition to the formal programs supported by TSYS, the team actively participates informally by volunteering for organizations that interest them. Since 2010, team members have used an optional online process to log their volunteer hours.

• TSYS team members from entry-level to



TSYS AND THE ENVIRONMENT

TSYS' strength has always been our team members and their relationships with the people around us as well as our awareness of the impact that we have on the environment. As part of our commitment to maintain our People-Centered Payments brand, our reputation of integrity and doing the right thing, we take environmental consciousness seriously and place it at the forefront of our corporate ideals. In 2008, TSYS founded our team member led sustainability committee, TSYS Green, to focus on reducing our global environmental impact by promoting corporate responsibility among team members and in the communities where we have a local presence.



In 2014, our Columbus, GA, headquarter locations recycled:



1,927,636 lbs of paper, saving the equivalent of over 11,000 trees

Making an impact in our own backyard

Each of these measures, with the exception of metals, show improvement year over year, due in large part to our more strongly emphasizing the importance of recovering items from across our entire Columbus facilities footprint. Our metals recovery program did not increase year over year because in 2013 we conducted a special project to dispose of a large number of unused office workstations in a responsible manner.

Our electricity usage in 2014 fell, a reduction of 4.22 percent since 2012. This has been achieved by the introduction of new technologies into our data centers and improved engineering controls around our facilities. In addition, TSYS was among the Southeastern Corporate Sustainability Rankings Top 50 for 2014.

Another highlight of our 2014 environmental initiatives was the renovation of our North Center 300 building located in Columbus. We



Columbus, GA Electricity Usage

3,800,000

completely renovated this 72,000 square foot facility built in 1997 that had become underutilized as a warehouse and production site. Today, we house over 425 team members in this collaboratively designed and energy efficient building. Energy saving techniques that have been introduced in Building 300 include replacement of all mechanical cooling systems with newer, more efficient systems; advanced control systems for cooling, heating and lighting; and natural light harvesting.

As part of our commitment to maintain our "People-Centered Payments" brand, and our reputation of integrity and doing the right thing, we take environmental consciousness seriously and place it at the forefront of our corporate ideals.

Environmental responsibility is a global effort

Our International offices also contribute to our overall environmental initiatives. 2014 achievements include:

- Our UK offices reduced actual electricity consumption in 2014 by 5.23 percent, exceeding our published target of a 3 percent reduction. This was achieved by implementing new technologies within our data centres and effectively managing our environmental controls. All the electricity purchased in the UK comes from good quality combined heat and power sources, and is made up from hydro, biomass, biogas, wind, off-shore wind and photovoltaic generation.
- In 2014, the UK offices continued to work closely with our waste partners and succeeded in diverting 95.64 percent of all waste away from the landfill. We also reduced the amount of waste we sent to landfill by 75.5 percent, down from 15.245 tons in 2013 to 3.7 tons.
- In July 2014 we underwent successful interim audits for ISO 14001; 2004 (Environmental Management), BS OHSAS 18001; 2007 (Occupational Health and Safety Management) and the Carbon Action Standard Plus.
- Our Cyprus office moved to a new location choosing to install a 100% LED lighting solution throughout, significantly reducing electricity consumption.
- In an effort to reduce auto emissions, our York office team members participated in the York Cycle Challenge which runs for three weeks promoting cycling amongst the business community in the City. TSYS won the 200-499 employee category with 18% of York team members taking part, covering a total of 5282 miles in the three week period.

TSYS AND OUR TEAM MEMBERS

Hiring, developing and growing highly engaged team members are essential components of our overall approach to Global Citizenship. TSYS 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.



The TSYS Talent Management program is focused on creating and executing our global talent strategy. Through this program we identify value-added tactics to hire, retain and develop our global workforce such as career growth opportunities, leadership development, focused engagement programs, and other services to further enhance the team member experience. This initiative has a number of important objectives:

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.

- 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 interesting
 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. An internallyproduced monthly TV show called "The TSYS Life" features team member activities across the globe and enhances cultural awareness across our global footprint.

- 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 everimproving experience.
- Life happens and we offer flexible working arrangements if the job role allows. Over 1200 team members are able to help TSYS meet business objectives while they work from home or in alternative schedules to accommodate their personal needs.
- We want to be an employer who makes a difference in the lives of others.
 - TSYS is part of the 100,000 Jobs Mission, adding an average of 100 former military and active reserve or guard hires each year.
 - For several years, TSYS has been recognized by the Dave Thomas Foundation as one of the Best Adoption Friendly workplaces.

We fuel the workforce by developing our team member's skills and capabilities

Having a clear vision and path to get there
is critical to success. Talent Management
integrates with our business teams to develop
strategic goals and to align human capital
goals with strategic business goals. We
remain forward-looking to address predicted
workforce needs and trends.

"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.

• We encourage a culture of learning. TSYS offers our team members over 6,000 virtual courses and over 400 instructor led courses. Courses are curated in our learning management system to help point team members in the right direction. These numbers represent the investment in training for our team members during 2014:

Instructor Led Training:

- 14,541 team members completed training
- 4747 unique team members
- 87,234 training hours
- \$4,448,934 in estimated training costs

eLearning:

- 50,178 team members completed training
- 8458 unique team members
- 31,242 training hours
- \$1,593,342 estimated training costs
- Building a career requires developing skills and capabilities. We have a very diverse team member population, who require many different skills to successfully do their jobs.
 - 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.



Team members can work with their leader to identify areas of growth and self-direct their learning through the many offerings available.

- 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're proud of what we do to develop and support our team members — and we have the accolades to prove it. A few of our most recent honors include:
 - TSYS won honorable mention as a 2015
 Skillsoft Innovation award winner for Best IT and Technical Skills Development Program.
 - In 2014, TSYS was recognized by CUBIC (Corporate University Best in Class) by placing as a Top 5 finalist for Learning Organization of the Year and by HR.com's Leadership 500 as a top 10 finalist in the Large Company category.
 - In 2012, 2013, and 2014, TSYS was the recipient of Military Times EDGE "Best for Vets" that recognizes companies that go over and beyond the call of duty for their military and veteran employees.

In 2013, TSYS invested in a program to bring new technical talent into the company. The IT ED (IT Education) New Hire program consists of an immersion experience targeted to new hires who are either recent college graduates entering the workforce or persons who are new to the job role. The program is focused on training these new hires in the job roles of developer, test analyst or business analyst. The





purpose of the IT ED program is to fast- track the productivity of new hires in these roles and to continue building talent for the future. Since January of 2013, we have conducted four of these 90-day programs with 109 graduates who are productive, contributing members of our IT organization.

We understand the importance of great leaders

TSYS is dedicated to developing our current and future leaders.

- 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 our top 900 leaders in the 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 make sure
 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.

TSYS AND THE FUTURE

Global Citizenship is a never-ending process and corporate responsibility. As the world changes, so will our program and plans. The TSYS Global Citizenship program will grow into the future by continually looking for ways to add to and strengthen our efforts — insuring our long-term viability and sustainability.



We put people first, and we want to form relationships with people who share that philosophy and who can help us better fulfill our purpose of improving people's lives and businesses.

In 2015 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.





About TSYS

At TSYS* (NYSE: TSS), we believe payments should revolve around people, not the other way around We call this belief "People-Centered Payments*." By putting people at the center of every decision we make, TSYS supports financial institutions, businesses and governments in more than 80 countries. Through NetSpend*, A TSYS Company, we empower consumers with the convenience, security, and freedom to be self-banked. TSYS offers issuer services and merchant payment acceptance for credit, debit, prepaid, healthcare and business solutions.

TSYS' headquarters are located in Columbus, Ga., U.S.A., with local offices spread across the Americas, EMEA and Asia-Pacific. TSYS is a member of The Civic 50 and has been named one of the 2013 World's Most Ethical Companies by Ethisphere. TSYS routinely posts all important information on its website. For more, please visit us at www.tsys.com.



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