

2024 **Global Responsibility Report**

Our Culture, Environment,
Communities and
Commitment



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Forward-Looking Statements

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

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

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

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



Message from **our CEO**

I am incredibly proud of all Global Payments accomplished during my first year as CEO. Our team members continually perform at the highest level to deliver outstanding service experiences to our customers and drive our company's success. This includes outstanding execution on multiple transformative transactions last year. I am also particularly pleased with the commitment our team members continue to demonstrate as we integrate EVO Payments and combine our two great and complementary cultures.

I am more enthusiastic about the future than ever. We have persevered through many challenges over the last several years, and our company is stronger and more resilient as a result. Moving forward, we will continue to advance the key pillars of our strategy, while making it as easy as possible to do business with us, maintaining our focus on execution and strengthening our culture. We also remain steadfast in our commitment to our team members, shareholders, customers, and communities around the world.

Simplifying & Positioning our Business for the Future

We successfully closed the acquisition of EVO Payments in March 2023, expanding our global footprint into new geographies, increasing our scale in certain existing markets and furthering our B2B capabilities. We remain excited about the opportunities ahead of us with EVO as we continue to bring our two organizations together. Fortunately, we started with shared common values around people and performance. Those elements continue to serve as the foundation in determining how we move forward together.

In 2024, we began a holistic business transformation initiative designed to streamline and simplify our business model and operating environment as we prepare for our next phase of growth, while increasing the efficiency and effectiveness of our business. This includes increasing commercial productivity, accelerating product development, enhancing our customer partnerships, simplifying the organization, and unlocking opportunities to further invest in our business to accelerate growth.



These initiatives also aim to improve our team member experience and collaboration to enable us to fully reach our potential. We look forward to sharing more about our bold future as we execute on our transformation.

Global Payments Mission, Vision and Values

At Global Payments, we strongly believe that our mission, vision, and values are key to helping us achieve our goals and are what drive our growth and success. Our true measure of success comes down to us — who we are, what we believe in and importantly, how we do things. When I took over as CEO in June of 2023, one of my key

priorities was to provide our organization a clearer view of our mission, better defining what we are here to do, why we exist as a business and what we bring to our customers. **Global Payments' mission is to empower digital transformation with payment and software solutions that elevate commerce experiences and enhance business operations.**

I also wanted to ensure we had an aspirational vision reflecting our ambition for our company and what we want to achieve as a team. **Our vision is to enrich lives around the world by making commerce effortless for businesses and consumers.**

In order to support our mission and help us achieve our vision, our leaders and team members worked to define a core set of values that resonate broadly across our organization and that we all can model each and every day. It was also important for our values to be simple and straightforward, while reflecting the guiding principles that define our behaviors as we go forward.

Our values start with **Passion**, as it is critical our team members have passion for what they do every day as well as for the customers we serve and the communities in which we live and work around the globe.

We are also focused on fostering a culture of **Accountability**. Each of our team members must be empowered to take responsibility for outcomes and to recognize what is driving positive results and where we need to take corrective action to be the most effective organization.

The value that may be most critical is that we **Care**. We must care for the organization and live that every day. By caring and treating one another in the right way, we ensure that our team members feel confident in bringing their true and authentic selves to work and that they feel valued in the organization. Our value of caring extends to our customers and aligns with our team members commitment to deliver best-in-class solutions, service, and experiences. We also demonstrate the care we have for our communities through two Worldwide Days of Service each year.

At Global Payments, we must always strive for **Excellence**. As an organization we want to deliver the very best outcomes for our team members, our partners, our customers, our communities, and our shareholders. Our unwavering commitment to service and support is foundational to who we are as a company today.

Our final value is **Ingenuity**. While Global Payments is a large organization and a Fortune 500 company, our team members maintain an entrepreneurial spirit with a focus on driving innovation and customizing the right solution for every one of our customers. We value that our people are committed to solving for complexity and meeting the unique needs of clients around the globe.

These values in support of our mission and vision unite us as a team and will ensure we continue to deliver excellence in every customer experience, celebrate and inspire each other, and have a meaningful impact on our communities around the world.



At Global Payments, we are a team committed to redefining success with a continuous improvement mindset and by constantly striving to do better as an organization. I am excited about how our mission, vision and values will continue to support our outstanding execution, including our efforts to drive positive change across our four Global Responsibility pillars of **Culture and Values, Environmental Sustainability, Community Impact** and **Corporate Responsibility**.

Sincerely,

Cameron M. Bready
Chief Executive Officer

Message from **our CHRO**

At Global Payments, we believe our mission, vision and values set the standard for how we do business and how we care for our customers, communities and each other. They are critical to achieving our goals and creating a culture that is second to none.

Together, we share a common commitment to inclusivity, ingenuity, and personal accountability. It is an integral part of who we are, how we treat each other, and why our customers and partners continue to choose to do business with Global Payments.

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

We have much to be proud of over the past year, including earning a place on Fair360's 2024 Noteworthy Companies List for the second consecutive year. This recognition is a positive reminder of the hard work we are doing to reach our vision of being "Champions of Inclusion."

Additionally, we introduced our first-ever Wellness Week — furthering our commitment to the health and well-being of our many diverse team members. Throughout the week of June 24-28, 2024, we celebrated wellness and educated team members on the many important aspects that contribute to our overall well-being. As part of our Wellness Week celebration, all team members had the opportunity to enjoy one day off to prioritize self-care.

As we move forward, we aim to improve the team member experience by becoming a place with new and better ways of working together as one company as we embark on our business transformation journey.

Sincerely,



Andréa Carter
Chief Human Resources Officer



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

About **Global Payments**

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

Headquartered in Georgia with approximately 27,000 team members worldwide, Global Payments is a Fortune 500® company and a member of the S&P 500 with worldwide reach spanning North America, Europe, Asia Pacific and Latin America. For more information, visit company.globalpayments.com and follow Global Payments on [X](#), [LinkedIn](#) and [Facebook](#).



Our Mission, Vision and Values

In 2024, we established our new mission, vision and values. We structured our mission and vision in a way that encapsulates all the things we do as a company. We thought about the culture and values we want to have, while also considering who we are and who we have always been. Our values play a critical role in how we execute on our business priorities. They are easy to identify, and they are exemplified in the actions of our team members and in our leaders every day. Our values are our common thread, ingrained in how we operate and in the behaviors of all team members in our organization.

Mission

To empower digital transformation with payment and software solutions that elevate commerce experiences and enhance business operations

Vision

To enrich lives around the world by making commerce effortless for businesses and consumers



Our mission and vision are how we define our purpose, and our values are the roadmap for how we conduct business. Our team members have a caring and collaborative mindset and a passion for delivering best-in-class outcomes for our customers, partners, and communities.”

David Green

Chief Administrative Officer

Our Values



Passion

We are deeply committed to serving our customers and supporting our team members and communities.



Care

We are kind, compassionate, inclusive and empathetic.



Accountability

We are trusted to always do the right thing and are responsible for our outcomes.



Excellence

We deliver outstanding quality in all that we do with a high degree of integrity, pride and professionalism.

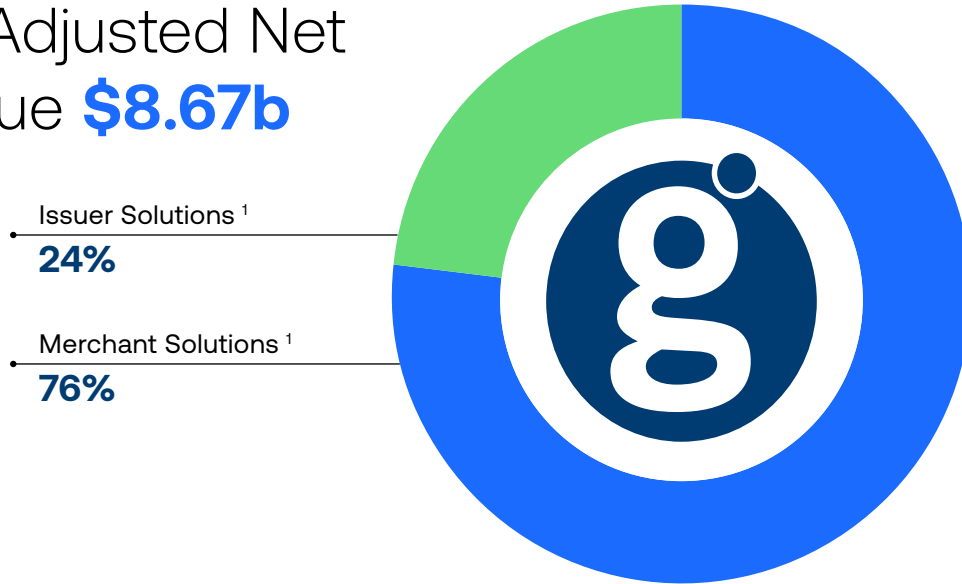


Ingenuity

We are solution oriented and innovation focused.

2023 Performance

2023 Adjusted Net Revenue **\$8.67b**



Metric highlights

~27,000
employees

100+
industries served

140+
payment types across every channel

~5m
customer locations

75b+
transactions

875m
cards issued

¹Excludes the Consumer Solutions business, divested in April 2023.



We saw consistent business performance throughout 2023 despite ongoing uncertainties, highlighting the durability of our model and strong execution of our strategy.”

Josh Whipple
Chief Financial Officer

2023 Financial & Operational Highlights

We delivered the following key milestones consistent with our long-term growth strategy:

Simpler Business Model

- Successfully closed the acquisition of EVO Payments in March, which complements our strategy by providing further penetration into integrated payments, enhancing our B2B capabilities and expanding our exposure to stronger secular growth markets globally.
- Completed the divestitures of our NetSpend Consumer assets and our Gaming Solutions business in April, creating a simpler business model centered on our core corporate and financial institution customer base.

Software-Driven Payments Focus

- Announced new partnerships with the Atlanta Braves and Atlanta Hawks to serve as the official commerce technology provider for Truist Sports Park and State Farm Arena, expanding our presence in stadiums and entertainment venues.
- Renewed our relationship with Principality Stadium, home of Welsh rugby and football, and expanded our services with Wembley Stadium in London.
- Selected by leading food service management company, Sodexo, to be its preferred point-of-sale and kiosk partner, making us the partner of choice for the three largest players in the food service management space.
- Achieved a new school district partnership with Oklahoma City, expanded a partnership with Baltimore County, and extended a large existing relationship with Chicago Public Schools.
- Signed a new partnership with Langara College in Vancouver and extended a relationship with the Texas State University System.
- Announced new partnerships in the communities and events market, including YMCA Vancouver, Alterra Mountain Company, the New York Triathlon, the Sydney Half Marathon, and our largest ever win in the community vertical with the City of Toronto.
- Launched our new progressive payment facilitation model (ProFac), a hybrid option that provides many of the benefits of being a payment facilitator while minimizing the heavy burden that comes with it.

- Partnered with new customers in our integrated business, including 402 Ventures, Autosoft, Black Knight, and Inovalon.
- Delivered strong point-of-sale software business growth, as more merchants use payments and other add-on capabilities in our platform.
- Partnered with Featurespace on Foresight, our market-leading fraud solution that uses Generative AI to detect fraud strategies in real time, utilizing our proprietary data.

International & Faster Growth Market Exposure

- Expanded education solutions partnerships to international markets, launching MySchoolBucks in Australia and TouchNet achieving new wins in Canada, Australia and the United Kingdom.
- Announced a new agreement with International Parking Group to support payments for its smart parking solutions on an omni-channel basis across the UK and Ireland, as well as the US and Canada.
- Signed a new partnership with Marriott International in Asia-Pacific to offer seamless omni-channel solutions in select hotel locations across the region.
- Signed new merchant relationships with several large retailers across multiple geographies in Asia-Pacific, including A.S. Watson Group, Foot Locker and Audemars Piguet.
- Executed new implementations in Mexico with large merchant customers, including dLocal, DHL and Petro-7, leveraging our partnership with Citibanamex.
- Migrated CAT, the credit card joint venture between Scotiabank and Chile's largest retailer, Cencosud, representing our first issuing customer in the market.
- Outpayce, a leading global travel technology company owned by Amadeus, selected us as its partner across Europe, our first fintech customer operating in our AWS cloud environment in the region.



We accomplished a great deal strategically in 2023, including successfully closing our acquisition of EVO Payments. I am proud of the progress we have made to advance our strategy with a simpler business model centered on our core corporate and financial institution customer base.”

Cameron Bready

Chief Executive Officer

Expanded B2B Solutions

- Integrated EVO's PayFabric software into our merchant business, allowing us to go to market in B2B acceptance with a software-led approach.
- Increased B2B bookings double digits as more of this spend shifts towards digital channels.
- Nearly doubled subscription bookings of our AP automation software in its core mid-market segment.
- Achieved nearly 2,000 new partnerships for our paycard and Earned Wage Access (EWA) solutions, including a new paycard partnership with hospitality staffing firm Xclusive Services and a new EWA partnership with KFC franchisee JRC restaurants.

2023 Global Awards & Recognitions

We are proud to have been recognized by some of the most influential publications and organizations around the world with the following notable awards since the beginning of 2023:

2024 Fortune 500 list

Global Payments, #410 — *Fortune*

Global 2000: The World's Largest Public Companies, 2024

Global Payments, #662 — *Forbes*

America's Most Responsible Companies for 2024

Global Payments — *Newsweek*

America's Greatest Workplaces for Diversity, 2024

Global Payments — *Newsweek*

2024 Noteworthy Companies

Global Payments — *Fair360*

Equality 100 Award: Leader in LGBTQ+ Workplace Inclusion

Global Payments — *Human Rights Campaign Foundation*

Recognized Employer for 2024

Global Payments — *VETS Indexes*

IDC Fintech Rankings, 2023

Global Payments, Enterprise Top 25 — *International Data Corporation (IDC)*

World's Best Companies list for 2023

Global Payments — *Time Magazine*

Best Business Payments Solution

MineralTree — *FinTech Futures 2023*
PayTech Awards US

Ellucian Partner of the Year for 2023

TouchNet — *Ellucian*

Most Admired CEOs for 2024

CEO Cameron Bready —
Atlanta Business Chronicle

Georgia 500: Most Influential Leaders

CEO Cameron Bready — *Georgia Trend*

100 Most Influential Georgians

CEO Cameron Bready — *Georgia Trend*

Elite 100: Class of 2023

CHRO Andréa Carter — *Diversity Woman Media*

Most Influential Women in Payments, 2023

Chief Product Officer, Issuer Solutions Dondi Black —
American Banker

Most Influential Corporate Board Directors

Board members Joia Johnson, Connie McDaniel
and Ruth Ann Marshall — *WomenInc.*

Georgia 500: Living Legends

Chairman Troy Woods — *Georgia Trend*



About **this Report**

Our Global Responsibility Report highlights our commitment to our team members, our customers and the communities in which we operate and facilitate commerce. This report is focused on our achievements in 2023, unless otherwise noted. We are dedicated to continuous improvement and we are committed to evolving our sustainability initiatives going forward.

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

1 Culture and Values: At Global Payments, it all starts with our people. Our unwavering focus on our team members and making Global Payments a great place to work allows us to attract premier and diverse talent committed to delivering the highest level of service to our customers and making a positive impact on our communities. Global Payments hosted four worldwide Team Appreciation Days in 2023 to honor and celebrate all of our team members' hard work and commitment.

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

3 Community Impact: Through corporate giving, team member volunteerism, and our nonprofit fundraising software solutions we serve communities around the world each and every day. We focus on four pillars of corporate giving: Financial Literacy & Economic Inclusion, Education, Health & Wellness, and Social Equity. Twice a year our team members give back to their communities during our Worldwide Days of Service. Additionally, our businesses play a significant role in financial inclusion by driving commerce and providing access to capital for small and medium-sized businesses (SMBs).

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



At Global Payments, we continue to drive positive change across our four Global Responsibility pillars. In 2023, I am particularly proud of the execution of our team member engagement survey, the international expansion of our Diversity, Equity and Inclusion (DEI) strategy, the ongoing progress achieved on reducing our carbon footprint, and our board's commitment to enhancing our leading governance practices and stakeholder driven approach to sustainability."

Winnie Smith

Senior Vice President, Investor Relations and Corporate Sustainability

Sustainability and Corporate Responsibility Oversight

Our board oversees our integrated sustainability strategy and activities, with the Governance and Nominating Committee having formal oversight of Global Payments' sustainability and corporate governance activities, as reflected in the committee's charter.

To advance our sustainability initiatives, our steering committee, a cross-functional management committee of our company, reports to the Governance and Nominating Committee on sustainability matters.

This management steering committee serves as a central coordinating body facilitating our integrated sustainability strategy and reporting efforts. In addition, our Compensation Committee oversees our strategies and policies related to human capital management, and assists our full board with oversight with respect to our DEI efforts. Our Chief Human Resources Officer and/or our Chief Diversity Officer report at least twice a year to the full board on DEI as a component of corporate culture.



*In collaboration with members of Global Payments' senior leadership team.



Our Board is committed to providing oversight and accountability at the highest levels of governance, which includes ensuring Global Payments conducts its business with a sustainability mindset, creating value for shareholders, customers, partners, and team members. As Lead Independent Director and Chair of the Governance and Nominating Committee, I am proud of the progress the company has made across its sustainability pillars in support of all of its stakeholders.”

Connie McDaniel

Lead Independent Director and
Chair of the Governance and Nominating Committee

Supporting the United Nations Sustainable Development Goals

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

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



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

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



Aligning with the SASB Standards Framework

Founded in 2011 and overseen by the IFRS Foundation since August 2022, the Sustainability Accounting Standards Board's (SASB) goal has been to help businesses and investors develop a shared language about the financial implications of sustainability. SASB Standards help companies disclose relevant

sustainability information to their investors. At the end of our report on pages 77 and 78, Global Payments mapped its sustainability program, policies, and metrics to the specific topics for the SASB Software & IT Services industry standards published in June 2023.

Enhancing TCFD Disclosures

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

around four thematic areas including governance, strategy, risk management, and metrics and targets.

Global Payments is providing details on its approach to managing climate risks and opportunities in alignment with the TCFD recommendations. Our TCFD Index can be found on page 79.



Submitting to CDP

Global Payments reports environmental disclosures through CDP, a robust environmental dataset founded in 2000. Fully TCFD aligned, CDP holds the largest environmental database in the world, and CDP scores are widely used to drive investment and procurement decisions towards a zero carbon, sustainable and resilient economy. Participating in CDP provides a transparent

disclosure of climate risks and opportunities and empowers investors, companies, cities, and governments to make the appropriate decisions today to ensure alignment between the global economy and the people and planet for the long term.

Global Payments' CDP climate disclosure can be found here: [CDP Climate Change Questionnaire 2024](#)



Culture and Values

At Global Payments, it all starts with our people. Our unwavering focus on our team members and on making Global Payments a great place to work allows us to attract and retain premier and diverse talent committed to delivering the highest level of service to our customers and to making a positive impact on our communities.



4 QUALITY EDUCATION



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



Fostering an **Inclusive Culture**

At Global Payments, we have offices and resources worldwide. Our ability to enable local and multinational solutions for our customers across the globe differentiates us, and we believe a diverse workplace that is connected to the markets we serve is key to our success.

Geographic Distribution of Global Payments Team Members

Americas (including U.S.): **59%**

Asia-Pacific: **22%**

Europe: **19%**

52% of total workforce is based in the U.S.

Workforce Highlights

~27,000 team members
with **26 native** languages

80+ nationalities across
40+ countries



At Global Payments, we are evolving our organizational model to better position the business for growth and scale. We are focused on ensuring that team members' roles and responsibilities align with our strategy as we move forward together.”

David Rumph

Chief Transformation and Strategy Officer

Recruiting and Retaining Top Talent

Our Talent Acquisition Team is Reaching New Boundaries

In 2023, we expanded our Talent Acquisition (TA) strategy to include more countries, cultures, and people in line with our global presence. As part of our strategic efforts, we upgraded our career site to attract talent from across the world.

As we continue to refine how we best attract talent, our individual TA teams focus heavily on “what makes Global Payments Special” in each of the countries where our team members live and work. Our TA teams incorporate our benefits, pay, culture and people engagement initiatives into the country-based employment value proposition. Those who are responsible for recruiting in a particular region know that culture, transparency and high levels of communication during the hiring process are crucial requirements. Overall, our newest team members around the globe continue to exemplify unique employee experiences that our TA team is sharing within the local market, enabling us to celebrate our values globally during the hiring process.

Our TA teams also continue to partner with the DEI and Talent Management teams. Our teams worked very closely with our **Employee Resource Groups (ERGs)** to create connections that bring to life our people’s experiences that were used at hiring events, enabling our talent to learn and grow. Our alignment resulted in strategic recruitment partnerships, with organizations such as Out in Tech to specialized university hiring initiatives and emerging apprenticeship programs with local military bases.

Overall our continued focus has been to enhance our inclusive recruitment practices at all levels, including for Director level and above leadership positions. These practices challenge our job descriptions, help drive robust sourcing strategies, and create unbiased interview and screening practices, which continues through onboarding in order to position our new hires for long-term success.

Our efforts to attract and retain talent continue to result in low attrition rates. Voluntary team member attrition rates have remained consistently low and were 16% in 2023, and have declined further to approximately 13%* on an annualized basis as of the end of June 2024, our lowest level in six years.

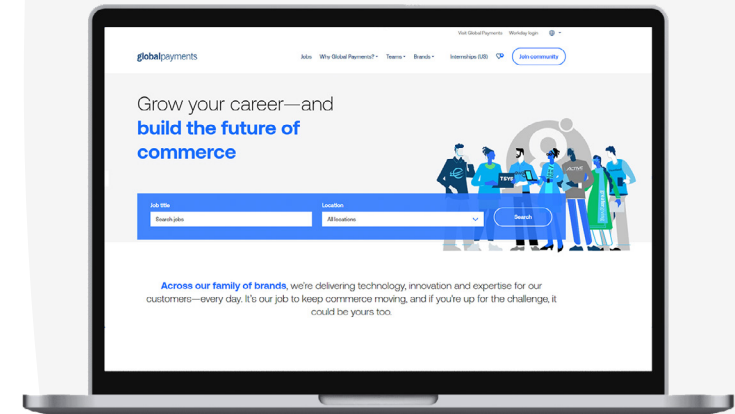
15% YoY decline in voluntary attrition rate to roughly 13%* in 2024

*2024 voluntary attrition rate is annualized based on data for January through June 2024.

SPOTLIGHT

Global Payments Career Website

Our ongoing career site enhancements have enabled us to grow our user populations in newly added countries by over 33,000 in 2023. This alone has given us an average of 58 applications per requisition around the world, enabling our HR organization to recruit more effectively from the external marketplace. Enhancements to our internal careers search and employee referral functionality give employees greater confidence to apply for roles within the organization. **In 2023, the addition of employee referral automation in key markets generated 32,751 applicants.**



Internship Program

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

The internship class of 2023 had 76 US-based students representing 30 colleges and universities. From this class, participants were converted to full-time employees, with others retained to work part-time through the end of the 2023-2024 school year.

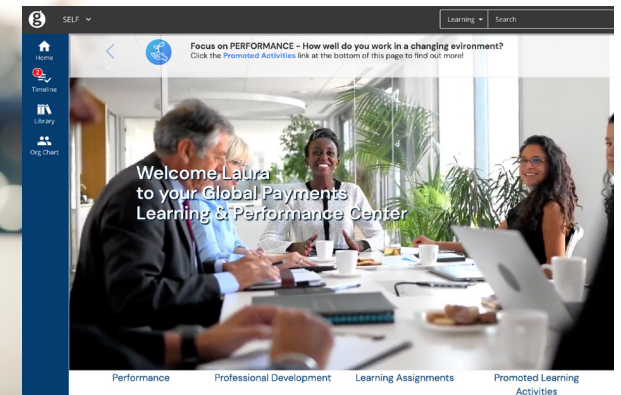


Learning and Development

Global Payments Learning and Performance Center

The Global Payments Learning and Performance Center is a single training platform for Global Payments. The centralized platform elevates our learning offerings and options for team members throughout our company. It goes beyond compliance and skills training, offering tailored development programs for team members. The Center also includes access to videos, books, e-learning, and instructor-led content from the "just-in-time" training library. The Center truly allows team members to learn on their own terms.

- The Learning and Performance Center platform offers **over 60,000 training modules** available through multiple content providers, including including Skillssoft, Udemy, and Coursera.
- Our team members **access an average of 4,600 courses each quarter** (excluding mandatory content).
- Training resources are made available in **over 40 countries** and in **30 languages**.



Core Leadership Program

Our Core Leadership Program is a virtual instructor-led series consisting of 10 modules for leaders who are new to leadership or have had little structured leadership development.

Since the program's launch in 2020, 37 cohorts and 1,352 leaders have attended seven or more of the program modules. In 2024, there are four cohorts with 257 people managers participating. Based on people manager headcount, roughly 40% of the current global leadership population will have attended the program by the end of 2024.

Participants provided feedback at the conclusion of the program with positive results: 90% agreed that the delivery approach was effective, 92% have reported that they have incorporated the tools and theories from the program and 88% believe they are more effective leaders as a result.

90%

agreed that the delivery approach was effective

92%

have reported that they have incorporated the tools and theories

88%

agreed that the training has positively impacted their performance

4Talks Performance Enablement

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

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

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



Performance Enablement



Mentorship Programs



Striving for Success Through Mentorship Program

The Striving for Success Through Mentorship Program provides members in certain areas the opportunity to cultivate valuable relationships in the organization, while continuing to build a culture of mentorship across the organization and celebrating everyone's achievements along the way. Specifically, the program aims to develop team members' knowledge and skills to achieve success in their role, become a part of our company's leadership pipeline, and feel empowered to achieve career aspirations. With a broad internal audience, the program offers varied matching relationships across regions, functional teams, and areas of our organization.

In 2023, the Striving Through Success Mentorship Program had **663 enrolled participants** and **575 matched participants**, with **3,268 mentoring hours recorded**.

Company-wide Mentorship Program

Building on the success of our previous mentorship programs, we will offer a global mentoring program to all Global Payments team members beginning in late 2024. The program's mission is to support a culture of learning, enabling team members to develop their career through mentoring relationships.



Team Member Engagement

2023 Team Member Engagement Survey

In 2023, we conducted an enterprise-wide survey that measured universal culture and engagement topics to establish a baseline of team member engagement as one combined company. We are pleased to report that 77% of global team members completed the survey and provided nearly 30,000 comments. The results were compared to a global benchmark and other relevant industry and geographic cross sections.

The survey measured all aspects of our culture to help identify the areas of strength and the areas with opportunity for improvement. The top three areas that were viewed favorably by team members were Global Payments' commitment to DEI, culture of innovation and performance management processes. Performing high in these three areas indicates that we have created a culture where team members feel comfortable being their true selves at work. We also identified areas where we have the opportunities to strive to be a better organization, including team member training, internal processes and workflows, and pay and benefits. As a result of the valuable team member feedback we received, we are undertaking initiatives to foster a positive culture, support productive teamwork and drive overall business success at Global Payments.

2023 Survey Results

77%

response rate

19,916

team members participated

15,372

team members provided written feedback

Strengths

86%

of team members feel and believe that the company is committed to diverse and inclusive work environments

80%

of team members feel encouraged to identify new and better ways of doing things

79%

of team members believe there are high performance standards across the organization



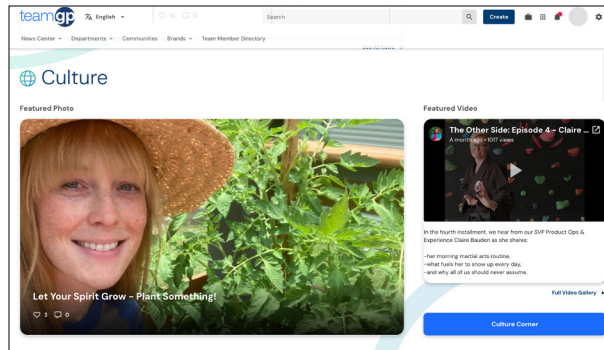
Health and Wellness

Hybrid Work Model for All Team Members

Global Payments is committed to fostering an inclusive and supportive environment for our team members. We understand our businesses, teams, regions, and individual team members all have unique needs and ways of working together. Our concern for our team members and their well-being means understanding there can be different approaches to efficient, effective and productive work. In response to valuable internal feedback we received from employees in 2023, we designed a hybrid work model to empower team members and leaders to determine the right work structure for teams based on individual preferences, roles and responsibilities in supporting the business.

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

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



teamGP Platform

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

Mental Health & Well-Being Initiatives

U.S. Employee Assistance Program

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

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

International Employee Assistance Programs

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

- **Latin America:** BRADESCO medical insurance offers assistance for psychologists and nutritionists.
- **Cyprus:** Hellas Employees Assistance Programs specialize in providing the services of psychologists, counselors and coaches.
- **Czech Republic:** Soulmio offers online counseling and mental wellness consultations.
- **Ireland:** Laya Employee Assistance Programme supplies confidential counseling services to support team members and their families.
- **Poland:** ICAS Poland provides team members and their immediate household access to legal, financial, counseling and more.
- **Spain:** Comercia provides EAP services and well-being benefits.
- **UK:** Zurich Health Assured Employee Assistance Programme offers a complete support service that provides expert advice and compassionate guidance 24/7.
- **Asia:** The Workplace Options program offers emotional, practical and physical well-being support for team members.
- **Oceania:** Acacia EAP gives team members access to legal help, financial coaching, nutritional support and more.
- **Philippines:** Ateneo Bulatao Center assists in online psychotherapy services.

SPOTLIGHT**UK Mental Health Awareness**

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

**SPOTLIGHT****Global Payments Wellness Week**

At Global Payments, our priority is always the health and well-being of our team members around the globe. This includes listening to their needs and fostering a culture that encourages self-care and overall wellness. During the week of June 24–28, 2024, Global Payments hosted its first-ever Wellness Week celebration. We were excited to support the holistic well-being of our team members through education, a series of virtual engagement opportunities, and one paid day off to prioritize self care.

SPOTLIGHT**UK Mental Health Champions**

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

**SPOTLIGHT****Oceania Well-being Portal**

Our Oceania intranet Well-being Portal is a one stop shop for team members and leaders to quickly find resources to help support employee health and well-being while at work. This includes EAP contacts, processes related to Work Health and Safety, and policies that support team member well-being as well as literature and resources.

Every Oceania team member has access to our free EAP through our provider Acacia EAP, who operates 24/7 to provide confidential counseling and support services to team members dealing with personal or work-related problems in a positive way. Additionally, Acacia EAP provides coaching and support for people leaders to better recognise and respond to noticeable signs that a team member may be struggling. This includes dedicated resources, a manager 24/7 hotline and check-in process.

Our Oceania team proudly supports *R U OK? Day*, Australia's national day of action which is when we remind ourselves every day to ask 'are you OK?' with friends, family and colleagues who show signs they may be struggling.

The Care Foundation

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

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

for their colleagues. Since then, The Care Foundation has continued to provide support to team members who have endured traumatic events in their lives.

In 2023, The Care Foundation helped 42 team members, providing more than \$211,000 in assistance. This included providing over \$15,000 in disaster relief, including for those affected by Hurricane Idalia. The Care Foundation is truly making a difference in the lives of team members with disaster and emergency relief. None of this would be possible without the generous contributions from our team members.

Since its formation in September 2005, **The Care Foundation has provided over \$2 million** in financial assistance to team members in need.

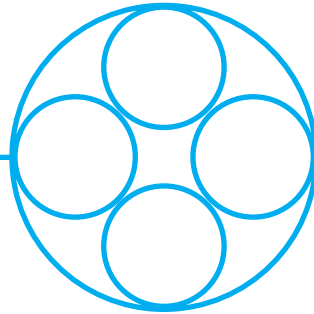


FUTURE SCHOLARS FOUNDATION, INC.

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

Since our merger with TSYS, the Foundation has opened the program to all eligible dependents of Global Payments team members in the United States. Thanks to Global Payments team member contributions and fundraisers, the Future Scholars Foundation awarded \$87,000 in scholarships to 25 deserving college students from the class of 2023.

Since its inception, the Future Scholars Program has **awarded more than 720 scholarships** totaling **nearly \$2 million**.



Future Scholars Golf Tournament

Global Payments hosts the Future Scholars Golf Tournament in both Columbus, GA and Atlanta, GA each year to help raise funds in support of the Future Scholars Program. In 2023, the Columbus tournament was held on May 12 at Bull Creek Golf Course, while the Atlanta tournament was held on April 24 at the Fairways of Canton. Nearly 200 golfers participated across the two events, raising more than \$65,000 to support higher education through college and vocational institution scholarships for the children of Global Payments team members.

Team Member Recognition

We honor and recognize the efforts of all our team members, and we celebrate our highest achievers, top performers and notable contributors who embody our values through our annual awards programs.



President's Club

Team members who earn membership in the President's Club drive our business success and exemplify our values. The 2024 winners included 138 team members from around the world that exceeded goals in 2023. The winners were awarded a trip to California where a celebration was held to honor their hard work, dedication, and many accomplishments.



Circle of Excellence

The Circle of Excellence is recognized as one of Global Payments' prestigious team member recognition programs, and consists of top performers across all regions and businesses at Global Payments. In 2024, we welcomed 484 team members from 22 countries around the world to the Circle of Excellence for their hard work and dedication during 2023. The winners are a representation of our culture and values in action.

"I am excited and humbled to be recognized with the Circle of Excellence Award. I received this award on behalf of all of my amazing teams who have contributed to the success of our company and continue to strive for excellence every single day."

Alin Damian
Senior Director, Accounting



"It is truly an honor to be acknowledged in such a meaningful way by our leadership team. Receiving this award has not only been a source of personal pride but has also reinforced my commitment to our company's goals and values."

Tracy Evans
Senior Executive Assistant,
Business Technology Services



Diamond Conference

Heartland's Diamond Conference recognizes our company's top sales professionals and provides an opportunity for them to come together to hear from and interact with world-class speakers and leaders from across the organization. This annual conference also celebrates our culture and people, as well as the products and services we provide.

In recognition of their outstanding work done in 2023, over 800 team members gathered for three days of events in Austin, Texas in February 2024. Team members had an opportunity to hear Cynt Marshall and Jesse Cole, both entrepreneurs and motivational speakers. The Heartland Way Award was presented to 45 team members who are exemplary and consistently demonstrate the Heartland tenets in their everyday lives. We also celebrated 12 Entrepreneur of the Year winners who exhibit ingenuity and entrepreneurial thinking through their work and day-to-day professionalism.

Team Appreciation Events

Global Payments hosted four worldwide Team Appreciation Days in 2023 to honor and celebrate all of our team members' hard work and unwavering commitment. Employees across the globe attended events that brought everyone together in person to enjoy great food, games, giveaways and the camaraderie of team members.

March Celebrations

Oceania

Team members across Oceania celebrated the diverse melting pot of cultures that make up our teams, customers and the communities in which we operate with an international street food fair. A number of team members shared their favorite cuisines and spoke to how that dish held a special place in their heart.

Cyprus

Our Cyprus team members participated in a bowling tournament. It was a fun and exciting event that brought everyone together to enjoy some friendly competition and team bonding.



June Celebrations

Knaresborough, England

The Knaresborough office celebrated Team Appreciation Day with a host of events including a bike ride, a walk and boating on the river. To top off the activities, team members enjoyed a Hawaiian-themed summer BBQ.



Lenexa, KS and Chattanooga, TN

Food trucks, grilling, decorating contests, and games were enjoyed by team members at Beach Day events in the Chattanooga, TN and Lenexa, KS offices.



Atlanta, GA

Atlanta-area team members gathered at Puttshack for some summer fun with a tech-infused mini-golf experience, food, and giveaways.

September Celebrations

Columbus, GA

Team members at the Riverfront Campus in Columbus, GA gathered on the front lawn for an '80s themed celebration that included snacks and outdoor games.

Dubai

Dubai team members enjoyed a breakfast with traditional dishes from the region to celebrate everyone's contributions to deliver best-in-class service to our customers.

November Celebrations

Spain

Team members started the day listening to guest speakers that discussed various topics, including digitization trends and Arrels Fundació, an organization that looks after and guides homeless people in Barcelona. Later in the day, team members participated in a tour of different team building stations, including karaoke, archery, and Giant Jenga.

Manila

Team members in Manila enjoyed Bibingka and Puto Bumbong, staples on the Filipino table during the holiday season.



Team Member Benefits

We offer team member benefits that are highly competitive with the largest global technology companies.

Our benefits packages are benchmarked locally in each country to ensure we offer competitive and locally relevant benefits across all regions. Benefits offered can include (dependent on the local prevalence) healthcare, including, medical, vision and dental, risk benefits, such as life insurance, short term and long term disability, AD&D, retirement benefits, competitive time off and absence packages, well-being support and other locally relevant offerings.

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

We offer Inclusive Care services supporting our LGBTQIA+ team members, a concierge cancer care service, an employee discount program, parental success solution, and a virtual physical therapy benefit at no cost to plan members to help address and/or prevent musculoskeletal conditions impacting our team members.

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

Retirement & Savings Planning

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

Retirement Plans

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

Employee Stock Purchase Plan (ESPP)

Under the ESPP, team members can contribute from 1% to 20% of eligible compensation to purchase Global Payments stock. Team members receive a 15% discount applied to the last day of the quarter's closing stock price. The program has strong participation. At the end of 2023, 33% of eligible U.S. team members and 29% of all eligible team members worldwide were enrolled in the ESPP.





U.S. Employee Tuition Assistance Program

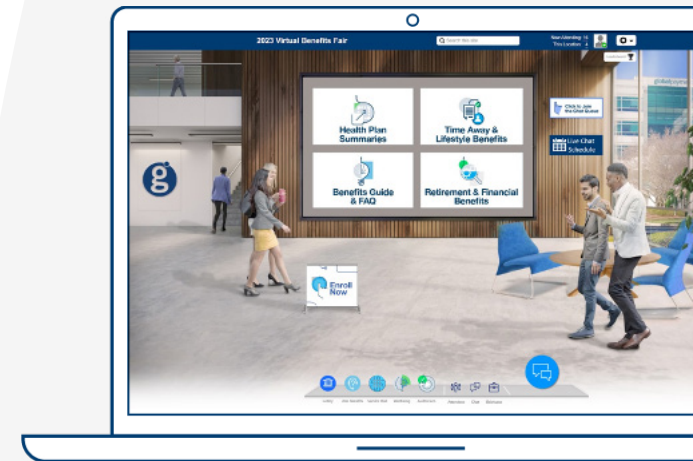
Global Payments has partnered with International Scholarship and Tuition Services (ISTS) to create an Education Assistance Program that allows our U.S. based team members to continue chasing their goals and help with the financial stress that comes with it. Team members can be reimbursed for approved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



Team Member Financial Well-being

Personal Finance Seminars & Resources

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



Virtual Benefits Fair

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

DEI

At Global Payments, we understand the business imperative of having and sustaining an inclusive culture for all people that focuses on people, access and belonging. We aim to cultivate and foster a workplace where team members feel appreciated, included and welcome. Our values propel us to move forward, celebrate, appreciate and embrace diversity.

Our commitment of people, access and belonging for all remains crucial in today's world. We have implemented a strategy over the past two years that has laid a strong foundation to impact our culture. We are proud of our eight **Diversity Business Action Teams (DATs)** and seven ERGs that are positively impacting our culture.

Our Commitment to DEI

- We are committed to addressing the ever-changing needs of our team members.
- We are committed to holding ourselves accountable for finding new ways to improve our initiatives.
- We believe without a focus on equity for all team members we cannot be an inclusive workplace.
- We believe all team members should be able to bring their true, authentic selves to the workplace and feel accepted, engaged and understood.

DEI Vision:

To be “Champions of Inclusion for Everyone.”

DEI Mission:

We seek to ensure fair treatment, access, opportunity and advancement exist for all team members at Global Payments.

DEI Strategy:

- Create a culture of inclusion
- Ensure access and opportunity for all team members

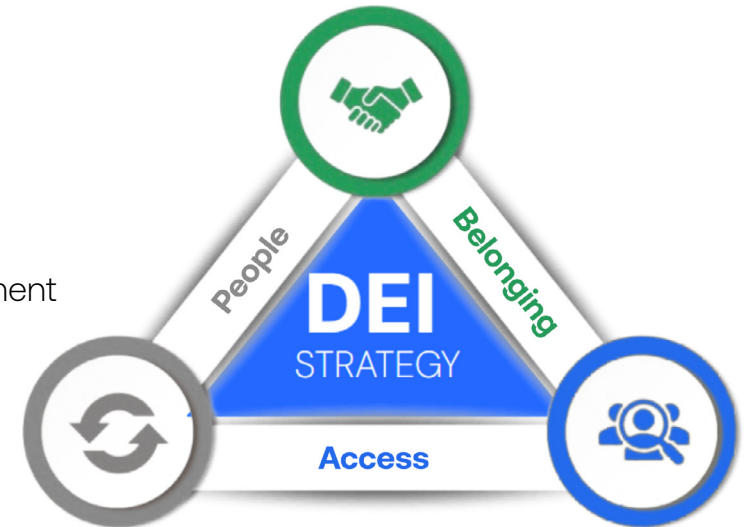
If we show up with this purpose in mind, we believe we will naturally create an inclusive and respectful environment where we all feel a sense of belonging and value.



We are committed to creating an inclusive environment for ALL our team members.”

Jackie Parker

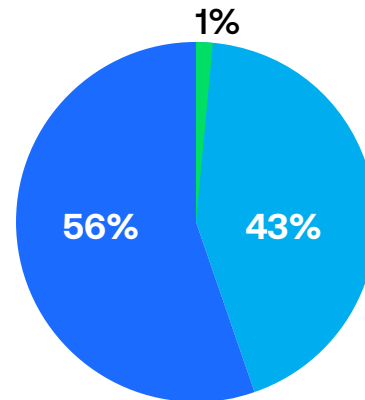
Senior Vice President,
Talent Management
and Chief Diversity Officer



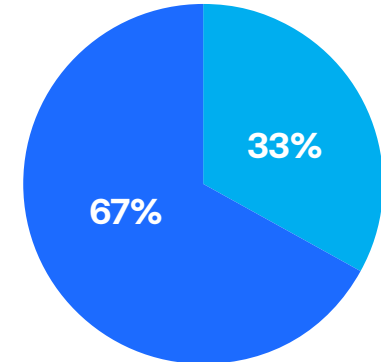


Workforce Diversity

Our company has always prided itself on inclusiveness for all and embraces the diversity of its employees in all our geographic regions. We are committed to ensuring that we continue to recruit, retain, develop and advance a diverse and inclusive workforce that contributes to our mission and growth.

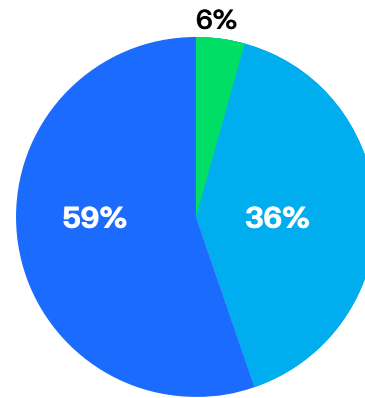


Gender in Global Workforce

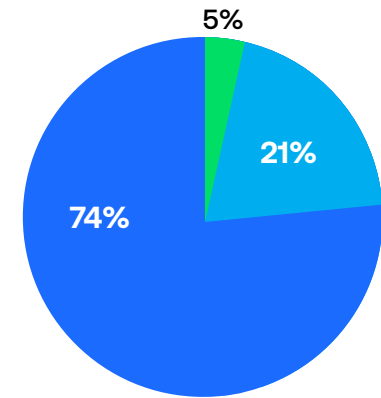


Gender in Leadership¹

Male Female Not Disclosed



People of Color in U.S. Workforce



People of Color in U.S. Leadership¹

White POC Not Disclosed

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

For a more detailed historical view of workforce diversity metrics, see page 81 of the report.

¹Leadership is defined as Director level and above.

2023 DEI Progress Update

A Culture of Inclusion

Mobilizing our DEI Strategy

We launched 8 DATs to continue to mobilize people, access and belonging across our business units and functions. Championed and sponsored by business leaders, the mission of these teams is to build and leverage a diverse and inclusive workforce for Global Payments.

What Are DATs?

DATs are a critical driver of organizational change, establishing a dedicated focus on inclusiveness, people, access and belonging which is connected to a broader business-driven, results-oriented strategy.

Led by an executive sponsor, each DAT ensures tight alignment with our company's mission, strategies, and business objectives.

The primary role of DATs:

Identify: DEI barriers that impact team members.

Communicate: Assist with content of messages for business units/functions that support inclusiveness.

Develop: Establish strategies to attract diverse customers.

The Result

8 DATs

Engaging 100+ team members

35+ training sessions

Expanding our Strategy Globally

After launching six DATs in the U.S., we began our international expansion in Australia, where we have established two DATs for gender equity and reconciliation (Indigenous/First Nation) communities.

The DATs in Australia have launched important efforts to better understand DEI barriers. Insights from these initiatives will help to set a strategic context and achieve our desired long-term inclusiveness goals.

Building on the progress to date, we plan to expand and evolve our DEI strategy in other international markets.



SPOTLIGHT

Project SEARCH

Global Payments' Issuer Solutions business is a proud host business of Project SEARCH. Project SEARCH is an international program for recent high school graduates with significant intellectual and developmental disabilities. Project SEARCH provides these recent graduates with internships at host businesses, where they work alongside mentors to develop relevant, meaningful, and marketable job skills. Global Payments was proud to host ten interns through Project SEARCH at its Columbus office for nine-month internships in 2023 and has welcomed 62 interns from the project since 2016. Since its first Project SEARCH graduation class of interns in 2016, 14 participants were hired by the Issuer Solutions business in full-time positions. Global Payments is in its eighth year of hosting Project SEARCH interns and has expanded its onsite classroom to allow the program to increase participation. Global Payments is proud to be one of 32 employers participating in this program in Georgia and to be the only company participating in Columbus, GA.



Speed Networking: Building Connections, Expanding Network

In 2023, we rolled out a signature program, Speed Networking, for our ERGs. The program is designed to build connections, expand the professional network, and promote a sense of belonging for all ERG members. ERGs hosted 4-speed networking sessions connecting more than 100 team members with an average Net Promoter Score of 85%.



Inclusion 365

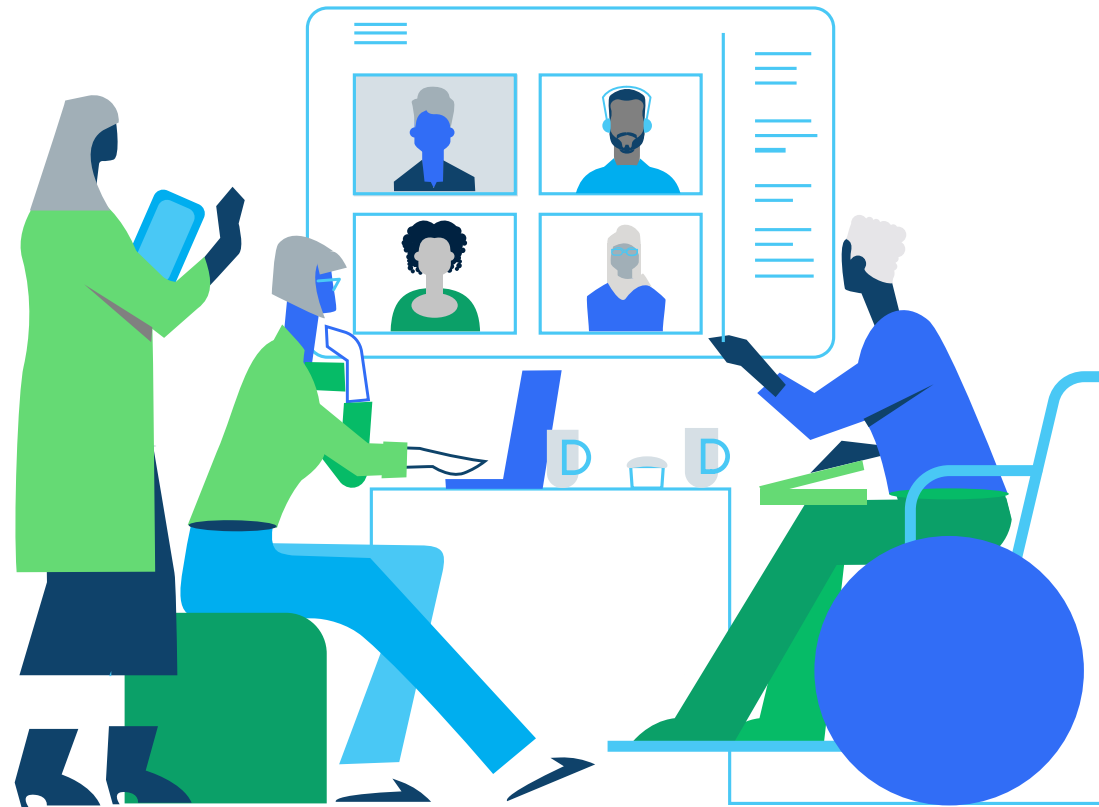
We are working to design and build formal and informal learning to improve inclusive capabilities across our workforce. As part of the strategy, we have numerous ongoing programs and initiatives to live and lead inclusively every day. The Inclusion 365 community is our hub for all team members to access everything related to DEI at Global Payments. DEI is not a one-day or week-long event, but something we strive to include in our everyday business 365 days a year.

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

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

Global Payments supports Inclusion 365 by:

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



ERGs

Our ERGs are open to all team members, providing those who choose to join with unique networking opportunities, engagement in important dialogue and participation in professional development programming. Our senior-level leaders serve as executive sponsors for our ERGs.

The 4Cs Structure for ERGs

Community: Economic inclusion and supplier diversity, philanthropic investments in underrepresented communities.

Career: Efforts related to the attraction, development, promotion, and retention of team members.

Culture: Efforts related to creating a culture and work environment where all our team members can be their authentic selves, feel a sense of belonging, and feel physically and psychologically safe.

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



The Global Payments Pride Network is focused on creating a safe and supportive atmosphere for LGBTQIA+ team members and their allies. The Pride Network is also committed to impacting the communities where we work, live, and play.

In 2023, the Pride Network was focused on allyship. During Pride Month, programming centered around LGBTQIA+ inclusivity was provided for Global Payments team members. The ERG also continued its participation in local Pride events.



Event spotlight: In recognition of International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) in May 2023, team members in Australia hosted a fundraising campaign to support the LGBTQ Domestic Violence Awareness Foundation.



Event Spotlight: The Pride Network participated in the Pride Parade in Atlanta in October 2023. The group partnered with our Talent Acquisition team to create an opportunity for parade attendees to visit our publicly facing career website to learn about Global Payments and opportunities.





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

The Onyx Network participated in two Historically Black Colleges and Universities (HBCU) career fairs connecting with over 300+ students to be part of our pipeline for the internship program. The ERG also created a marketing program to maintain and develop relationships with Black/African-American businesses.



Event spotlight: The Onyx Network partnered with The Mission Continues organization for a volunteer event at the Martin Luther King Jr. Community Center in Dallas, TX. The Mission Continues is a national nonprofit organization that connects military veterans with new missions in under-resourced communities. Volunteers supported by performing duties such as unloading and sorting produce, and bagging groceries.



Event spotlight: In recognition of Black History Month, the Onyx Network invited an exciting guest speaker, Greg Harden. Greg is a New York Times best selling author, motivational speaker and performance coach, who is best known for his work with 7-time Super Bowl champion quarterback Tom Brady, Super Bowl MVP Desmond Howard, and 23-time Olympic gold medalist Michael Phelps. Team members globally had the opportunity to participate in an interactive session with Greg focused on strategies to maximize individual and collective performance at work, while finding new ways to improve our skills, network and impact.

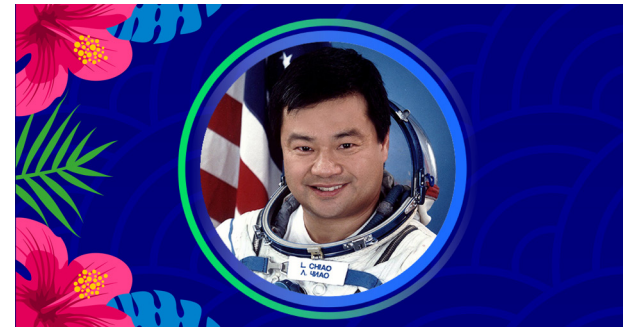


The Global Payment Lotus Network aims to cultivate relationships among team members and the API community on a local, national, and global level, and to produce leaders and to advocate for an inclusive organization.

Celebration and awareness were at the forefront of Lotus Network events. Efforts included creating the ERG value proposition to drive membership and celebrating culturally significant holidays with leaders across Global Payments.



Event spotlight: Team members from our Brisbane, Australia office celebrated Diwali where team members of Indian heritage shared various cultural aspects and perspectives of the festival.



Event spotlight: The Lotus Network and DEI Office hosted Leroy Chiao, former NASA Astronaut and International Space Station commander, for a virtual discussion on innovation and leadership. During this special event, Leroy shared his remarkable story and valuable insights on operational excellence, decision making and the impact of cultural diversity on team communication.



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

Focused on people, access, and belonging for veterans and their families, the Veterans Network worked closely with community partners by engaging in four community service events and establishing a partnership with Folds of Honor to support the educational needs of veteran family members in 2023.

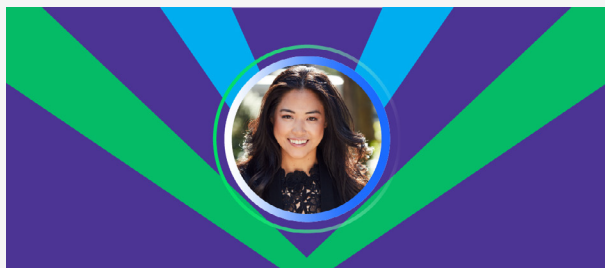


Event spotlight: Columbus, GA team members joined forces with the House of Heroes (HOH) for Military Appreciation Month, providing deck repairs, yard clean up and landscaping to a disabled veterans home.



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

In 2023, the Women's Network supported the professional development of 85+ women through participation in the Paytech Summit, an annual conference, and three Speed Networking events.



Event spotlight: For International Women's Day Global Payments Women's Network hosted an enterprise wide event featuring Lisa Sun, CEO of GRAVITAS and best-selling author of "Embracing Equity: 5 Pillars for Opportunity and Advancement."

Event spotlight: In recognition of Veterans Day, several of our Veterans Network members attended the Atlanta Falcons — Call to Service game and had the honor of holding the American flag on the field in a pre-game event.



Event spotlight: With over 80 Global Payments team members in attendance this year, the PayTech Women (PTW) Leadership Summit featured a mix of inspiring speakers, including Global Payments' Crystal McCorkle and Shelonda Darling. In addition to our high attendance and fantastic speakers, Global Payments also took the podium not once, not twice, but three times at the event.

- **Shelonda Darling, Director of Digital Employee Experience, won the Individual Diversity Champion Award** for her spirit of diversity, contributions, and demonstrated leadership in expanding opportunities for team members within the Women's Network.



- **Theresa Gongora, Chief Operating Officer of International Acquiring & Vertical Market Software Solutions, won the Founders Award** for going above and beyond to further the PTW mission.



- **Global Payments won the Enterprise level Diversity Helping Hand Award** for embodying an exceptional commitment to promoting practices that advance diversity and inclusion and support PayTech Women's mission and values.



The Global Payments Somos Network is a culturally and racially diverse collective of Spanish, Latin and Hispanic team members and allies who elevate one another while helping Global Payments navigate the challenges of expanding its footprint throughout our marketplace.

Somos has continued its Cafecito series. One of their many discussions included a conversation about diversity and identities to build awareness about people who identify as Latino/Hispanic from a team member perspective.



Event spotlight: Somos hosted a virtual and interactive event that traced the impact of Hispanic and Latiné history from the 1500s to the present day. In addition, the session also explained the difference between the terms "Hispanic" and "Latinx" and shared the contributions of important leaders like Cesar Chavez and Dolores Huerta, as well as the impact of Latinx music in the United States.



Event spotlight: During Hispanic Heritage Month, Somos partnered with Feed My Starving Children in Mesa, AZ and packed 34,992 meals.



Expanding our ERG footprint for disability inclusion

Global Payments recently launched our newest ERG as we continue to champion our diverse and inclusive company culture. The disability inclusion ERG reflects our commitment to creating a workplace where everyone's contributions are not only valued but also celebrated. Through this ERG, we will raise awareness, promote understanding, and create a space for education and disability inclusion.



It is an honor for me to be the executive sponsor of our disability inclusion resource group. It is my goal to create an inclusive workplace where each individual's unique abilities are celebrated. Together, we will inspire a more inclusive future."

Blake Barker

Head of Global Servicing,
Issuer Solutions

Ensure Access and Opportunity for all Team Members

Building Diverse Talent Sources

We established strategic partnerships with recruiting organizations such as the **Society of Women Engineers and Out in Tech**.

Building on our foundational DEI strategy, we created an inclusive recruitment approach for our leadership-level positions.

As part of this strategy, we created recruiting guidelines to help the team make inclusive decisions. We provided tools, resources, and training for our recruiters on end-to-end best practices to drive equitable and inclusive experiences while ensuring we always hire the most qualified candidate.



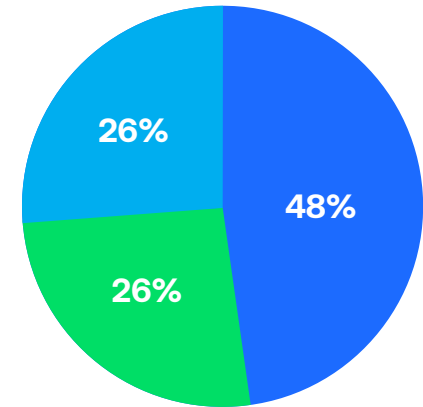
Talent Pipeline Diversification

We optimized our career site, resulting in an increase of candidate flow from 54,000 to over 1.2 million visitors per year resulting in a diverse candidate pool.

Supplier Diversity

The mission of Global Payments' Supplier Diversity Program is to create mutually beneficial business relationships with diverse vendors.

2023 Diverse Supplier Spend



- Diverse + Small Suppliers
- Small Suppliers
- Diverse Suppliers

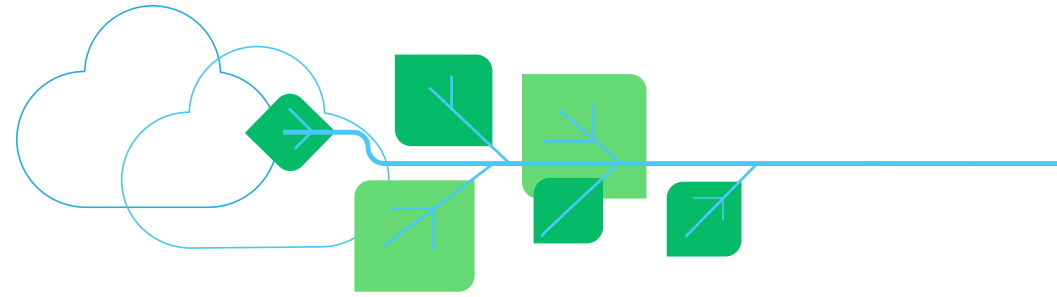
~300
diverse suppliers

Environmental Sustainability

Global Payments is dedicated to advancing environmental sustainability through a range of initiatives across our operations. Our commitment extends beyond compliance to proactive measures that contribute to a healthier planet and society. We have prioritized areas where we believe we can make the most meaningful contribution, which includes managing our energy consumption, limiting waste, and conserving water across our facilities and data spaces globally. In addition to our own efforts, we are committed to assessing the policies and practices of our existing and potential vendors and suppliers on environmental stewardship. We are committed to providing updates on our progress and meeting our reporting obligations as they evolve.



Focusing on our Environment



Net Zero Commitment

Global Payments recognizes the vital importance of the Paris Agreement and the effects climate change has on our planet and has committed to achieving net zero greenhouse gas (GHG) emissions prior to 2040. Measuring our environmental performance is essential for tracking progress, identifying areas for improvement, and demonstrating accountability to our stakeholders. Global Payments has continued our partnership with Watershed, the enterprise sustainability platform we use to measure and report our GHG emissions and develop an effective decarbonization strategy. We began disclosing scope 1 and 2 emissions in 2021 and reporting scope 3 emissions in 2023. We have also continued to expand the robustness of our data collection. We have initiated the development of our carbon reduction strategy that includes short- and long-term targets, allowing for reassessment based on current climate science. We are in the process of operationalizing environmental sustainability across the organization, which will allow us to take decisive action to reduce our carbon footprint.



Reducing our Carbon Footprint

As part of our journey to net zero by 2040 we are focusing on the following strategic initiatives:

- Incorporating climate-related risks and opportunities into Global Payments' operational initiatives.
 - Plan to roll out a global sustainability policy to govern sustainability initiatives across our company.
- Established policies to govern our sustainability initiatives.
- Developing interim targets to reduce emissions across scopes 1, 2 and 3.
- Prioritizing emissions reductions, while exploring carbon offset and removal options.
- Evaluating options for the procurement of renewable energy through PPAs with our utility partners.
- Engaging with our landlords and property managers to advocate for environmentally friendly practices in our offices and other facilities, including energy efficiency, water efficiency, waste reduction and recycling.
- Remain focused on streamlining our facility footprint.
 - We closed 21 facilities in 2023.
- Working with data center providers to collect and analyze data on energy, emissions, and water footprints and migrate processes to cloud providers where appropriate.
 - With our data center initiative, we exited nine data storage locations in 2023 as we continue to execute on our cloud migration strategy.

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

At the end of 2023, **nearly 2/3rds of our top 250 suppliers** representing roughly 80% of our total spend have **made specific carbon reduction commitments.**

Streamlining our Facilities

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

Global Payments had 134 offices at year end 2022. Global Payments acquired EVO Payments in March of 2023, which added 26 offices to our footprint. During 2023, Global Payments exited a total of 21 office locations. This translated to a 13% reduction in our office footprint pro forma for EVO Payments during the year. **Since our merger with TSYS in 2019, Global Payments has reduced its office locations by 42% globally.**

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

Green Certified Facilities

In 2023, approximately 21% of our total building square footage was in certified green buildings.

Other initiatives we are executing across our facilities globally include converting to LED lighting, motion controlled systems and operating controlled temperature environments. We are also exploring the use of PPAs to further reduce our environmental footprint as we continue to consolidate our operations.

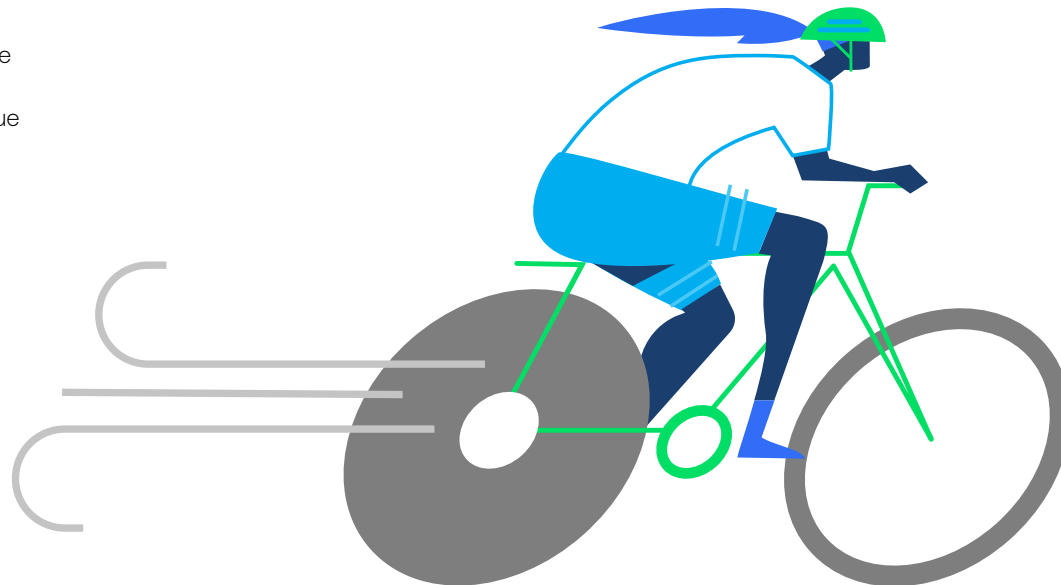
globalpayments + EVO

Global Payment completed the acquisition of EVO Payments in March of 2023. We believe as a combined organization, we have significant opportunities to advance our sustainability initiatives. By integrating EVO Payments' operations into Global Payments' sustainability framework, there is an opportunity to leverage best practices, share resources, and scale sustainability initiatives across a combined footprint. Together, we believe we can strengthen our position as a leader in sustainable business practices and have an even greater positive impact on the environment and the communities we serve.

Despite absorbing EVO Payments' footprint, we saw our combined scope 1 and scope 2 GHG emissions, as well as our scope 3 GHG emissions, decline in 2023 compared to 2022.

Alternative Transportation

As part of our effort to reduce our carbon footprint, most of Global Payments' U.S. and international offices are located close to public transit. Additionally, we offer bike racks and storage at all owned offices and all leased offices where permissible by building management. We have installed electric vehicle charging stations within the grounds of our Columbus campus, our largest owned facility, supporting our team members who are making their own efforts to reduce their impact on the environment. Many of our leased facilities in the U.S. also provide charging stations including our headquarters located at Three Alliance Center in Atlanta, GA and our Windward Office in Alpharetta, GA. Our UK offices have electric vehicle charging stations and feature electric vehicles for use by our team members for travel between our multiple sites. This ensures we minimize emissions from these journeys. Our U.S. team members are eligible to pay for commuting expenses such as bus passes, train passes, subway passes and van pools on a pre-tax basis. This is a convenient program to save on taxes and lower the GHG emissions associated with commuting to and from work.



Enterprise Data Center Initiative

Global Payments data center footprint included 65 locations proforma for EVO Payments at the start of 2023. This includes both third-party operated enterprise data centers as well as on-site data storage locations. **As part of our sustainability efforts we are consolidating our data footprint and exited nine data storage locations in 2023.** We are committed to both reducing the absolute numbers of data locations and making all data storage operations as efficient as possible through multiple initiatives, including the ongoing migration of workloads from acquisitions and less energy efficient data locations into more energy efficient data centers. **These efforts are expected to result in a target state of eight to 10 enterprise data centers that will form a backbone of communications to our card associations, customers and cloud presence.**

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

A significant portion of our work streams are in the process of being moved to the cloud. **Over a third of our global compute has already transitioned through our collaborations with our preferred cloud providers.**

Collaborations With Our Preferred Cloud Providers



We joined forces with AWS in 2020 to provide a cloud-based issuer processing platform to institutions of all sizes around the world. By strategically collaborating with AWS, our preferred cloud provider for issuer processing, we are transforming Global Payments' core issuing platform to deliver secure, innovative solutions for the payment industry at scale. We are working with AWS to build on their customer relationships, making innovative technologies available to institutions of all sizes worldwide and expanding the customer base for Global Payments' issuer processing services. We rely on AWS' physical and virtual infrastructure to offer our issuer products and services worldwide. Amazon has made a commitment to be net zero carbon by 2040 as a part of their Climate Pledge. Amazon is the world's largest corporate purchaser of renewable energy. 90% of the electricity Amazon consumed in 2022 was attributable to renewable energy sources. AWS is committed to powering its operations with 100% renewable energy by 2025. We have made progress moving our data needs into Amazon's data centers which are 3.6x more energy efficient than the median of surveyed US enterprise data centers. Water conservation is a key component of environmental stewardship, and AWS made a water positive commitment to return more water to communities than it uses in direct operations by 2030.

35% YoY decrease in Global Payments-related emissions from AWS in 2023



Our enterprise data center initiative and focus on a modern cloud architecture supports our goal to be a more nimble and innovative technology organization and aligns with our sustainability efforts to minimize our own carbon footprint and partner with environmentally responsible companies worldwide."

Phil Littlehales

Executive Vice President & Chief Information Officer, Merchant Acquiring North America, Business Technology Services (BTS)



We are one of the largest users of Google Cloud in the financial technology industry globally. Google is Global Payments preferred cloud provider for our Merchant Solutions business, and we utilize the complete GSuite offering across the company and leverage the many Google Cloud Platform products including virtual machines, cloud storage, and BigQuery. Google Cloud sources 100% renewable energy for all cloud regions and is 2x more efficient than a typical enterprise data center. Google has reduced its overhead to 10% of energy use compared to nearly 100% by competing data centers. Google also has a leading power usage effectiveness (PUE) of 1.1 compared to an average of 1.8. Google is working toward sourcing 24/7 carbon-free energy for all its data centers and campuses around the world with the aim to get there by 2030. All products in Google Cloud are carbon neutral and 78% of Google Cloud waste is diverted away from landfills. Google is committed to decarbonizing their energy consumption so that by 2030, they will operate on carbon-free energy, everywhere, 24/7. Google has committed to replenishing more water than consumed by 2030. Google is focusing their efforts on water scarce regions and tailoring their approach based on facility type, location and local water context and risk.

Operational Emissions

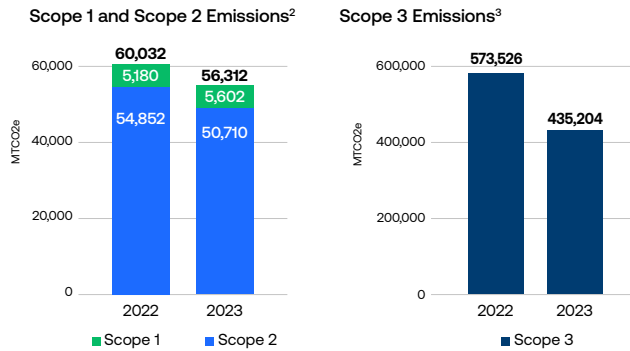
Measuring our environmental performance is essential for tracking progress and driving continuous improvement. Here are some key metrics we use to assess our environmental performance:

1. Energy Consumption: We track our energy consumption across our facilities and operations, monitoring electricity, natural gas, and other energy sources. By analyzing energy usage data and implementing efficiency measures, we aim to reduce our overall energy consumption and lower our carbon emissions.

2. GHG Emissions: Global Payments calculates our GHG emissions using internationally recognized protocols. We measure emissions from sources such as electricity usage, business travel, and fleet operations and are working to reduce our carbon footprint through emission reduction strategies and offsetting initiatives.

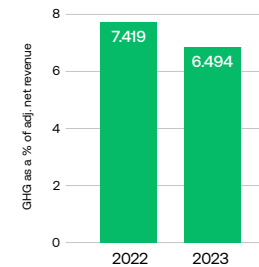
3. Waste Generation and Recycling Rates: We monitor our waste generation and recycling rates to gauge the effectiveness of our waste reduction programs. By setting targets for waste diversion and recycling at key facilities, we aim to minimize the amount of waste sent to landfills and promote a circular economy approach to resource management.

GHG Emissions¹



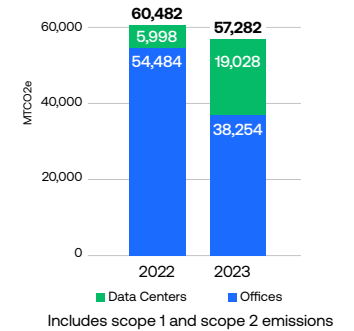
22% Decrease in Total GHG Emissions YoY

GHG Intensity⁴



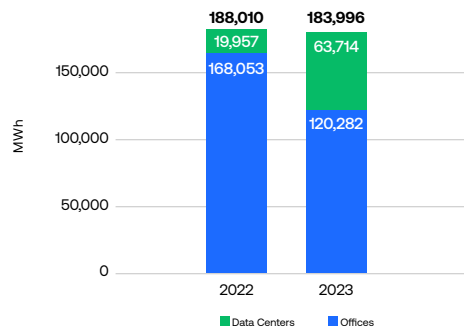
12% Decrease in GHG Intensity YoY

Global GHG Emissions by Facility Type

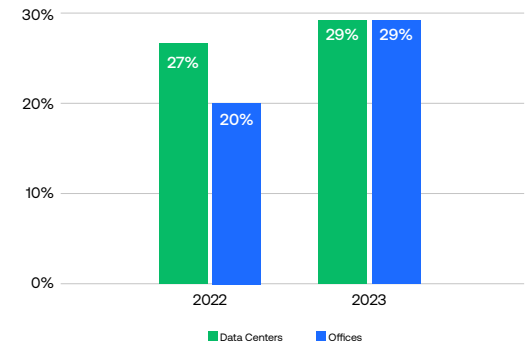


Energy Use and Renewable Energy¹

Global Energy Use by Facility Type



Renewable Energy as a % of Energy Usage



37% increase in Renewable Energy Consumption YoY

¹ Our reporting boundary includes scope 1 and scope 2 emissions from owned, operationally controlled and leased facilities representing over 90% of office space square footage and approximately 65% of data center capacity globally. Approximately 100% of owned facilities are reflected in these figures. Emissions figures are calculated in accordance with location based GHG Protocol. Some prior year figures have been restated to reflect enhanced data collection and calculation methodology. In 2023 we incorporated the footprint of EVO Payments, the addition of this business added to our footprint in data centers and facilities impacting our sustainability performance.

² In 2023, Global Payments' scope 1 emissions saw a 8% increase from the prior year. This is primarily due to the integration of the EVO Payments footprint.

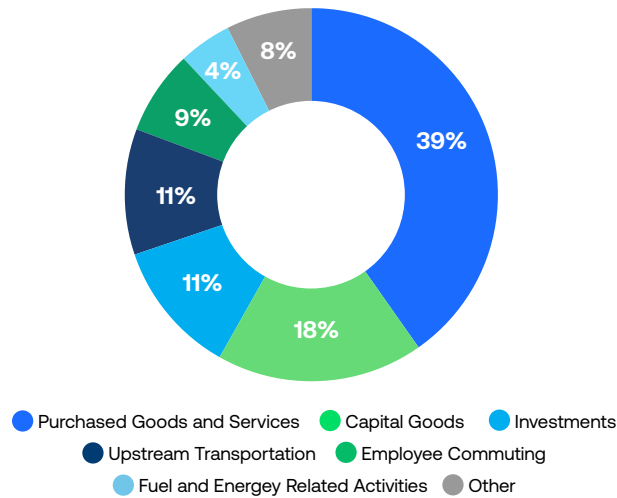
³ See page 80 for a detailed breakdown of scope 3 emissions.

⁴ GHG intensity is defined as scope 1 + scope 2 emissions / adjusted net revenue in \$ millions.

Supply Chain Emissions

Global Payments collaborates with our suppliers to promote sustainability throughout our supply chain. We are prioritizing suppliers who share our environmental values and adhere to responsible sourcing practices, fostering a culture of sustainability across our vendor network. Starting in 2023, we disclosed our scope 3 emissions. Our vendors make up 85% of our scope 3 emissions. We are focused on engaging our vendors on climate related risks and opportunities.

2023 Supply Chain Emissions¹



As Global Payments is a key supplier for approximately 5 million merchant locations and more than 1,500 financial institutions, it is important for our customers to understand our impact on the environment. To provide our customers more information on our environmental footprint, we have continued to report data through CDP and provide additional disclosures, including specific emissions allocations, at our clients' request.

¹ Other includes Waste Generated in Operations, Business Travel, Upstream Leased Assets, Use of Sold Products, and End of Life Treatment

Climate Risk Management

Environmental risk management is an essential component of our overall risk management framework at Global Payments. We recognize that environmental risks can impact our business operations, reputation, and financial performance. Therefore, we employ proactive measures to identify, assess, and mitigate environmental risks across our operations. Key aspects of our environmental risk management approach include:

1. Risk Identification: We conduct regular assessments to identify environmental risks associated with our operations, including regulatory compliance, resource scarcity, climate change impacts, and supply chain disruptions. By staying informed about emerging environmental issues and trends, we can anticipate and address potential risks proactively.

2. Risk Assessment: Once environmental risks are identified, we assess their potential impact and likelihood using qualitative and quantitative methods. We prioritize risks based on their severity and probability, taking into account factors such as regulatory requirements, stakeholder expectations, and business dependencies.

3. Risk Mitigation: Global Payments employs a range of strategies to mitigate environmental risks and enhance resilience. These strategies may include implementing control measures, adopting best practices, investing in infrastructure improvements, diversifying supply chains, and incorporating climate risk considerations into business continuity planning.

Climate Regulation

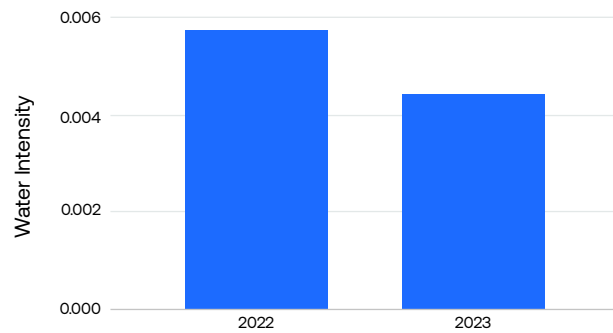
We are monitoring pending climate legislation and are working to continually ensure that our sustainability agenda is integrated into our overall business strategy. Certain governments around the world are adopting laws and regulations pertaining to sustainability performance, transparency and reporting. Regulators in Europe and the U.S. have also focused efforts on increased disclosure related to carbon emissions, climate change and mitigation efforts. Global Payments continues to monitor the evolving regulatory landscape as it pertains to sustainability and environmental disclosures. We are committed to complying with all requirements in a timely manner, as necessary.

Conserving Water

We actively manage our water usage by implementing conservation practices across our global office footprint. Efforts include efficient and low-flow plumbing systems, water reuse, and water-efficient landscaping. Water withdrawn in 2023 was 37.9 million gallons, a 17% reduction in water usage from 2022.

Water Intensity¹

(millions of gallons / adjusted net revenue in \$ millions)



Water Withdrawn¹

(in gallons)	Total	Offices	Data Centers
2022	45.9 million	39.7 million	6.2 million
2023	37.9 million	31.7 million	6.2 million

Water withdrawn in 2023 was 37.9 million gallons, a **17% reduction in water usage** from 2022.

Managing Waste

We track the amount of waste generated by our operations and monitor our recycling rates to gauge the effectiveness of our waste reduction programs. By setting targets for waste diversion and recycling, we aim to minimize the amount of waste sent to landfills and maximize resource recovery through recycling and composting. Across Global Payments facilities, the company utilizes Iron Mountain and Shred-it globally for the recycling of paper and paper products.

Additionally, we manage recycling programs across nearly 80% of our owned North American facilities. Working with waste partners across these owned facilities in the U.S., we recycled 67% of the waste generated in 2023. This was a 5% decrease in the rate of recycling from 2022, however total waste decreased by 10%. Since 2020, the amount of waste generated at our owned facilities has been reduced by 22%. Recycled materials included waste metals, wood pallets, aluminum cans, plastics, paper, card, foam and fluorescent light bulbs.

Outside of the United States, we collect recycling data from six Global Payments owned or leased office complexes in the UK, an increase from three facilities in 2021. At these locations, our company diverts 100% of waste away from landfills. Global Payments targets reducing waste volume across these six UK facilities by 3% annually. **In 2023, we reduced the amount of waste by 18% compared to 2022 across the three facilities where we have consistently been tracking data.**

Electronic Waste

Global Payments uses Lifespan for its IT asset disposal services. As a certified ISO 14001 vendor, Lifespan works exclusively with EPA-registered and regulation-compliant partners to maintain the highest standards of environmental protection, and maintains full compliance with local, state, and national regulations. In 2023, Global Payment safely disposed of approximately 34 tons of electronic waste consisting of 6,300 items with Lifespan, including 1370 laptops, 950 PCs, and 460 server racks.

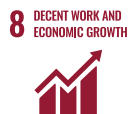
Digital Payments

At Global Payments, we enable billions of digital transactions per year. Digital payments have a more limited impact on the environment, reducing the need for paper and plastic to facilitate transactions. Across the US and EU, more than five billion new cash notes were printed in 2020 in both jurisdictions. Credit and debit cards require the use of plastic for production with 31 billion cards projected to be in circulation in 2025. This footprint continues with paper receipts generating the yearly equivalent of four billion pounds of CO2 and requiring the consumption of three million trees and nine billion gallons of water in the US alone. The technology we enable allows merchants to move into newer, more sustainable payments. As an example, we are one of the largest virtual card issuers in the world. In 2023, Global Payments issued over 63 million virtual cards, enabling more than 67 million transactions and approximately \$45 billion in spend.

¹Water withdrawn reporting boundary includes approximately 60% of operationally controlled facilities and approximately 65% of data center capacity globally. Water withdrawn does not include the EVO Payments footprint. Restatement of Environmental Data: Some environmental data from previous years has been restated due to acquisitions and some changes in methodology.

Community Impact

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



Corporate Citizenship — Giving Back Globally

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

We strive to integrate corporate citizenship into every aspect of our company in order to:

- Empower and encourage our team members and others to serve their communities
- Leverage our resources, talent, global reach and expertise to create meaningful change
- Ensure that society benefits from our company's commitment to make a difference around the world



Worldwide Days of Service

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

Today, we hold Worldwide Day of Service twice a year to highlight the importance of team member participation in service projects. Each is a fulfilling day spent meeting the unique needs of the local communities where we live and work to create meaningful, positive change. This global service initiative — rooted in our 27,000 team members' passion for serving underprivileged communities — grows every year, extending our impact around the globe. We keep our communities clean and help at soup kitchens, warehouses and schools. We create assembly lines to build bicycles, pack activity kits for children and survival kits for soldiers. No matter how big or small the need, we're pitching in to make a difference.

In 2023 we were excited to host numerous events around the globe:

April 2023 Events

- **Team members in Montreal, Canada** sorted clothing donations at Société de Saint-Vincent de Paul, an organization that aims to lend an ear as well as a hand and companionship to the community's most vulnerable individuals.
- **Cyprus team members** participated in the cleanup of the Spyros beach in Larnaca and the surrounding areas in collaboration with the Larnaca Environmental Office and the Cyprus Marine Environmental Protection Association (CYMEPA).
- **Team members in the UK** cleaned up the streets and areas around the York office over a week period as part of the 'Great British Spring Clean', the nation's biggest mass-action environmental campaign.
- **Noida, India team members** took the opportunity to support multiple organizations related to education, including sponsoring open school registration and providing school uniforms and school bags for A. Apna Ghar School, an organization that provides schooling for underprivileged children.

- **Team members in Spain** spent the morning volunteering with three charity canteens in **Barcelona and Malaga**, helping in the preparation of meals, serving visitors and cleaning the facilities.

September 2023 Events

- **Team members across Colorado** representing nine different business groups at Global Payments came together from near and far to support A Precious Child, an organization that assists children and families facing difficult life challenges such as abuse and neglect, crisis situations and poverty.
- **Dubai team members** volunteered with Senses Residential and Day Care for Special Needs, a non-profit residential care facility dedicated to improving the quality of life for children up to 18 years old with autism spectrum disorder.
- **Team members in Columbus, GA** volunteered with Girls Inc., a nonprofit organization in over 350 cities across the United States and Canada that provides mentorship, safe spaces, and programming that addresses the unique challenges girls face and are proven to help girls succeed.

- **Team members in Manila, Philippines** held a Bingo and Cake Raffle Night to raise money for Smile Train, an international organization providing corrective surgery for children with cleft lips and palates.
- **Team members in San Diego, CA** hosted a food drive for the San Diego Food Bank.
- **Chicago, IL team members** sorted diapers and baby wipes at Share Our Spare, an organization dedicated to collecting items to help local families in need.



SPOTLIGHT

Worldwide Day of Service at Mercedes-Benz Stadium

With a common commitment to community and delivering elevated experiences to our customers — both worldwide and in our shared home of Georgia — Global Payments’ partnership with the Mercedes-Benz Stadium has enabled us to provide enhanced, unique experiences for the betterment of the communities where we live and work.

In April 2023, Atlanta, GA team members gathered at Mercedes-Benz Stadium for our largest Day of Service project to date to create impactful, positive change.

All Georgia team members were invited to support four organizations that support the needs of our metro Atlanta and Columbus communities.



Soldiers’ Angels provides aid, comfort, and resources to the military and veteran community, no matter what that individual’s political or religious affiliations might be. Team members supported Soldiers’ Angels mission by making paracord bracelets and fly away bags for deployed service men and women, and packing boxed lunch kits for our local veterans.



Camp Twin Lakes provides year-round, fully-adaptive, and deeply impactful camp experiences to nearly 10,000 of Georgia’s children and young adults each year, helping each camper grow in their confidence and experience the joys of childhood. Team members supported Camp Twin Lakes by building a bike for one of their youth campers and creating cabin kits for their 2023 summer camp.



Children’s Healthcare of Atlanta (CHOA) has grown and evolved since its founding in 1915, but its mission remains the same: to make kids better today and healthier tomorrow. Team members supported CHOA’s staff, patients and patient families by creating no sew blankets, making staff goodie bags, and creating cabin kits and med lodge kits.



United Way seeks to improve lives by mobilizing the caring power of communities around the world to advance the common good. Team members helped United Way of Greater Atlanta and United Way of Chattahoochee Valley assemble 500 snack packs that included educational books for children in need.



In addition to supporting these worthy organizations, our Georgia team members developed deeper connections with each other and enjoyed music, games, giveaways and special appearances from Freddie Falcon and Atlanta United players.

SPOTLIGHT

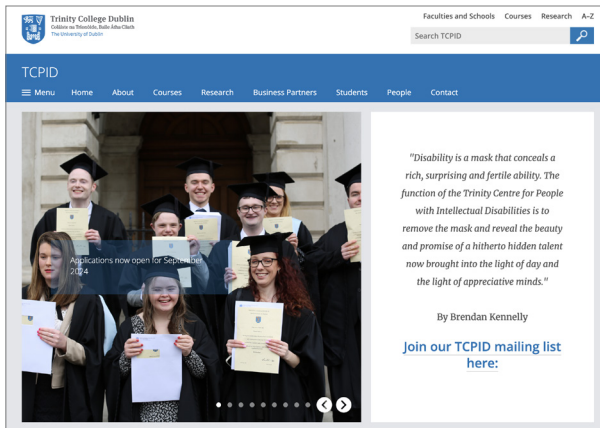
Accessibility Center of Excellence

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

Global Payments, in partnership with the Accessibility Centre of Excellence, signed a three year partnership with TCPID - Trinity Centre for People with Intellectual Disabilities, starting in 2023. TCPID aims to promote the inclusion of people with intellectual disabilities in education and society by introducing students to college experiences and enabling them to develop life skills. The Global Payments team has been learning about how to work with the students, and we have identified relevant roles for several individuals within the Dublin office and engaged mentors from our staff. In 2024, we will take our first work placement student and our first paid intern for a six-month period.



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



SPOTLIGHT

Together Academy — Dublin, Ireland

As part of our community engagement, we have continued our support of the Together Academy. The Together Academy is a social enterprise providing tailored training and employment opportunities for young adults with Down Syndrome. In 2023, we supported them with their newly designed website offering small updates and guidance as the Together Academy opened their cafe in Dun Laoghaire. To foster more engagement from our team, Together Academy Students cook and deliver lunch for team members in our Dublin office every Thursday.



Corporate Giving

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

Financial Literacy & Economic Inclusion: We believe in the critical importance of financial literacy and ensuring that everyone has full access to participate in commerce.

Education: We emphasize all forms of education as an important basis for improving lives and creating a strong foundation for the future.

Health & Wellness: We work to ensure that people have the resources needed to live healthy, comfortable and productive lives.

Social Equity: We are committed to strengthening under-represented communities and being a champion for equality and inclusion.

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

Over \$4 million

donated directly to support organizations that reflect our values

We donate regularly to organizations that reflect our values. In 2023, Global Payments donated over \$4 million in support of many organizations that have touched the lives of our loved ones and our communities in different ways, including:



ALL PILLARS



HEALTH AND WELLNESS PILLAR



ALL PILLARS



HEALTH AND WELLNESS PILLAR



BOYS & GIRLS CLUB

ALL PILLARS



FINANCIAL INCLUSION PILLAR



Caring For Others, Inc.
A Human Services Organization

ALL PILLARS



SOCIAL EQUITY PILLAR



ALL PILLARS



EDUCATION PILLAR

Matching Team Member Gifts

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

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



Selected Sponsorships

United Way

The fuel that drives our organization's success is the strong sense of community that is built and supported by our team members. A vital element of our culture is showing that we care for the communities where each of us live and work. In 2023, we once again put our culture into action as a community that cares during our annual United Way team member campaign in November 2023.

United Way seeks to build stronger, more resilient communities where everyone can thrive, and Global Payments is proud to support the good work that they do each year as part of our annual team member fundraising campaign across North America.

Global Payments team members generously gave nearly \$1 million to United Way agencies across the United States and Canada. These funds, along with our corporate giving initiatives, brought our grand total to just over \$1.5 million for United Way agencies across North America.



SPOTLIGHT

Global Payments United Way Campaign — Super Bowl LVIII Raffle

During our 2023 United Way campaign, team members who pledged a minimum of \$20 per pay period were entered into a raffle to win two tickets to Super Bowl LVIII in February 2024. Team members Chanelle Barnes, Senior Client Account Manager, and Leo Avila, Information Security Compliance Consultant, represented Global Payments as they watched the Kansas City Chiefs and San Francisco 49ers face off in Las Vegas, NV.

Selected Sponsorships

Susan G. Komen Breast Cancer Awareness Campaign

During Breast Cancer Awareness Month in October 2023, Global Payments partnered with Susan G. Komen, the nation's leading breast cancer fundraising organization who puts community and care at the forefront of their mission with a 360° approach to ending breast cancer.

Our team members across the United States had the opportunity to fundraise and participate in Komen's annual More Than Pink Walk in a number of ways. Team members in Dallas, Georgia, Oklahoma City, and San Diego participated in local More Than Pink Walks, while team members around the U.S. could participate in Komen's Walk Where You Are Initiative.

We are incredibly proud and grateful of the national impact our team members had during the campaign. Across the United States, our team members were able to raise \$22,946 to help fund research and increase access to care for those affected by breast cancer.



Our team members at Global Payments continually show up to support each other and the communities in which we live and work. I am proud to be a part of this extraordinary team of people who understand the importance of giving back.”

Andrea Carter
Chief Human Resources Officer

Driving Positive Change Through Our Businesses

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

We enable **approximately 5 million small and medium-sized business** locations as well as complex multinational companies around the world to **accept over 140 payment methods** and operate their businesses more effectively.

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

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

Enabling Commerce Across Global Communities

We play a significant role in driving commerce and economic growth enabling **approximately**¹

75 billion

transactions annually across global communities in more than

100 countries

cross-border and

40 countries

physically.

Helping our merchants access capital

Through our partnership with Lendio, the United States' largest and most trusted loan marketplace, **we can offer our merchants access to capital.** Merchants can apply for various lending solutions **from as little as \$5,000 to \$5,000,000 in 15 minutes** and get access to over 75 lenders to help grow their business. Depending on the lending solution, **funding can occur within 24 hours.**



¹ Includes EVO Payments, excludes recently exited businesses



Our Solutions Enable Commerce in Communities Worldwide

AdvancedMD

Through our AdvancedMD business, we are able to have a positive impact on the health and wellness of communities across the United States. AdvancedMD is a leading provider of end-to-end cloud-based, SaaS software solutions, serving more than 61,000 medical, mental health and therapy providers and 840 medical billing companies, enabling them to run their businesses more efficiently. Approximately 8.2 million insurance claims are processed monthly on the AdvancedMD billing platform. In turn, doctors are able to spend less time on paperwork and more time providing outstanding medical care to patients.

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

With AdvancedMD, medical practices can achieve a remarkable outcome: the ability to manage higher patient volumes with improved productivity and financial outcomes.



Finally a fully integrated program — fantastic customer service team and a well integrated practice management/ EHR. AdvancedMD has been extremely helpful in moving my practice to the next level. Thanks AdvancedMD!”

Jennifer Jacobsen, PMHNP-BC, PLLC



From our training sessions to our everyday use of AdvancedMD, we have been very pleased. It is a very user friendly system, but any time we need assistance, the help functions and help desk have been great resources. The majority of our patients utilize the patient portal, and that is convenient for them and for us.”

Derrick Bowling, M.D., P.A.

greatergiving

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

an event. Greater Giving also provides free fundraising education resources throughout the year, including webinars, live seminars, eBooks, guides, and blog articles.

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

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



ACTIVE Network, a Global Payments company, transforms the way communities come together, facilitating engagement and participation across a spectrum of activities and events. Our technology suite offers seamless solutions for managing memberships, events, programs, and activities, catering to a diverse range of sectors, including YMCAs, parks & rec, endurance events, camps, city governments, and resorts. We're here to connect people with the experiences they love, simplifying the organizational side so that our partners can focus on creating memorable moments. **With ACTIVE Network, it's more than participation; it's about enriching lives and communities.**

Innovative Solutions

ACTIVE brings communities together through shared experience by leveraging continuous innovation to meet the needs of its customers and their participants. ACTIVE has invested in engaging people with their unique communities through:

- Connecting even more constituents to their community parks and recreation departments by expanding partnerships that today include 70 of the top 100 municipalities in North America.
- Continuous improvement of our administrative and consumer apps, fostering easy engagement between participants and their communities.
- Making it easier than ever for citizens to interact with their local government by centralizing payments on one platform.

- Expanding offerings within ACTIVE's loyalty program to give consumer members more perks and discounts to enable more people to participate in the activities and events they love.
- Delivering strategic developments for the resort management platform RTP | One to delight customers and further expand their reach within the resort space.

Through continuous innovation and expanded offerings, ACTIVE Network remains dedicated to making it easier for people to engage with the communities they love — from their local parks, YMCAs, and endurance events to resorts and more — **ACTIVE Network engages more than 15 million people annually on behalf of 30,000-plus organizations worldwide.** We are fiercely dedicated to our mission of connecting people to their communities.



We own software solutions across vertical markets, allowing us to develop highly integrated, vertically fluent software, payment, and commerce solutions necessary to meet the needs of our customers. Critical to our success is maintaining our focus on building and delivering great software, so that we can compete on the basis of product functionality and innovation.”

Bob Cortopassi

President and Chief Operating Officer

Charitable Engagement

Our commitment to giving back manifests through our annual Charity Challenge. This month-long event encourages ACTIVE team members to engage in fundraising and community support by giving to the communities, charities, and organizations they are most passionate about. This fosters a strong sense of teamwork and social responsibility — even in a remote working environment.



touchnet

TouchNet is the leading provider of integrated, comprehensive and secure payment and ID management solutions for more than 1,200 colleges and universities globally, playing a fundamental role in facilitating the business of higher education and student success. For instance, students who use TouchNet tuition payment plans incur lower student debt than their loan-seeking counterparts. **In the past 12 months, campuses have administered more than 7 million payment plans via TouchNet solutions, helping students avoid nearly \$8 billion in debt.** More than one-third of students in the U.S. utilize TouchNet systems to manage their financial relationship with their institution, providing students with payment reminders and other features to establish good credit and develop financial literacy.

TouchNet also enables a safe learning environment, offering the latest keyless doors and digital campus ID technologies, allowing for campus-wide access control from a single location.

TouchNet was named the 2023 “Partner of the Year” award from Ellucian, the leading higher education enterprise and student information solutions provider, for its demonstrated commitment to innovation, customer services and collaboration to deliver exceptional outcomes for institutions of higher education.

Heartland

Heartland School Solutions delivers innovative, leading-edge K-12 school commerce and cafeteria management solutions. In the U.S., School Solutions currently serves more than 45,000 schools across 6,000 districts. In addition, over 3.3 million parents actively use MySchoolBucks online payment service that enables them to securely pay for all school fees and purchases.

Our cafeteria management solutions help K-12 child nutrition directors plan and serve healthy meals that follow nutritional guidelines set by the USDA. Our products speed up serving lines so students have more time to eat lunch and spend less time standing in line. Studies show that students who have more time to eat make healthier food choices.

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

In 2023, our solutions helped facilitate the distribution of approximately 1.8 billion free or reduced price meals to K-12 students across the country.



xenial

Xenial is a leading provider of end-to-end enterprise hardware and cloud solutions for the Quick Service Restaurant (QSR), Managed Food Service and Sports and Entertainment industries. With more than 35 years of experience, Xenial has direct presence in 50+ countries and provides solutions for more than a third of the top 50 QSR brands. Xenial solutions span omnichannel ordering including counter service, self-order kiosk, web, mobile app, third-party integrations, and automated voice assistant; digital menu displays; drive-thru management; kitchen management; back of house; and customer engagement and marketing; as well as payments.

Created for ease of use and the cost and food savings benefits of relying on modern, cloud-first technology and user experience best practices, Xenial solutions equip hospitality providers with the next-gen software, technology, and services they need to power the future of commerce, today.

Xenial's Cloud Based POS, analytics and automated real time Kitchen Management solutions enable waste reduction, while also driving greater profitability, efficiency, food freshness and guest satisfaction. Xenial's drive-thru solutions powered by Xenial Voice and Vision provide faster speed of service, reducing the time vehicles spend getting their orders. Additionally, Xenial partners with a number of brands to publish nutritional information on digital menu boards, allowing for customers to make informed dietary choices.

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

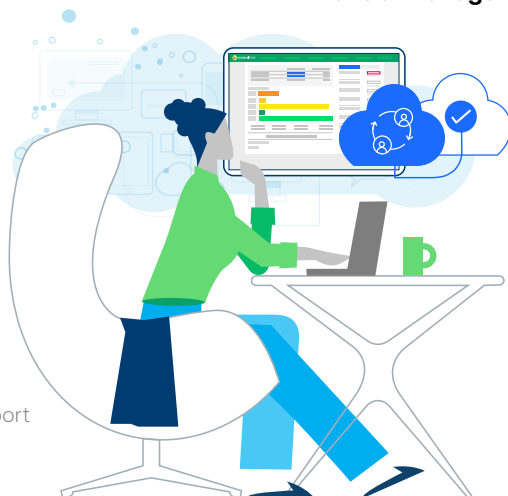
Global Payments B2B Solutions



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

PayFabric®

PayFabric is a cloud-based payment acceptance platform and storage hub that provides account receivable (AR) automation tools for businesses. PayFabric increases customer convenience, reduces billing expenses by delivering invoices and processing payments electronically, and processes recurring payments automatically. PayFabric can be integrated with any application, system, and back office environment with ease and simplicity.



Paycards

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

Workers are looking for greater control over their finances, and providing these resources can support hiring and retention. Direct deposit eliminates the need to physically deposit or cash paychecks, as wages are automatically loaded onto a paycard. Employees can even access their wages up to two days faster than payday.

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

Empowering workers to manage their money, paycards provide features such as online account access, transaction monitoring, and budgeting tools. This enables cardholders to make informed financial decisions and better manage their earnings.

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

Earned Wage Access (EWA)

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

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

Supporting Financial Wellness

Workers being paid by cash or check are more likely to allow financial stress to disrupt their work, while workers with more debt are twice as likely to miss work because of this stress.

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

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





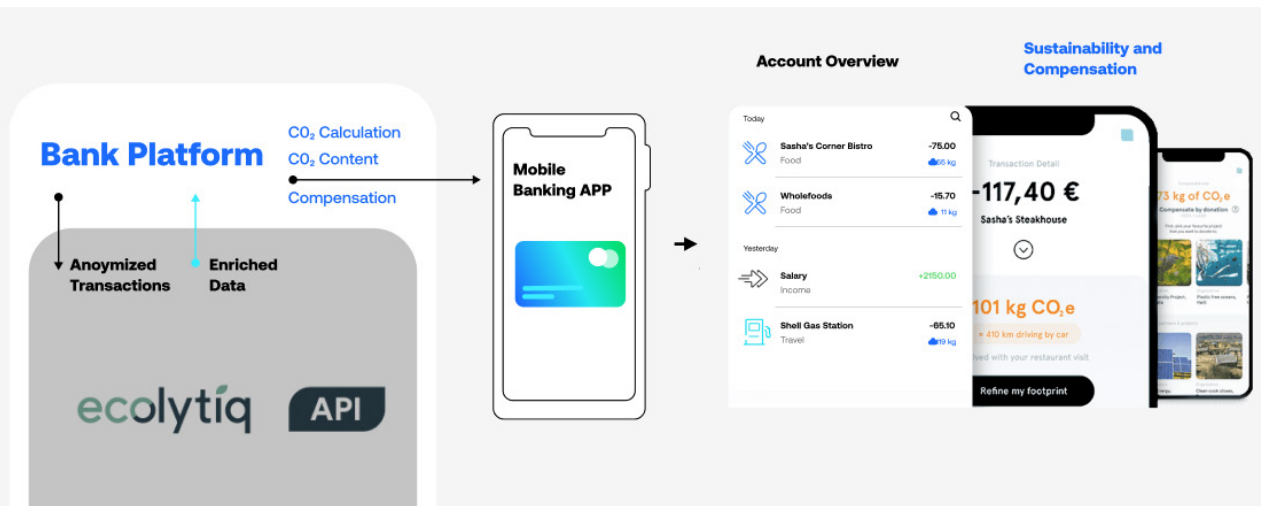
ecolytiq Partnership

Issuer Solutions is proud to partner with ecolytiq, bringing Sustainability-as-a-Service® to the financial services sector. This partnership enables financial institutions and fintechs to channel the fast growing consumer demand for climate action into growth for their banking businesses. The ecolytiq climate engagement suite works within a banking experience to educate consumers on the environmental impact of their individual transaction activities, while providing customized insights on how they can take action to reduce their CO2 impact. This partnership enables clients to leverage technology that delivers a differentiated customer experience through

sustainability features, while aligning to their digital strategy and sustainability commitments.

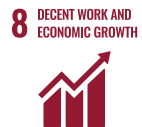
Through our partnership, our issuer clients can offer customers the ability to see the estimated CO2 impact of their purchases and receive customized tips on how to make more sustainable purchasing decisions. To offset their remaining environmental footprint, users can also decide to donate to a charitable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

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



Corporate Responsibility

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



Board and Corporate **Governance Highlights**

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

BOARD STRUCTURE AND INDEPENDENCE

- Non-employee Chair of the Board who oversees the board's activity, including leading board meetings, fostering board cohesion and participation, and working with the CEO and Lead Independent Director to create board agendas
- Lead Independent Director has a strong role and significant governance duties, including chairing all executive sessions of independent directors
- Eleven out of twelve directors are non-employees
- Ten out of twelve directors are independent
- Annual election of directors
- Non-employee directors meet without management present
- Independent directors meet without management and non-independent directors present
- Each director attended 75% or more of the meetings of the board and the committees on which he or she served
- Fully independent Audit, Compensation, Governance and Nominating, and Technology Committees
- 2 new independent directors added to the board since 2022; 6 since 2019

SHAREHOLDER RIGHTS

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

BOARD OVERSIGHT

- Board and its committees exercise oversight of our company's enterprise risk management (ERM) program
- Dedicated board meeting focused on company strategy
- Open access to senior management and information
- Proactive and strategic board and senior management succession planning
- The Audit Committee oversees the integrity of our company's financial statements and legal and regulatory compliance
- The Governance and Nominating Committee oversees sustainability matters, which include environmental, social and corporate responsibility issues
- The Compensation Committee assists the board in its oversight of human capital management and DEI

Board and Corporate **Governance Highlights**

STRONG TECHNOLOGY, CYBER SECURITY AND PRIVACY OVERSIGHT

- The Technology Committee oversees our company's Information Security Program and enterprise risk exposure associated with our technology and information security practices
- Chief Information Security Officer (CISO) reports directly to the Technology Committee
- Centralized Privacy Office, led by our Chief Privacy Officer, provides world-wide compliance support to project and technology teams with detailed privacy analysis
- Our company's Internal Privacy Policy, together with associated standards and procedures, provides a comprehensive compliance framework to inform and guide the handling of personal data within the organization, as well as external sharing and data transfer
- Cyber-risk insurance policy aligns with our business objectives and customer expectations
- For a description of our cybersecurity practices, see our Annual Report on Form 10-K

STRONG CORPORATE GOVERNANCE PRACTICES

- Annual robust board and committee self-evaluations, including Chair interviews
- Over-boarding restrictions
- Significant stock ownership requirements for our NEOs, other members of senior management and directors
- Mandatory board of directors retirement age of 75
- Robust Code of Business Conduct and Ethics for employees and directors
- Director orientation program to complement the recruitment process
- "Rooney-Rule" approach for seeking women and under-represented minority candidates to include in the initial pool from which board nominees are chosen
- Annual Global Responsibility Report disclosing our performance, progress and strategy on key sustainability and governance topics
- Net zero carbon emissions commitment by 2040



The Global Payments' board of directors brings diverse perspectives through a breadth of business skills and expertise across critical areas, which enable the provision of invaluable oversight and guidance to management."

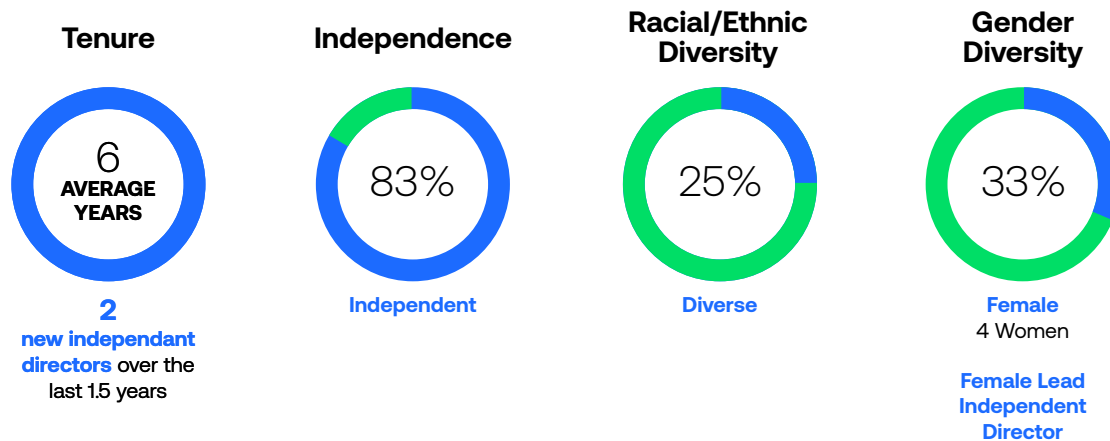
Dara Steele-Belkin

General Counsel and Corporate Secretary

Board Composition

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

Board Demographics



55% of non-employee directors and **75%** of committee chairs are diverse in **gender** and/or **race/ethnicity**

Commitment to Diversity and Inclusion

The board regards diversity as an important consideration for determining the optimal board composition. Today, 50% of our board members are diverse in gender and/or race/ethnicity and, since 2017, we have added five diverse independent directors to the board, each of whom possesses a strong mix of skills, qualifications, backgrounds, and experience.

Board Membership Criteria

The Governance and Nominating Committee assesses potential candidates based on their history of achievement, the breadth of their business experiences, whether they bring specific skills or expertise in areas that the committee has identified as desired and whether they possess the personal attributes and experiences that will contribute to the sound functioning of our board. Our corporate governance guidelines embody these principles and set forth the following non-exclusive criteria for directors:

Experience — Particular skills and leadership experience that are relevant to our company's strategic vision.

Diversity — The board and Governance and Nominating Committee value diversity among our directors and believe that diversity on our board should be a priority, and therefore actively seek diverse candidates with regard to gender, race, ethnicity, background and other attributes and skills.

Age and Tenure — The age and board tenure of each incumbent director.

Board Size — The Governance and Nominating Committee periodically evaluates whether a larger or smaller board would be preferable, depending on the board's needs and the availability of qualified candidates.

Board Independence — Independence of candidates for director nominees, including the appearance of any conflict in serving as a director.

Board Contribution — Integrity, business judgment and commitment.

Other Public Company Service — The number of other public company boards on which a director may serve.

Director Qualifications

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

● Indicates representation of the qualification for directors.



Skills Definitions



Leadership and Senior Management Experience
demonstrated breadth and depth of management and leadership experience



Public Company Experience
experience with public company reporting responsibilities and the issues commonly faced by public companies



Industry Experience
experience in the financial services or payments industry



Risk Management, Compliance and Governance
experience in risk management, compliance and governance



Strategic Planning and Mergers and Acquisitions
experience in strategic planning, business development and mergers and acquisitions



Accounting and Finance
experience in corporate finance, financial accounting or financial management



Technology and Cybersecurity
experience with cybersecurity, information technology or digital transformation, or relevant innovation (including with new technologies, product development or scientific research)



Sustainability
experience with environmental sustainability and companies' commitments and capabilities to minimize their environmental footprint, manage their energy consumption, and limit waste



Human Capital Management
experience in recruitment, retention, succession planning for key roles, and development and compensation matters for employees, including those with diverse skills and backgrounds



Global Business Experience
international experience (such as living and working or having responsibilities for businesses outside of the United States) and understanding of the culture of countries outside of the United States

Shareholder Outreach

We believe in providing transparent and timely information to our investors. Our senior management, including our Chief Executive Officer, our Chief Financial Officer and professionals in our Investor Relations department, routinely provide information to and receive feedback from our investors in a wide variety of formats. To the extent we receive shareholder proposals in connection with a given year's annual meeting of shareholders, we also include a discussion of those proposal topics in our engagements for the following year. Feedback received through management's discussions with investors, as well as engagement with proxy advisory firms that represent the interests of a wide array of shareholders, is reported to and discussed with the board. In addition, many of the changes to our sustainability, governance and compensation programs implemented over the last several years have been directly informed by views and insights gathered through our prior engagement efforts and our review of current market practices.



Who We Engage:

- Institutional shareholders
- Sell-side analysts
- Retail shareholders and shareholder advocates
- Fixed income investors
- Proxy advisory firms



How We Engage:

- Quarterly earnings calls
- Investor conferences
- Annual shareholder meetings
- Investor roadshows, on-site visits and virtual meetings
- One-on-one meetings



How We Communicate:

- Annual report
- Proxy statement
- SEC filings
- Press releases
- Company website
- Investor presentations
- Global Responsibility Report

2023 Engagement

Our senior management presented at 11 sell-side hosted investor events and met with investors representing over 55% of our shares outstanding throughout 2023 to discuss Global Payments' performance and short and long-term strategic direction.

We invited shareholders representing approximately 60% of our shares outstanding to engage, and we met with shareholders representing approximately 40% of our shares outstanding to discuss matters that were presented at our 2023 annual shareholder meeting, including our executive compensation program and the shareholder proposal on ratification of termination pay.


















Perception Study

We completed a perception study to gain valuable perspective from our shareholders, which, together with feedback from our annual shareholder engagement, informed board discussions through the second half of 2023 and early 2024.

Compensation Philosophy

Our executive compensation program is designed not only to retain and attract highly qualified and effective executives, but also to motivate them to substantially contribute to Global Payments' future success for the long-term benefit of shareholders and team members and reward them for doing so. Accordingly, our board and Compensation Committee believe that there should be a strong relationship between pay and corporate performance (both financial results and stock price), and our executive compensation program reflects this belief.

Compensation Practices

We do	We Do Not
 Tie pay to financial and share price performance	 Provide for excise tax gross-ups
 Employ robust goal-setting process to align goals with company strategy	 Permit hedging or pledging of our stock
 Retain an independent compensation consultant	 Re-price or discount stock options or SARs
 Benchmark against our peer group	 Permit liberal share recycling or "net share counting" upon exercise of stock options or SARs
 Conduct an annual say-on-pay vote	 Pay dividend equivalent rights on PSUs
 Adjust performance goals under our short-term incentive plan to reflect acquisition impacts	 Provide excessive prerequisites, benefits or severance benefits
 Require Compensation Committee certification of performance results for purposes of NEOs' compensation	 Count unexercised options (vested or unvested) and unearned PSUs towards satisfaction of stock ownership guidelines
 Employ "double-trigger" change-in-control compensation	
 Maintain a comprehensive clawback policy that requires our company to recover incentive compensation in the event of an accounting restatement	
 Impose minimum stock ownership thresholds as a percentage of base salary (CEO, 600%; all other NEOs and members of the executive leadership team, 400%) and holding periods until such thresholds are met	

Upholding the **Highest Standards**

Global Payments is committed to upholding the highest standards of ethical conduct. These standards are an integral part of who we are and why our customers and partners choose to do business with Global Payments.

Our [Code of Conduct and Ethics](#) is intended to give all team members, officers, and directors the tools to respond to situations that might violate our standards and company expectations. It upholds our focus on personal accountability and our responsibility to do the right thing as key parts of our mission and values.

Our commitment to excellence is fundamental to our corporate philosophy at Global Payments. Our team members, officers, and members of our Board of Directors share a common set of objectives and benefit from the achievement of those objectives through ethical decisions and behavior. Our continued success requires this firm commitment to maintain our company's culture of integrity.

Upon joining our company and annually thereafter, our team members are required to complete annual training that is customized for each individual based on region, position and job responsibilities. **All team members are required to take annual courses on our [Code of Conduct and Ethics](#), [Data Privacy](#), [Information Security](#), [Anti Money Laundering](#) and [Anti Bribery](#).** Select team members also complete additional, regional or role specific education as directed.

Mitigating Risks

Our board of directors views the oversight of risk management as one of its key functions. While management is responsible for assessing and managing risk, our board is responsible for promoting an appropriate culture of risk management within our company and setting the right “tone at the top.” The board

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

At least annually, the board, acting directly or through its committees, discusses with management the appropriate level of risk relative to our strategy and objectives, identifies potential emerging risks and reviews with management our existing risk management processes and their effectiveness. For certain risks, upon assessing potential impacts to our business and strategy, we may apply a longer-term view to monitoring and mitigation activities. Each committee reports to the board at least quarterly regarding its designated areas of risk oversight in order to ensure alignment. The committees meet regularly in executive sessions with our Chief Financial Officer, Chief Administrative Officer (who also serves as our company's Chief Compliance Officer and reports to the Chief Executive Officer), General Counsel, CIO, CISO, Chief Audit Executive and other members of senior management, during which the committee examines our risk management processes, controls and procedures, talent and capabilities. These discussions ensure that management is properly focused on risk by, among other things, reviewing and discussing with the board the performance of senior management and business units of our company. Our Lead Independent Director may identify risk-related issues for the board to consider and discuss, in consultation with the Chief Executive Officer, as appropriate. In 2023, key areas of focus included technology, cybersecurity, information security, privacy and data governance, vendor due diligence and management, geopolitical threats, Federal Banking Agency examination program and outcomes, and legal and regulatory risks and oversight.

The Management Risk Committee is the executive-level management committee chaired by our Chief Risk Officer and reporting to senior management of our company, including the Executive Leadership Team. Our ERM program is designed to work across our company to assess, govern and manage risks identified by management in the short-, intermediate- and long-term and oversee Global Payments' response to those risks. In order to fulfill its responsibilities, the Management Risk Committee identifies, assesses, monitors, and seeks to mitigate our company's enterprise-wide key risks. From time to time, we also utilize industry information sources, such as professional services firms or subscription resources, to examine risk trends and changes, and benchmark our risk mitigation strategies against those of our peers. The ERM program works in tandem with our accounting and financial reporting groups to align the risk identification and assessment with our existing disclosure controls and procedures.

The board believes that the practices described above and our current leadership structure facilitate effective board oversight of risk management because they allow the board, with leadership from the Lead Independent Director and working through its committees, to proactively participate in the oversight of management's actions.

Our vision is to:

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

Responsible Use of Artificial Intelligence

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

The introduction of Generative AI presents a new set of challenges. A cross-functional leadership group at Global Payments oversees the implementation of Generative AI tools and has established the principles and practices that promote responsible use of Generative AI at our company. Any use of Generative AI at Global Payments must uphold ethical standards in alignment with our company's values and in compliance with data privacy and security principles, intellectual property rights, and applicable laws and regulations. Any Global Payments Generative AI implementations must promote ethical decision-making, prevent biases and discrimination in applicable training data, models and algorithms, and foster transparency and accountability by providing clear explanations and justifications for decisions made using Generative AI systems, and establishing mechanisms for accountability.



SPOTLIGHT

Harnessing the Power of Generative AI

We remain committed to harnessing the power of Generative AI to both innovate new products and solutions that deliver value and improved experiences to our customers and increase the productivity and efficiency of our operating environments and workforce around the globe. We have already made meaningful progress in our journey to embed Generative AI into our business to leverage its power and the richness of data in our ecosystem.

We have established a center of excellence to coordinate our adoption of Generative AI technologies and provide a governance framework. We have also implemented foundational tools and models that are being utilized throughout our organization, evaluated numerous use cases and deployed Generative AI technology in a number of areas of our business.



In our Issuer Solutions business, our Foresight solution, in partnership with Featurespace®, provides a market-leading fraud solution that uses Generative AI to detect fraud strategies in real time, utilizing our proprietary data. Clients using this solution have realized a nearly 50% reduction in fraud losses.*

Gaylon Jowers, Jr.
President, Issuer Solutions



Fraud Prevention

Merchant

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

Reducing exposure to financial crimes, including money laundering, begins with policies that outline clearly-defined restricted and prohibited categories of clients, as well as procedures that ensure adherence to rigorous know your customer standards. State of the art identity verification processes and underwriting expertise further bolster policy effectiveness.



Protecting our merchants against fraud is top of mind for our global underwriters and risk management analysts with the ever changing approach of bad actors in the market. We take care to ensure our customers' experience is as seamless and protected as possible. I cannot thank this group of professionals enough for their thought leadership and commitment to minimizing fraud."

Elaine Baker

Executive Vice President, Global Operations

Issuer

Our Issuer Solutions business is focused on enabling issuers around the world to provide access to make payment solutions and technologies that are safe and easily integrated into the tools consumers and business owners depend upon. Our commitment to the enablement of safe and seamless payment solutions is evidenced by our continued track record of innovation in the areas of fraud prevention. We are relentless in the drive to power real-time prevention, detection and mitigation of fraud and risks everywhere our issuing partners operate. The pace of change in the payment ecosystem has introduced new payment form factors and more points of potential compromise. We channel our investments and resources to power solutions, tools and insights that are highly intelligent, adaptive and curated to recognize what makes our issuers and their cardholders unique. The result is less friction in the payment experience, paired with reduced risks and lower fraud losses.

Our scale and role as a strategic partner to issuers around the world calls us to balance the need for security of our solutions with the imperative for our technologies to support the sustainability of the communities served by our clients. That appreciation is behind our continued commitment to invest and deploy and scale sustainable technologies such as virtual issuance and digital wallet provisioning.



We recognize the power of technology and innovation to lift communities by powering commerce and expanding access to secure payment solutions. The depth and breadth of our expertise in the payment ecosystem is what makes us unique. Our investments and team members around the world are continuously working to usher in the next generation of payment technology that is as seamless as it is secure. Our commitment is to elevating access to the payment products and services that are powering communities across the globe."

Dondi Black

Executive Vice President
Chief Product Officer, Issuer Solutions

Data Governance, Privacy & Security

The Technology Committee provides oversight of our information technology and information security practices and cyber-risk profile and serves as a liaison between our Board of Directors, the Chief Information Security Officer (CISO), and the Chief Privacy Officer with respect to such matters. The committee reviews our key initiatives and practices relating to information technology, information security, cybersecurity, disaster recovery, business continuity, data privacy and data governance, and monitors compliance with regulatory requirements and industry standards. The Technology Committee helps to ensure that our strategic business goals are aligned with our technology strategy and infrastructure and that management has adequate support for our company's internal technology and information security needs.

Cybersecurity

We have implemented a comprehensive, layered security approach across our computing environment that is designed to facilitate the reduction of cybersecurity risk through the establishment of technical, physical, and administrative controls oriented towards the maintenance of the confidentiality, integrity, and availability of our information and technical assets. The structure of the information security program is informed by the NIST Cybersecurity Framework, and the program includes controls designed to facilitate the compliance of our cardholder data environments with Payment Card Industry (PCI) Data Security Standard (DSS).

Our information security program is under the responsibility of the CISO, while governance and oversight is provided by the Technology Committee, as set forth in the Technology Committee Charter. The CISO is responsible for the strategy, execution, and administration of the program and reports directly to the Chief Information Officer (CIO), while also maintaining reporting lines to the Technology Committee, its chair and the full board of directors.

At every regular meeting of the Technology Committee, the CISO provides the committee with updates and changes to the state, strategy, and risks related to the information security program, as well as other security news and topics. Further, the Technology Committee and Audit Committee

receive quarterly reports from the Chief Risk Officer regarding our risk exposure related to significant information technology and information security practices.

The CISO and CIO meet regularly with the chair of the Technology Committee outside of committee meetings. In addition, the board of directors regularly receives information about these topics from the chair of the Committee, from the CIO, and from management. The board of directors is also apprised directly of incidents as appropriate, pursuant to our incident response plan.



We live in a world where cyber threats and data breaches are more common. Now more than ever, focusing on protecting our data is paramount, which is why we continuously review our strategy and invest in strong talent and leading technologies. At Global Payments, we are committed to a culture of security and believe our best weapon is a well-informed and vigilant workforce and that cybersecurity is everyone's responsibility."

Jody Lee

Executive Vice President,
Chief Information Security Officer



The Technology Committee takes an active role in ensuring Global Payments' strategic technology goals align risk tolerances with infrastructure and security priorities, and include oversight of third party technology and information security providers in addition to evaluating ERM exposure related to internal initiatives."

Thaddeus Arroyo

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

Information Security Strategy

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

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

CISO Top Priorities

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

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

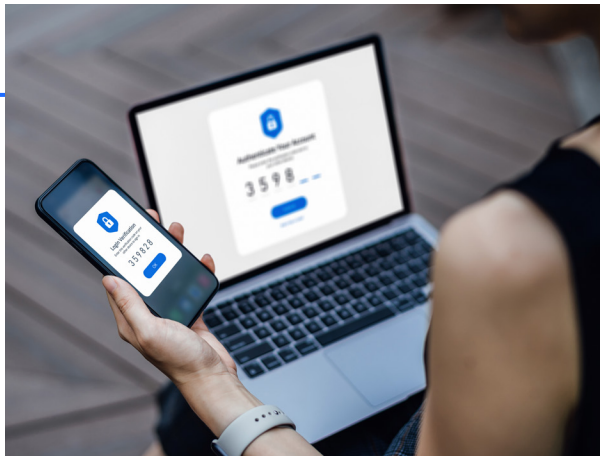
Our Technologies. Laser focus on projects that support the continuous maturity and advancement of our security tool sets that are designed to reduce the risk related to cyber attacks in both cloud and traditional environments.

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

Education & Awareness

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

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



Data Security

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

Acceptable Use Policy

All team members are required to review and agree to the Global Payments Acceptable Use Policy, which mandates good cybersecurity practices across the employee base.

SPOTLIGHT

Cybersecurity Awareness Month

Every October, Global Payments celebrates Cybersecurity Awareness Month by hosting various interactive activities and providing education to keep everyone informed and up to date on the latest cyber security threats and evolving technology. Through

activities like 'cyber scavenger hunts', 'See Something, Say Something' and 'Crack the Cyber Code', team members learn more about these crucial security topics that they can use to keep both themselves and our company secure from any imminent cyber threats.



Partnership with Columbus State University's TSYS Center for Cybersecurity

Global Payments recognizes that the skills needed for Information Security are in short supply. In order to look to the future and invest in the community, Global Payments has partnered with Columbus State University's TSYS School of Computer Science to provide students and professors regular access to, interaction with and opportunities to engage with Information Security professionals in the workforce.

In 2023, leaders from Global Payments' cybersecurity organization served as guest speakers and participated in mock interviews with students in CSU's Cybersecurity Nexus degree program as they began looking for internships and full-time opportunities.

We see our investment in CSU as a broader investment in strengthening global networks and the workforce that builds, maintains and defends them. The TSYS Center for Cybersecurity is a state-of-the-art facility designed to enrich students' academic experiences, broaden industry partnerships and meet workforce demands for high-tech cyber warriors. A first-of-its-kind in Georgia, the cyber range is available to train both college students and industry professionals. It is a "live-fire" range — meaning the center doubles as a training facility for industry professionals to practice cyber defense and response strategies against real-world cyber attacks in a safe and contained environment that can be configured to mimic almost any institution's network and tools.



Ensuring Data Privacy & Protection

Global Payments is obligated to adhere to certain legal and regulatory privacy requirements and to comply with additional industry standards. Beyond these rapidly-evolving requirements, we are committed to respecting the fundamental human right to privacy and handling personal data in a manner designed to respect that right.

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

Global Payments' Internal Privacy Policy, together with associated standards and procedures, provides a comprehensive compliance framework to guide the handling of personal data within the organization. We have enabled Privacy by Design tools throughout our organization to help teams consider privacy-related benefits and risks at all junctures in the product deployment process. Our Privacy by Design work dovetails with our information security program in a manner designed to ensure that personal data processed by Global Payments remains protected.

Global Payments Privacy Office

Global Payments maintains a centralized Privacy Office, headed by our Chief Privacy Officer, Pamela Brown Bosley, committed to understanding the rapidly

changing external regulatory environment around the world and to providing relevant and effective privacy training, and guidance. **Our Privacy Office includes a team of dedicated privacy professionals who engage on a day-to-day basis with business teams around the world helping them understand how to comply with applicable law and industry standards, while meeting data subject rights and expectations.**



Six Principles of Data Privacy Strategy

The Privacy Office organizes its work around six foundational principles critical to managing readiness for new personal data protection regulations and ensuring ongoing compliance with existing regulations. We use these six principles to create a clear, enterprise-wide strategy that guides decision making — balancing legal compliance and consumer rights with facilitating innovation and the creation of new revenue streams. These principles have guided our work over the past few years, starting in 2018 with our GDPR readiness project and continuing through today to address new requirements in the U.S. and around the world.

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

Transparency and Integrity: We create and deploy notices and other consumer-facing tools to clearly and simply explain how personal data is collected, used, and shared.

Policy Management: We maintain policies and appropriate procedures to facilitate adherence to regulatory and industry requirements. We regularly review and update our policies as regulatory requirements evolve.

External Party Risk Management: We enter into appropriate contractual terms with all external parties from whom personal data is obtained and with whom such data is shared. We manage an internal process for assessing third-party compliance with contractual and regulatory obligations.

Individual Rights and Control: We maintain procedures to ensure respect for data subject rights, and to receive, verify, and respond to data subject requests.

Strategy, Governance & Training: We maintain an overarching privacy governance structure to enable business teams to address privacy requirements in a proactive manner and to manage risk effectively. This structure relies on our ongoing program of training and awareness, which reaches all team members with information and tools tailored to their roles in the organization.

Expanded Training & Awareness Program

In 2024, we expanded our Training and Awareness program to better serve our team members. We increased the number of languages into which we translate our training and Internal Privacy Policy to add Polish, Greek, and Latin American Spanish. We are now able to present training in fourteen languages so team members have access to the content in their native language. As our company grows, we will continue to prioritize providing training that is accessible and tailored to the needs of our population. In addition to annual training, the Privacy Office creates and delivers supplemental, role-specific training based on business need. Our team is committed to enabling the practical application of relevant privacy and data protection principles as team members engage in their day-to-day work.

SPOTLIGHT

Privacy Office Team Member Engagement

To reinforce training and foster a culture of compliance, the Privacy Office manages a variety of ongoing touchpoints designed to reach team members all year long. A new initiative is our quarterly Privacy Office Newsletter, which we launched in conjunction with our International Data Privacy Day celebration. The newsletter provides information about internal and external privacy news and events. Another important touchpoint is our privacy community on the teamGP company intranet, which is one of Global Payments' most active internal communities.



Privacy Office Newsletter - Q1 2024



At Global Payments, we recognize that privacy is not just about protecting data; it encompasses the principles of fairness, transparency, and accountability. Our Privacy Office collaborates with business partners to navigate the evolving regulatory landscape, with a focus on finding creative solutions. We remain dedicated to building trust and respecting individual rights in all of the countries in which we operate.”

Pamela Brown Bosley

Senior Vice President, Chief Privacy Officer

Upholding High Standards

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

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

Some of our software and vertical markets businesses may also (or alternatively) be subject to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Family Educational Rights and Privacy Act (FERPA) and other laws applicable to health and education records. Additionally, the Global Payments businesses that handle and process card data maintain compliance with the PCI DSS, undergoing annual audits to re-certify compliance

with the standard. Global Payments has created an industry leading program to assist our qualifying merchants in meeting their own PCI DSS obligations through partnerships with carefully selected payment security specialists, Application Scanning Vendors (ASVs) and Qualified Security Assessors (QSAs), as certified by the PCI Council. As the regulations evolve rapidly, we are paying close attention to upcoming AI regulations such as the EU Artificial Intelligence Act and the new U.S. state laws.

Data Asset Management and Enablement

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

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

Through comprehensive training, awareness and communication efforts, the program helps drive data literacy across business units and corporate functions. The program partners with business units, increasing accountability and ownership for data as well as fostering stakeholder engagement to identify and solve for the most impactful data relevant challenges. Program scope also includes readiness for our company's Generative AI initiatives through trusted data availability as well as appropriate controls for governance.



At Global Payments, we recognize that addressing data-related risks and creating business value through data requires effective data management practices. Our ability to leverage trusted data for Generative AI will require further rigor in how we manage and govern data. Given the fast changing technology landscape, our Data Asset Management and Enablement program is constantly evolving.”

Dipti Desai

Senior Vice President, Data Asset Management and Enablement

The program promotes a holistic approach to data management by establishing cross-functional operating models with business units and corporate functions such as privacy, information security, enterprise risk management, audit, and enterprise architecture. This approach is strengthened by an enterprise level Data Lifecycle Management Council, which defines and addresses cross-functional data agenda. This approach drives improved visibility into our company's sensitive data, as well as business critical data. It also enhances data usage practices by helping operationalize privacy requirements including privacy by design, enables consistent enforcement of data classification and obfuscation requirements, and addresses data risks and issues by helping to establish effective controls.

Internal Audit

Our Internal Audit team is an independent and objective third line of defense that focuses on improving processes and reducing risk throughout the organization. The Internal Audit team has personnel based in strategic locations throughout North America, South America, Europe and Asia. The Audit function derives its independence and authority from Global Payments' Board of Directors and brings a systematic and disciplined approach to evaluating and improving the effectiveness of our company's governance, risk management, information technology and security, financial, operational, and compliance controls and processes.

The annual Internal Audit plan is highly aligned with strategic initiatives, areas of key risk, and global compliance requirements and helps ensure that internal controls are properly designed and implemented. **The Audit Services team delivers over 150 risk-based audits, compliance reviews, and advisory projects on an annual basis.**

Audit results are shared with executive leadership and the Board of Directors to assist in strengthening our company's internal control environment and risk management practices. Our Internal Audit program is regularly evaluated by public accounting firms, local country regulators, and customers to ensure the Audit function continues to conform with the Institute of Internal Auditors and other regulatory standards.

Government Relations

Global Payments is committed to participating in the political and public policy process in a responsible and ethical way that serves the best interests of our shareholders, employees, customers, and the communities in which we operate. Our priority is to comply with all federal, state, and local requirements associated with participating in the policy making and political process. This compliance includes monthly reports to the Federal Election Commission on receipts and disbursements from the Global Payments political action committee (Global Payments PAC), compliance with the quarterly and bi-annual reporting obligations under the Lobbying Disclosure Act, and all other applicable reporting and registration requirements at all levels of government. The Global Payments Government Relations team is responsible for coordinating our company's policy interactions with elected officials and legislative bodies at the federal, state and local level. For convenience, Global Payments also provides an annual report of PAC contributions on its website.

Memberships

Global Payments is an active participant in a variety of local, state, national and international industry and trade associations. These associations provide an array of services and benefits to our company and our team members, to include professional development and education, networking, and marketing opportunities, news updates and in some instances, policy advocacy. Global Payments is a member of organizations such as the Electronic Transactions Association, the U.S. Chamber of Commerce, UK Finance, the Georgia Chamber of Commerce, and the Metro Atlanta Chamber of Commerce. **Global Payments' membership in a trade association does not mean that our company supports every position taken by the organization or its other members.**

Select Organizations

- Electronic Transactions Association
- U.S. Chamber of Commerce
- The Business Roundtable
- Metro Atlanta Chamber of Commerce
- Greater Columbus Chamber of Commerce
- Harris County Chamber of Commerce
- Cobb Chamber of Commerce
- Technology Association of Georgia
- Public Affairs Council
- Greater Oklahoma City Chamber
- Card Coalition
- The Payments Association (UK)
- UK Finance
- Banking & Payments Federation Ireland

Vendor Management

Effective management of our strategic vendors is critical to maintaining our operations, as well as to satisfying regulatory obligations. We have implemented an end-to-end vendor management program to address this risk. Our standard vendor agreement requires each vendor to acknowledge our [Code of Conduct and Ethics](#) and to comply with applicable laws and regulations. New vendors are assessed on six key risk factors and tiered based on the types of products and services and criticality of each provided to our operations. Comprehensive vendor risk assessments are performed annually for our highest risk vendors.

Selecting Suppliers

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

Global Payments encourages and supports the purchases of goods and services from diverse businesses when selecting new vendors and suppliers through our Supplier Diversity Program. Diverse businesses may include small business enterprises (SBE), minority owned enterprises (MBE) and women owned enterprises (WBE), among others. Pursuing partnerships with diverse and small suppliers directly aligns with our organization's mission, vision, and values.

In addition to our diverse business relationships, we encourage the purchase of goods and services from suppliers with a focus on calculating and lowering their emissions to help us reduce the effects of climate change across our supply chain.

Reporting and Resources



SASB INDEX — Software & IT Services

Topic	Metric	SASB Code	Disclosure
Governance	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	(1) 184,067 MWh (2) 71% (3) 29%
	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	37.9M Gallons used in approximately 60% owned or operationally controlled leased facilities.
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	We are working with data center providers to collect and analyze data on the energy, emissions, and water footprints and migrate processes to cloud providers when appropriate. See page 41 for more information.
Data Privacy & Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	TC-SI-220a.1	In addition to legal and regulatory privacy standards, we comply with additional industry standards regarding data security and privacy. Beyond legal and industry requirements in an ever changing world of data privacy, we are committed to respecting the fundamental human right to privacy and handling personal data in a manner designed to respect that right.
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Unless otherwise disclosed in a specific notice, and subject to users consent where required by applicable law, we do not sell personal information to third parties for monetary compensation.
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	For information on monetary losses, please refer to the latest 10-K .
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	Global Payments does not disclose this information. In the event that we receive an inquiry from law enforcement that requires the production of personal data, the request is directed to the legal department to ensure that the request is lawful and narrowly construed.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	Global Payments complies with all applicable laws and regulations, including, but not limited to, regulations related to embargoed countries/ regions and requirements under the Foreign Corrupt Practices Act and Export Control Regulations.

SASB INDEX — Software & IT Services

Topic	Metric	SASB Code	Disclosure
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	TC-SI-230a.1	All material data breaches are disclosed in our SEC filings .
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Global Payments leverages the Payment Card Industry’s (PCI) Payment Data Security Standards and their certifications to validate that data within our environment. We continually stay at the forefront of data and payment security and have a seat on the PCI Security Standards Council Board of Advisors to shape the future of data security standards for the industry. See page 69 for more information .
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that require a work visa	TC-SI-330a.1	52% of the total workforce is based in the US 22% in Asia Pacific 19% in Europe
	Employee engagement as a percentage	TC-SI-330a.2	77% of U.S. team members completed the survey in 2023 and provided valuable insights, allowing us to more accurately assess levels of engagement, commitment and satisfaction in working for Global Payments. See page 21 for more information .
	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	TC-SI-330a.3	Workforce Gender – 56% Male, 43% Female, 1% Other US Workforce – 59% White, 16% Black, 9% Asian, 7% Hispanic, 6% Not Disclosed, 3% Other Leadership Gender – 67% Male, 33% Female US Workforce – 74% White, 9% Asian, 6% Black, 5% Hispanic, 5% Not Disclosed, 2% Other
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-SI-520a.1	For information on monetary losses, please refer to our 10-K .
Managing Systemic Risks From Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	Performance issues or service disruptions material to our operations or financial results, if any, are disclosed in our 10-K .
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Business continuity risks are disclosed in our 10-K .

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

This index reflects our alignment with the Task Force on Climate-related Financial Disclosures (TCFD). Global Payments supports TCFD’s goal to increase transparency around climate-related risks and opportunities. The index below is mapped to our [2024 CDP climate change questionnaire](#) with all data being as of December 31, 2023 unless otherwise noted.

TCFD Core Element	TCFD Disclosure Requirement	CDP 2024 Climate Change
Governance	(a) Describe the board’s oversight of climate related risks and opportunities.	C4.1.1, C4.1.2
	(b) Describe management’s role in assessing and managing climate-related risks and opportunities.	C4.3
Strategy	(a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	C3.1, C3.6
	(b) Describe the impact of climate-related risks and opportunities on the organization’s business, strategy and financial planning.	C3.1, C3.6
	(c) Describe the resilience of the company’s strategy, taking into consideration different climate-related scenarios, including a 2° C or lower scenario.	C5.1
Risk Management	(a) Describe the organization’s processes for identifying and assessing climate-related risks.	C2.2.1
	(b) Describe the organization’s processes for managing climate-related risks.	C2.2.1
	(c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization’s overall risk management.	C2.2.2
Metrics & Targets	(a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk-management process.	C7.5, C7.30.1
	(b) Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	C7.6, C7.7, C7.8.1
	(c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	C7.5.3, C.7.53.1, C.7.53.2, C7.53.3

GHG Emissions by Scope (MTCO₂e)¹

	FY 2022	FY 2023
Scope 1	5,180	5,602
Scope 2 Location Based	54,852	50,710
Scope 3	566,954	432,173
Purchased Goods and Services	313,806	170,608
Capital Goods	74,940	76,680
Fuel and Energy Related Activities	19,267	17,903
Upstream Transportation and Distribution	45,841	46,885
Waste Generated in Operations	2,124	2,647
Business Travel	17,620	12,006
Employee Commuting	38,605	37,905
Upstream Leased Assets	11,156	10,460
Use of Sold Products	8,027	7,988
End of Life Treatment of Sold Products	2	15
Investments	35,566	49,076

¹ Our reporting boundary includes scope 1 and scope 2 emissions from owned, operationally controlled and leased facilities representing over 90% of office space square footage and approximately 65% of data center capacity globally. Approximately 100% of owned facilities are reflected in these figures. Emissions figures are calculated in accordance with location based GHG Protocol. Some prior year figures have been restated to reflect enhanced data collection and calculation methodology. In 2023 we incorporated the footprint of EVO Payments, the addition of this business added to our footprint in data centers and facilities impacting our sustainability performance.



Workforce Diversity Metrics¹

US Ethnic Diversity

Overall Workforce

	2021	2022	2023
White	59%	60%	59%
Asian	9%	9%	9%
Black	15%	15%	16%
Hispanic	6%	7%	7%
Not Disclosed	8%	6%	6%
Other³	3%	3%	3%

Leadership Workforce²

	2021	2022	2023
White	76%	75%	74%
Asian	8%	9%	9%
Black	6%	5%	6%
Hispanic	4%	4%	5%
Not Disclosed	5%	5%	5%
Other³	1%	2%	2%

Global Gender Diversity

Overall Workforce

	2021	2022	2023
Male	56%	56%	56%
Female	42%	42%	43%
Other	2%	2%	1%

Leadership Workforce²

	2021	2022	2023
Male	67%	67%	67%
Female	33%	33%	33%

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

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

²Leadership Workforce is defined as Director level and above.

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

Additional Resources

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

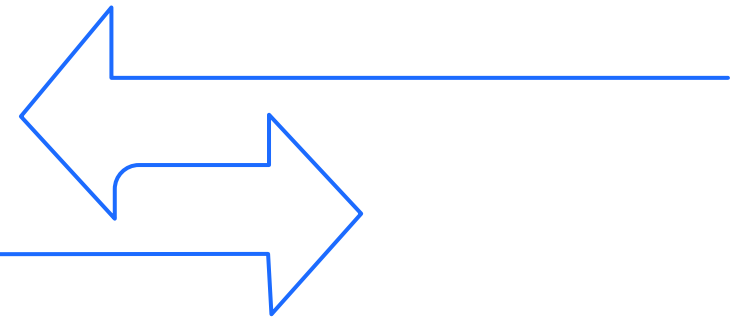
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