TSYS Global Citizenship

2016 Report

TSYS®

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 that 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.

Our reputation for being an ethical company creates long-term value. Prospective clients want to do business with a company that puts doing the right things above profits. Customers 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 Risk and Compliance 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 supports 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.
- More than 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 that 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:

- 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)
- 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)

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 also been recognized in 2013, 2014 and 2016, 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' 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 Information Security 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.

Spotlight

TSYS Earns World's Most Ethical Companies Recognition

TSYS has been recognized by the Ethisphere Institute, a leading business ethics think tank, as one of the World's Most Ethical Companies four times in the past five years. TSYS was honored by Ethisphere in 2016, 2015, 2013 and 2012, 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.

The World's Most Ethical Companies designation recognizes those organizations that have had a material impact on the way business is conducted by fostering a culture of ethics and transparency at every level of the company. This honor underscores TSYS' commitment to leading ethical business standards and practices, ensuring long-term value to key stakeholders including customers, employees, suppliers, regulators and investors.

"Earning this prestigious designation as one of the World's Most Ethical Companies further distinguishes us and delineates our commitment to act with trust and integrity – attributes that are highly regarded by our customers, our vendors and partners, as well as our shareholders," said M. Troy Woods, TSYS chairman and chief executive officer. "This is a testament to the fact that we do business in a way that's transparent, respectful and fair."

"Companies rely on Ethisphere to continually raise and measure the standards of corporate behavior. Those that demonstrate leadership in areas like citizenship, integrity and transparency create more value for their investors, communities, customers and employees – solidifying a sustainable business advantage," said Timothy Erblich, chief executive officer, Ethisphere. "Congratulations to everyone at TSYS for being recognized again as a World's Most Ethical Company."

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.

Service to others is more than a philosophy at TSYS; it is our responsibility as a people-centered company.

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 area and location of the company to determine the community engagement focus for the year and to make sure 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 2015, TSYS team members raised over $1.715 million to support local community agencies.
- 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, we encourage team members to support the TSYS Future Scholars program, and in 2015, TSYS team members raised more than $106,000 through a variety of fund-raising efforts, and TSYS donated $200,000 to provide scholarships to 69 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 that 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 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.
- 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. Our first recipient, Raveeta Addison, was named in September 2015. Raveeta works at the Riverfront Campus location and volunteers with Big Brother Big Sisters, United Way, Young Professionals and Girls, Inc., among other organizations.
- 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 2015 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 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, Neb., to Angel Trees in Columbus, Ga., and Tempe, Ariz., 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 2015, TSYS team members collected school supplies to donate to children in need in the Chattahoochee Valley of Georgia and Alabama through a United Way program called "Stuff the Bus," organized by our Heart of TSYS winner Raveeta Addison. Enough school supplies were collected for 1,173 children. Similar drives took place in our Tempe, Ariz., and Omaha, Neb., offices. Team members in various locations with colder climates such as Sudbury, Canada; Omaha, and Boise, Idaho, 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.

Our Pune, India team organized the Stationery Donation Drive over the summer of 2015. Team members collected stationery items such as paper, notebooks, pens, pencils, sketch pens, story books and crayons to donate to the children at Dnyandeep Orphanage and the Samyak Sankalp Orphanage, both in Pune.

As a proud sponsor of the Partners in Education program in Columbus, Ga., TSYS partners with two local schools: Downtown Elementary Magnet Academy (DEMA) and Shaw High School. In support of DEMA, our departments "adopt" classes to visit 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

Health awareness is another way that TSYS supports our teams in getting healthy.

crafts as well as in the classrooms of children throughout the community. At Shaw High School, team members help students prepare for college and job interviews and tutor students in math. Team members also regularly serve as judges at academic competitions and school spirit contests.

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 was 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 at the school district's Partners in Education end-of-the-year celebration 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. TSYS offices offer a variety of health programs, and health clubs (or memberships) in every major city where TSYS is located.

  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. This group is dedicated to supporting families who cannot afford the treatment for cancer and other life-threatening illnesses for their children. The Cyprus team sponsored the Falcon School "International Day of Yoga" program in 2015, which included awareness and training in Yoga 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. Team members in Sudbury, Canada recently reached a major milestone in their quest for better health and fitness. They logged millions of steps during an initiative aimed at encouraging team members to get active and achieve their wellness goals. Team members participated in the challenge by getting active and then counting their steps. And there were a lot of steps to count. They logged 2,305,422 steps during the four-week Wellness Challenge. The team member with the most steps, Ulrike Petrucka, logged almost 719,000 steps alone.

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. TSYS teams participate in Walk for Life relays and sponsor the Lucius Powers Memorial Golf Tournament to raise money for cancer research. The golf tournament is named for a TSYS team member who passed away from cancer. It's raised over $45,000 for the American Cancer Society. TSYS also partners with NAMI (National Alliance on Mental Illness) to provide team members with training programs, certifications and fundraising opportunities.

In our Golden, Colo., office, the team holds the "Biggest Loser" program, with weight loss challenges and a 5K run. This office held challenges in 2015, 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!"

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

- Tempe has an annual water drive, and set a goal to collect 20,000 water bottles for the 2015 Water Drive benefiting St. Vincent de Paul. Not only was this goal achieved, it was exceeded by more than 5,000 bottles. Donations in 2015 totaled a whopping 25,064 water bottles – more than the total amount collected in 2013 and 2014 combined.
- In the UK, the York team participated in the RBS Challenge, raising funds for STV Children's Appeal and The Prince's Trust with Royal Bank of Scotland.
- During the fall, the TSYS team in Columbus sponsored a thank-you lunch and breakfast for the men and women of the public safety agencies of Columbus and Phenix City (and surrounding areas), to tell them how much we appreciate them.
- Across Columbus each year, teams help build and renovate houses for House of Heroes, benefiting veterans and their families. During 2015, Columbus teams sponsored and worked on seven houses.
- Each year, TSYS donates corporately to local, national and international organizations through sponsorships and in-kind gifts. In 2015, more than 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 executives serve on boards in their various communities and participate in activities to actively support those organizations.

Spotlight

NetSpend Team Members Connect with Community

Each winter, our NetSpend team holds Community Connect, which is a combination product immersion session, team-building event and community engagement activity. In 2015, more than 300 team members on 50 teams in Austin, Texas, and several other U.S. cities used NetSpend products to complete challenges requiring them to step into their customers' shoes and walk through their communities.

Team members are split into teams and each team is given a list of tasks to complete and a budget. Teams use public transportation and NetSpend prepaid cards to travel the city accomplishing tasks such as buying groceries, paying bills and filling gas tanks for random people in the community.

Senior Operations Manager Santiago Rodriguez enjoyed meeting people in the community during the 2015 event. "From treating someone to lunch, helping out with an electric bill, or surprising someone with a gift card, the greatest rewards were tears of joy, hugs and handshakes," he said.

Tasks were created based on the lives of NetSpend cardholders, which made activities authentic and gave the day a strong purpose, said Yvonne Devany, Sr. Director of NetSpend Payment Solutions.

She found the most rewarding part of the event was watching people "pay forward" these random acts of kindness. "I loved seeing someone who was just gifted something, turn around and do the same for someone else. The act of helping, giving and sharing becomes contagious.

This event is a reminder of how YOU, as one person, can really make a difference."

To create the task lists, call center team members and vendor partners were asked to submit interactions with cardholders. Six of those cardholders were given NetSpend cards pre-loaded with monetary gifts at Community Connect. Chuck Harris, NetSpend president, told the customers "All we ask in return is that you pursue your dream. That's it. This is our favorite part of the year."

Senior Customer Service Manager Ray Montemayor, who coordinated the call center effort said: "Our frontline vendor partners really enjoyed this experience and were able to capture a small piece of what this event is all about. This event is a great reminder of how we all play a role in impacting our customers' lives. Engaging in this event helps keep us grounded, we are all here because our customers choose us."

The NetSpend team in India participated by raising money and delivering more than 1,100 books and goodies to children at a local orphanage.

In total, Community Connect raised $100,000, which was given back to the community.

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.

Environmental responsibility is a global effort.

Making an Impact in Our Own Backyard

In 2015, our Columbus, Ga., headquarter locations recycled:

2,400 lbs of Styrofoam

445 lbs of aluminium cans

7,080 lbs of plastic bottles

587,800 lbs of cardboard

24,080 lbs of miscellaneous metal recycling

1,628,223 lbs of paper, saving the equivalent of more than **13,000** trees

Special Efforts to Recycle Paper

TSYS recycles many materials, but paper is by far the largest in volume. TSYS has created an in-house paper recycling program to ensure that sensitive material is collected and destroyed appropriately by our own team members. To begin this in-house recycling effort, TSYS purchased the necessary recycling equipment and renovated a portion of one of our buildings to accommodate the new equipment.

Energy Consumption

In 2015 our electricity consumption increased a total of 2.778 percent. This increase is justified with a PLEX metric. This metric shows how much electricity was used for processing jobs in our data centers. Measuring kWh per job, we show a 6.36 percent reduction for 2015. Basically for 2015 our total kWh (consumption) increased and our PLEX job number increased but our efficiency improved along with this.

PLEX vs. Electricity Metric

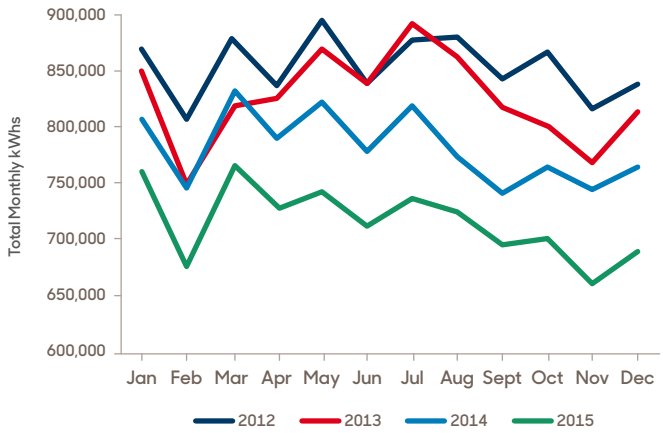
YEAR	kWh per year	PLEX Jobs	kWh per PLEX	Reduction
2014	52,775,792	79,512,934	0.6637	
2015	54,241,873	87,273,771	0.6215	6.36%

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.

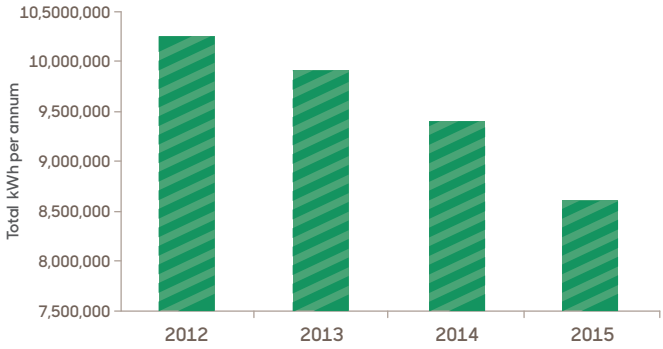
UK Electricity Usage

In 2015, the combined electricity usage from the York, Knaresborough and London offices fell by 8.3 percent, exceeding our published annual target of a 3.5-percent reduction. This is the fifth consecutive year our electricity consumption has fallen, and we are now using less electricity than we did in 2008.

Monthly UK Electric Usage 2012–2015



Annual UK Electricity Usage 2012–2014



UK Accreditation

TSYS achieved accreditation to ISO50001:2011 (Energy Management Standard) in May 2015. This complements our existing accreditations for ISO14001: 2004 (Environmental Management) and BS OHSAS18001:2007 (Occupational Health & Safety Management) and ensures compliance with the new 'Energy Savings Opportunities Scheme' (ESOS) introduced by the UK Government in 2015.

Cyprus Electricity Usage

In 2014, TSYS completed a move to our new Cyprus office in Nicosia. Many new technologies were introduced into the office, including a full LED lighting system. These changes have resulted in a 28-percent reduction in electricity consumption compared to our 2013 usage when we occupied four different buildings.

CDP Score and Environmental Policy Documentation

Our score in the Carbon Disclosure Project (CDP) report continued to increase in 2015. In the past two years we have seen our score nearly triple due to efforts to greatly expand our data sets. We saw an increase of 95 percent in 2014 and 46 percent in 2015.

Another important goal for 2015 was evaluating and updating our environmental documentation. We updated the "TSYS Global Energy Policy," "TSYS Global Environmental and Recycling Policy" as well as the "TSYS Environmental Management System (North America)" document in order to more accurately reflect the current state of our environmental efforts.

Spotlight

52% of York Office Participates in York's BIG Challenge

In 2015, the York Cycle Challenge expanded its horizons to include any form of transportation alternatives, reconcepting as the York BIG Challenge. Our enthusiastic team members were runners-up in the 90-499 category and we had an amazing 192 team members take part — that's 52 percent participation! Everyone who recorded a run, walk, cycle, work from home day, train, bus, park and ride or park and pedal journey all contributed.... in total TSYS team members saved 8,545 kg of CO2 and burned a massive 651,856 calories within the 4 weeks the challenge ran!

The York BIG Challenge is a city-wide competition that encourages people to use alternatives to driving their own cars. The four-week challenge includes commuting to and from work and to and from weekend outings. TSYS team members rose to the challenge and changed their daily driving habits. Team members walked, cycled, ran, car-shared and used the bus, train, park-and-pedal, park-and-ride services. Some team members even used video conferencing and other tools to work from home.

Lee Williams, a Programmer Analyst with MTA International, won one of the competition prizes for walking the most. Lee completed 131 journeys, walked 350 miles, and burned 28,700 calories.

"The BIG challenge was a great way for me to replace my bus journeys with walking, which was not only good for the environment, but for my fitness too. I was very pleased to win a £50 voucher for my efforts, and put it towards the cost of some new boots to replace the ones I almost wore out," Lee said.

For the 2015 York BIG Challenge, 52% of TSYS team members (192 people in total) took part.

Participants:

Burned 651,856 calories

Traveled 44,457 miles

Saved 8,545 kg CO2

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 tactics to hire, retain and develop our global workforce through value-added programs such as career growth opportunities, leadership development, focused engagement programs, and other services to further enhance the team member experience. Our program 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 internally produced 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 ever-improving experience.
- Life happens, and we offer flexible working arrangements if the job role allows. More than 1,200 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.
  - 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. In 2012, 2013, 2014 and 2015, TSYS was the recipient of 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. 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

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 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 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 2015:

  Instructor-Led Training
  - ***9,815 team members completed training***
  - ***3,746 unique team members***
  - ***55,894 training hours***
  - ***$2,850,594 in estimated training costs***

  eLearning
  - ***67,652 team members completed training***
  - ***9,276 unique team members***
  - ***50,151 training hours***
  - ***$2,557,701 estimated in training costs***

- 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 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'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 2014 and 2015, TSYS was recognized by HR.com's Leadership 500 as a top 10 finalist in the Large Company category and Innovation in Leadership categories, respectively.

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 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. 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.

Spotlight

IT ED Program Helps New Hires Succeed

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 for new hires who are either recent college graduates entering the workforce or people 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.

Melissa Miller Davis, who is a graduate of the first IT ED class, spent 10 years working as a stage manager for several theater companies before being hired at TSYS as a Business Analyst.

"The IT ED program helped me get my head around the IT world. Coming from theater, mainframe and coding was not something I was very knowledgeable about."

In addition to the technical training, the IT ED program helped Melissa understand the payments industry and TSYS' role. "Without the program I would have faced a steep learning curve. I would have been really lost on the mechanics of the systems and what TSYS does as a whole."

As part of the program, new hires meet with people leaders who offer guidance and advice on working with specific clients and programs. Thanks to some of these meetings, Melissa was approached about a project manager job that would utilize the organizational, communication and people skills she'd developed in her theater career while taking advantage of her newly acquired technical knowledge.

"On top of IT ED teaching us the TSYS world, it also gave us an opportunity to show our strengths,"

Melissa said. Upon her IT ED graduation, Melissa moved into the project manager role, working on the conversion of a high-profile client.

After that conversion, Melissa worked with several more high-profile clients and now works remotely from Florida. Melissa credits IT ED with helping her network within TSYS to find the best fit for her skillset and helping her succeed in her new career. "Existing team members were very receptive with helping us out and showing us the ropes, which gave me confidence," she said.

IT ED graduates often stay in contact with each other after the program ends to exchange ideas and work on projects. At the end of 2015, recent graduates participated in a community Hour of Code event by working with elementary children at a local school. The team members used popular video games to help kids understand basic concepts of coding.

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 – ensuring 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

TSYS® (NYSE: TSS) unlocks opportunities in payments for payment providers, businesses and consumers. Our headquarters are in Columbus, Georgia, USA, and we operate in more than 80 countries with local offices across the Americas, EMEA and Asia-Pacific.

We provide seamless, secure and innovative solutions across the payments spectrum — from issuer processing and merchant acquiring to prepaid program management — delivered through partnership and expertise. We succeed because we put people, and their needs, at the heart of every decision. It's an approach we call 'People-Centered Payments®'.

Our industry is changing every day — and we're leading the way toward the payments of tomorrow. We routinely post all important information on our website. For more, visit us at tsys.com.

2016 WORLD'S MOST ETHICAL COMPANIES® ™ WWW.ETHISPHERE.COM

For the fourth time in five years, TSYS was named one of the 2016 World's Most Ethical Companies by Ethisphere, a global ethics think tank.

THE CIVIC 50

In 2016, TSYS was named to 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 Points of Light, the nation's definitive experts on civic engagement. TSYS was honored by Points of Light for the third time since 2013.

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