

2025

# Global Responsibility Report

Our Culture, Environment,  
Communities and  
Commitment

 globalpayments



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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

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*“We remain steadfast in our commitment to our customers, shareholders and team members, as well as being a good steward in the communities around the world where we live and work”*

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Global Payments has been on an extraordinary journey, executing a transformation to achieve our full potential. We have refocused our company and are streamlining and simplifying our business, unifying our teams and capabilities and changing for the better. This journey has been filled with challenges that tested us, but also numerous successes that reaffirmed what we can achieve when we work more effectively together as one team. In 2024, we embraced change and turned many bold ambitions into meaningful outcomes, while building a strong foundation for our future. From reorienting our operating model; to streamlining tools and processes; to empowering our teams to achieve more together, we have proven our ability to adapt and innovate in an ever-evolving landscape. These milestones would not have been possible without the passion, ingenuity and relentless pursuit of excellence of our team members.

## Our Aspiration: Becoming the Partner of Choice

Our aspiration as a company is to be the worldwide partner of choice for commerce solutions. From supporting small businesses with payments and the tools they need to grow; to providing restaurant and retail owners with the right point-of-sale system to run their business; to being the provider banks, retailers and fintech firms choose for card issuing solutions—our aim is to offer a suite of world-class, differentiated products and services that make everyday commerce better. These ambitions have put us on a strong, upward trajectory and today we are proud to be a leader at the intersection of payments and software delivering innovative commerce enablement solutions. To ensure we maintain our momentum, in 2024, we launched a broad transformation agenda to set the future course for our business. We also refreshed our strategy to focus our resources, efforts and investments on the areas of the business that will drive the best opportunities for growth and where we have the best ability to compete. From there, we undertook a holistic review of our business to determine how to best position the organization to execute against a refocused strategy and deliver sustainable performance.

We are pursuing a significant number of initiatives that will create meaningful benefits and provide us with incremental capacity for reinvestment to drive growth and, quite simply, run a better business.

## One GP Key Shift & Brand Unification Update

An important effort is our One GP initiative. As a business that was built through acquisitions, One GP is largely about how we can work together differently. By reorienting our operating model to a single, unified operating company





structure, we are breaking down silos, collaborating across teams and geographies, and better working together toward achieving shared goals, while unleashing our full capabilities globally.

One GP is also about unifying all of our brands under the Global Payments umbrella. As part of our brand unification project, we unveiled our new tagline—Already On It—and new visual identity, another exciting step in our journey to become a more unified company. We are also fully aligning our point-of-sale (POS) capabilities under a single technology platform and our exciting new go-to-market product brand, Genius. We are pleased to have now launched Genius, which delivers fast, simple and feature rich POS software designed for a wide array of restaurant and retail shops in the US and will continue to roll out our solutions to additional markets and geographies throughout 2025.

## Accelerating our Strategy with Worldpay

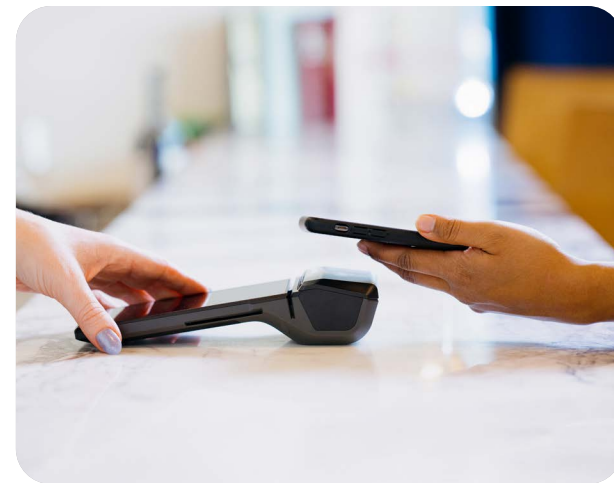
On April 17, 2025, we announced a pivotal milestone in our journey to become the worldwide partner of choice for commerce solutions, entering into a definitive agreement to acquire Worldpay from FIS and GTCR. We also announced plans to divest our Issuer Solutions business to FIS. Strategically, these transactions will reposition Global Payments as a pure play commerce solutions provider for merchants of all sizes with immense global scale, introducing

exciting new opportunities to our business and our team members worldwide.

The combination of Global Payments and Worldpay will bring together two great organizations with complementary capabilities, business models and cultures. Grounded in our values, both companies' team members are dedicated to delivering exceptional service to customers, each other and the communities in which we live and work. This transaction will also position our Issuer Solutions business for better long-term growth and success, and we are confident FIS is the right home for our issuer team members. We are delighted to be able to continue to work with Issuer Solutions through a commercial relationship between Global Payments and FIS, allowing us to bring a comprehensive suite of solutions, including core banking, treasury management, embedded commerce, issuer processing, risk and fraud and merchant solutions to enhance value for our partners on a global basis.

## Affirming our Commitment to Global Responsibility

Our mission, vision and values support our outstanding execution and efforts to operate our business in a responsible and sustainable manner. We remain committed to driving value for all stakeholders across our four Global Responsibility pillars of Our People and Culture, Environmental Sustainability, Community Impact and Corporate Governance. I am proud of the



great progress we are making as we evolve our Global Responsibility efforts detailed in this report.

We remain steadfast in our commitment to our customers, shareholders and team members, as well as being good stewards in the communities around the world where we live and work.

Sincerely,

**Cameron M. Bready**  
Chief Executive Officer

# About Global Payments

Global Payments (NYSE: GPN) helps businesses around the world enable commerce and provide exceptional experiences to their customers. Our payment technology and software solutions enable merchants, issuers and developers to deliver seamless customer experiences, run smarter operations and adapt quickly to change. Because if it has anything to do with commerce, we are already on it.

With 27,000 team members across 38 countries, we have the scale and expertise to help businesses grow with confidence. Headquartered in Georgia, Global Payments is a Fortune 500® company and a member of the S&P 500.

Learn more at [company.globalpayments.com](https://company.globalpayments.com) and follow us on [X](#), [LinkedIn](#) and [Facebook](#).



## Our Mission, Vision and Values

Our mission and vision encapsulate all the things we do as a company and what we aspire to achieve, while our values play a critical role in how we execute on our business priorities.

### 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.

### 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.



# 2024 Performance

2024 Adjusted Net Revenue

\$9.15b

23% Issuer Solutions

77% Merchant Solutions



## Metric highlights

~27,000

employees

5m+

merchant locations

>100

countries cross border

100+

verticals served

75b+

transactions

140+

payment types  
across every  
channel

885m

traditional  
accounts on file

## 2024 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 2024:

**Newsweek:** America's Most Responsible Companies for 2024

**Newsweek:** America's Greatest Workplaces for Diversity, 2024

**Forbes:** World's Best Employers, 2024

**Time:** World's Best Companies of 2024

**Financial Times:** UK's Best Employers, 2025

**Human Rights Campaign Foundation:** Equality 100 Award: Leader in LGBTQ+ Workplace Inclusion

**VETS Indexes:** Recognized Employer for 2024

**Fair360:** 2024 Noteworthy Companies

**Electronic Transaction Association:** 2025 Distinguished Payments Professional of the Year Award: CEO Cameron Bready

**Atlanta Business Chronicle:** Most Admired CEOs for 2024: CEO Cameron Bready

**Georgia Trend:** 100 Most Influential Georgians: CEO Cameron Bready

# About this Report

Our Global Responsibility Report highlights our commitment to our team members, our customers and the communities in which we operate around the world. This report is focused on our achievements in the 2024 calendar year, unless otherwise noted.

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

- 1. Our People and Culture:** Our 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.
- 2. Environmental Sustainability:** Global Payments recognizes our responsibility as a global citizen to operate in a compliant,

responsible and sustainable manner. We continue our efforts to drive long-term value through environmental sustainability with a focus on risk minimization and reducing our footprint across our value chain.

- 3. Community Impact:** Through corporate giving and team member volunteerism, 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.
- 4. Corporate Governance:** 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.

We are committed to supporting the [United Nations Sustainable Development Goals](#) (SDGs) that most closely align with our vision, our mission and our values. The 9 of 17 SDGs we believe our business directly or indirectly impacts are shown below.



Global Payments mapped its sustainability program, policies and metrics to the specific topics for the SASB Software & IT Services industry standards on page [44](#).

Global Payments is providing details on its approach to managing climate risks and opportunities in alignment with the TCFD recommendations on page [47](#).

Global Payments' latest [CDP Climate Change Questionnaire](#) includes environmental disclosures for the 2023 calendar year.





# Our People and Culture

Our 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.

## Fostering an Inclusive Culture

With 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 reflects the markets and customer base we serve is key to our success.

### Geographic Distribution of Global Payments Team Members

Americas (including US): **55%**  
*48% of total workforce is based in the U.S.*

Asia-Pacific: **23%**

Europe: **21%**

### Workforce Highlights

**~27,000**

team members with  
**26** native languages

**80+**

nationalities across  
**38** countries

## Recruiting and Retaining Top Talent

### Talent Acquisition

In 2024, we transformed our Talent Acquisition (TA) model from a decentralized structure to a centralized, globally coordinated function. This shift enabled us to build consistent hiring and onboarding processes across the organization, while honoring and integrating local practices.

Our TA team also developed country-specific hiring guides, tailored communications and culturally relevant candidate experiences—all designed to comply with local labor laws and reflect ethical recruitment standards.

We also deepened our collaboration with partners and agencies to reinforce responsible and fair hiring practices. For example, we launched an Agency Portal to ensure all agency-submitted candidates follow the same process as direct applicants. This tool increases transparency by notifying candidates upon submission and standardizes the application workflow across all channels.

To further streamline operations, we implemented a global requirement that all candidate applications be submitted through our centralized

Applicant Tracking System (ATS), eliminating the use of individual emails and ensuring a consistent candidate experience worldwide.

Our efforts to attract and retain talent continue to result in low attrition rates. Voluntary team member turnover declined from 13.5% in 2024 to an **estimated 12.5%\* annualized as of June 2025, our lowest level in seven years.**

\*2025 voluntary turnover rate is annualized based on data for January through June 2025.

## SPOTLIGHT: Philippine Government Partnership

One standout TA initiative is our partnership with the Philippine government, which supports job creation in provincial areas. Through this collaboration, 25 individuals were enrolled in our GP Academy—a 15 to 20-day training program that prepares participants for long-term employment. With a conversion rate of over 80% to full-time roles, the initiative exemplifies how our centralized approach enhances access to opportunity while strengthening our community connections.



## Candidate Privacy and Data Ethics

Candidate data privacy remains a top priority. In 2024, we introduced a new [Applicant Privacy Policy](#) that clearly outlines our approach to safeguarding candidate information. This policy is prominently displayed throughout the hiring journey—from our corporate website to the career application portal—ensuring full transparency.

We've extended these protections by embedding ethical data management principles into our ATS and across our partnerships, including with our assessment vendor, HireVue. These practices ensure compliance with global data protection standards and uphold our commitment to responsible data stewardship.

## Role Clarity & Transparency

Leveraging our Workday platform, we've taken significant steps to ensure transparency in job roles, expectations and purpose. Candidates now experience greater clarity through purpose-driven messaging that articulates not just the what of each role, but the why. We also introduced audit practices aligned with local regulatory requirements—particularly in regions where pay transparency is mandated—to promote fairness and informed decision-making during the hiring process.

## Internship Program & Early Talent Development

Our summer internship program is designed to provide meaningful, hands-on experience to undergraduate and graduate students. In 2024, this cohort consisted of 82 talented individuals from 51 colleges and universities across the US. Interns participated in weekly development sessions, engaged with executives through our Innovation Series and completed capstone projects presented directly to our leadership teams.

Many interns transitioned into full-time roles, while others continued part-time through the academic year—strengthening our pipeline of future leaders. Each intern was paired with a mentor to guide their development, fostering both professional growth and a sense of belonging.

## Learning and Development

### Global Payments Learning and Performance Center

The Global Payments Learning and Performance Center is a centralized platform that elevates our learning offerings and options for team members. Covering more than compliance and skills training, it offers tailored development programs for team members to support our talent pipeline development strategies. The Center also includes access to videos, books, e-learning, and instructor-led content from the “just-in-time” training library.

- The Center offers over 60,000 training modules available through multiple content providers, including Skillsoft and Udemy.
- On average, our team members access 6 courses each per year (excluding mandatory content).
- Training resources are made available in over 38 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, 43 cohorts and 1,570 leaders have attended seven or more of the program modules. Based on people manager headcount, roughly 50% of the current global leadership population will have attended the program by the end of 2025.

The program has yielded positive results:

**92%** of participants agreed that the facilitation approach was effective

**89%** have reported that they have incorporated the tools and theories

**88%** agreed that the training has positively impacted their performance

4Talks Performance Enablement

4Talks, our performance review enablement process, takes four one-on-one performance review meetings and elevates them to purposeful, forward-looking conversations spread throughout the year, with a clear agenda focusing on each team member’s well-being, performance and growth.

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 five-point rating scale and simple labels, not numbers.

Mentorship Programs

Global Mentorship Program

Building on the success of our previous mentorship programs, we announced in 2024 a global mentoring program for all Global Payments team members. The program’s mission is to support a culture of learning and enabling team members to develop their career through mentoring relationships. The first cohort began in February 2025 and will end in August with the next cohort planned to start in September.

Organizational Effectiveness

2024 Organizational Health Index (OHI) Survey

In 2024, as part of our comprehensive assessment of Global Payments’ organizational effectiveness, we conducted an enterprise-wide survey that gave team members an opportunity to provide feedback on the key leadership and cultural elements needed to improve our processes and build a distinctively high-performing organization.

The survey, which measured all aspects of our organizational health, showed that team members feel most favorably about accountability and the work environment at Global Payments. Their collective voice also revealed a key opportunity: define our strategy so that every team member understands what our strategy is, as well as their role in helping us achieve it. Following the refresh of our strategy in late 2024, we are ensuring that our team members clearly understand our focus on the areas of the business that represent the best growth opportunities.

2024 OHI Survey

76%  
response rate

33  
countries represented

19,989  
team members participated

46,000+  
written responses

Health and Wellness

Hybrid Work Model

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. We designed a hybrid work model to empower team members and leaders to determine the right work structure for teams based on individual circumstances, 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.

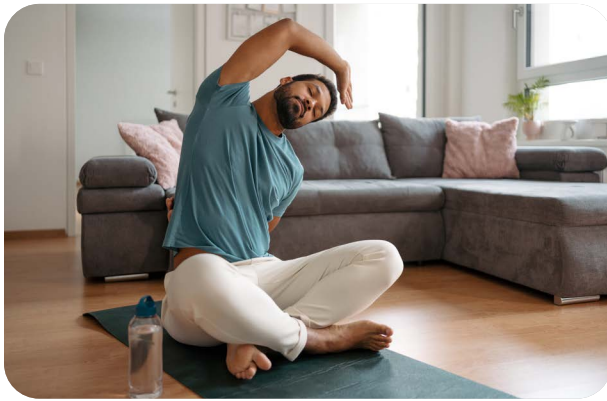


## SPOTLIGHT: Global Payments Wellness Week

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 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.

### The Care Foundation

The Care Foundation is a non-profit organization funded by US based team members of Global Payments. 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.



In 2024, The Care Foundation helped over 40 team members, providing \$164,000 in assistance. This included providing over \$32,000 in disaster relief, including for those affected by Hurricanes Helene and Milton and tornadoes in Oklahoma City. 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.

## Team Member Benefits

We offer team members benefits that are competitive with the largest global companies, including those in the technology industry.

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, accidental death and dismemberment (AD&D); retirement benefits; competitive time off and absence packages; well-being support and other locally relevant offerings.

We offer Inclusive Care services supporting our LGBTQIA+ team members, a concierge cancer care service, an employee discount program, parental success solutions 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 eligible US 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 partners with WINfertility to provide inclusive family-building solutions through fertility and surrogacy support, at no cost, for team members enrolled in a Global Payments medical plan.
- 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.

## Employee Assistance Programs

Through our partnership with Anthem, we offer a comprehensive Employee Assistance Program (EAP) for US-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. We also offer team members in regions beyond the US resources to support their well-being.

### US Employee Tuition Assistance Program

Global Payments has partnered with International Scholarship and Tuition Services (ISTS) to create an Education Assistance Program that allows our US-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.

## The Future Scholars Program

The Future Scholars Program represents our company's commitment to supporting higher education through a scholarship program for the dependents of US team members. 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 to the top scholar.

Thanks to Global Payments team member contributions and fundraisers, the Future Scholars Foundation awarded \$109,000 in scholarships to 46 deserving college students from the class of 2024.

Since its inception, the Future Scholars Program has awarded **841 scholarships** totaling approximately **\$2 million**.

## Retirement & Savings Planning

Global Payments provides various savings and retirement programs to help support team members' plans for the future.

### Retirement Plans

All full-time US team members are eligible to participate in the 401(k) plan starting on their first day of employment. Team members in the United States 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 2024, 33% of eligible US team members and 29% of all eligible team members worldwide were enrolled in the ESPP.





## Our Commitment to People, Access and Belonging

At Global Payments, we understand the business imperative of building and sustaining an inclusive culture that centers on People, Access and Belonging. We are committed to cultivating a workplace where every team member feels appreciated, included and welcomed.

Our commitment to People, Access and Belonging remains crucial in today's world. Over the past two years, we've implemented a strategy that has laid a strong foundation for cultural impact. We are proud of our eight **Diversity Business Action Teams (DATs)** and seven **Employee Resource Groups (ERGs)**, which continue to positively influence our workplace culture.



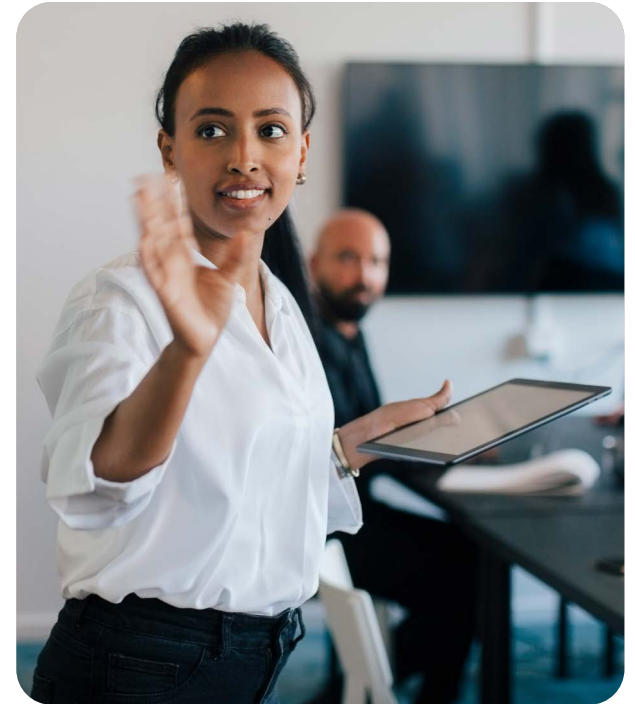
We ensure every team member—regardless of background or location—has the opportunity to succeed, feel included and thrive. By centering our people, expanding access and cultivating belonging, we fuel innovation, growth and impact across our global enterprise.

### Our Commitment

- We are dedicated to continually addressing the dynamic needs of our team members.
- We hold ourselves accountable to innovate and set ambitious goals that reflect our commitment.
- We believe in authenticity and encourage team members to bring their whole selves to work, ensuring they feel accepted, engaged and understood.

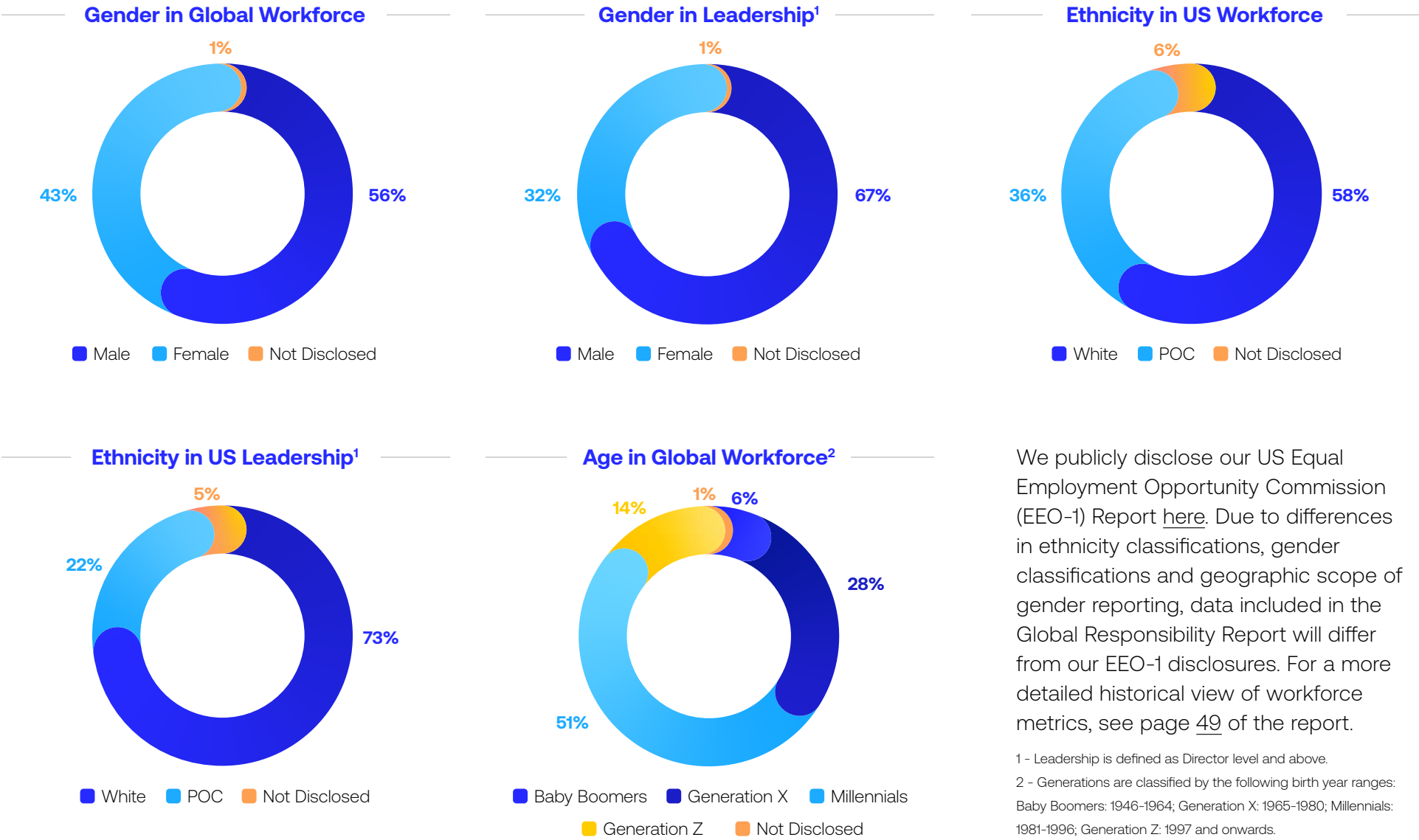
### Our Approach

- People means putting individuals at the center—focusing on growth, well-being and success.
- Access ensures everyone has the tools, opportunities and resources they need to thrive.
- Belonging is about connection—creating an environment where every person, regardless of background, identity or ability, feels like they truly belong.



# The Result: A Sense of Community

When we successfully integrate People, Access and Belonging into everything we do, we cultivate a workforce that feels a profound sense of community. This sense of belonging meets the deep human need to be part of something greater than ourselves.



# 2024 People, Access and Belonging Update



## A Culture of Inclusion

### Mobilizing our People, Access and Belonging Strategy

Our Diversity Business Action Teams (DATs) around the globe continued to mobilize People, Access and Belonging across our business units and functions to build and leverage an inclusive workforce for Global Payments. DATs identify barriers that impact team members, assist with content of messages that support inclusiveness and establish strategies to attract a broad range of customers.

## People, Access and Belonging Leadership Council

In early 2025, we centralized our inclusion governance structure by launching the People, Access and Belonging Leadership Council, comprised of Vice President-level leaders from across the enterprise.

This council provides strategic oversight, ensures enterprise-wide alignment and works in close partnership with DATs and ERGs to drive sustainable, measurable progress on our People, Access and Belonging goals.

### 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 People, Access and Belonging at Global Payments. People, Access and Belonging is not a one-day or weeklong event, but something we strive to include in our business 365 days a year.

Global Payments supports Inclusion 365 by:

- Offering self-paced learning paths to continue to educate team members about People, Access and Belonging.
- 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.

## People, Access and Belonging Priorities

As we continue building a culture where People, Access and Belonging are fully embedded into the business, our next chapter focuses on scaling impact and deepening accountability.

Our Future Priorities Include:

- Launching a global inclusive leadership development series
- Embedding inclusion metrics in scorecards
- Expanding ERGs across international markets
- Increasing cultural fluency through localized People, Access and Belonging programming in EMEA, LATAM and APAC

We remain committed to creating a workplace where inclusion isn't a one-time initiative—but a lasting mindset woven into how we lead, grow and serve.





## Employee Resource Groups (ERGs)

Our ERGs are a cornerstone of our inclusion culture.

- Expanding Reach: ERGs address critical issues like mental health, accessibility and socioeconomic equity.
- Accelerating Growth: Leadership development, mentoring and visibility for underrepresented voices are central to every ERG.
- Powering Data-Driven Impact: Our new Diverst platform tracks engagement, enabling insights that shape enterprise-wide inclusion strategies.

ERG programming is intentionally intersectional, global and accessible—ensuring that every team member can find a space where they feel valued and connected.

### The Global Payments Pride Network

is focused on creating a supportive atmosphere for LGBTQIA+ team members and their allies. GPPN demonstrated its global commitment to LGBTQIA+ inclusion through



participation in major Pride events, including Utah Pride and Atlanta Pride, where the group had festival booths and marched in parades. GPPN also hosted the *Friends of Dorothy* webinar to deepen understanding of LGBTQIA+ history and terminology, and launched monthly *Coffee Talks*—a dedicated, unrecorded space for members to connect and grow as allies.

### The Global Payments Onyx Network

is for all team members committed to celebrating and spreading awareness about the Black Community and culture. In honor of Martin Luther King Day, team members engaged in service projects across multiple cities, including restoring the historic practice baseball field formerly used by the Negro American League's Atlanta Black Crackers, volunteering at the MLK Fresh Produce distribution center in Dallas and collaborating with the Global Payments Veterans Network (GPVN) for a school beautification project in Columbus, Georgia. GPON also supported professional development by leading a lunch and learn session at the Georgia Fintech Academy.

## The Global Payment Lotus Network

aims to cultivate relationships among team members and the Asian and Pacific Islander (API) community on a local, national and global level, and to produce leaders and to advocate for an inclusive organization. GPLN hosted the *Unlocking Your Career Growth and the Science of Self-Leadership* webinar, which featured expert insights on goal-setting and navigating professional challenges. The session empowered participants to take charge of their careers and pursue growth with purpose. During API Heritage Month, GPLN celebrated with a lively trivia event honoring the rich diversity of Asian and Pacific Islander cultures.





## 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. For 2024 Military Appreciation Month, GPVN hosted an enterprise-wide celebration to honor and thank our veterans. Events included a powerful guest speaker session featuring 9/11 survivor Will Jimeno, military trivia, a 5K run, an Employee Assistance Program (EAP) session and a membership drive. These activities aimed to engage, educate and entertain team members while encouraging reflection on service, resilience and legacy.



## The Global Payments Women's Network

is committed to developing a group of engaged women and allies empowering team members at Global Payments to achieve their personal and professional goals. GPWN advanced career development by hosting high-impact events, including internal speaker sessions, speed networking and a McKinsey-led discussion on women in the workplace. To strengthen our inclusion strategy, GPWN led the implementation and funding of Diverst, a new platform to track ERG engagement and demographics. This data-driven approach supports more informed and impactful inclusion efforts across the company.

## 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. During Hispanic Heritage Month, GPSN partnered with Anthem to host a powerful conversation on *Mental Toughness: Aumento de la fortaleza mental*, offering an affirming space to share personal and professional challenges. We also featured Entrevistas, spotlighting Mexico-based team members and celebrating their achievements. For Worldwide Day of Service, GPSN leadership collaborated with GPLN to strengthen cross-ERG connections enterprise-wide.

## The Global Payments Ability Network

which was launched in November 2024, raises awareness, promotes understanding, and creates a space for education and disability inclusion. Focused on promoting disability inclusion through awareness, advocacy and educational initiatives, GPAN quickly gained momentum. Membership grew to 182 members, demonstrating strong enterprise-wide support and enthusiasm for advancing accessibility and inclusion.

### Speed Networking: Building Connections, Expanding Network

In 2024, we continued with our 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 over 85%.



# Environmental Sustainability

As a leading payments technology company delivering innovative software and services to our customers and clients globally, Global Payments recognizes our responsibility as a global citizen to operate in a compliant, responsible and sustainable manner. We continue our efforts to drive long-term value through environmental sustainability with a focus on risk minimization and reducing our carbon footprint across our value chain.

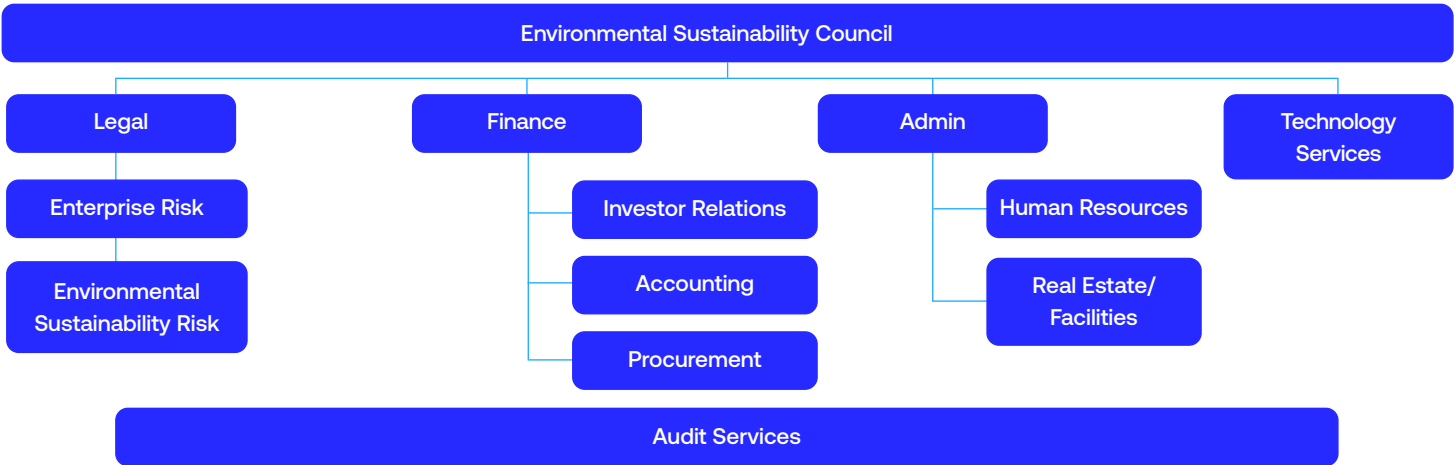
## Environmental Sustainability Program

In 2024, we took steps to enhance our Environmental Sustainability Program governance structure and protocols. This comprehensive approach to environmental sustainability, centered on accountability,

excellence and ingenuity, is just one example of how we’re living our values and committed to achieving Global Payments mission and vision. We formalized a governance framework designed to embed sustainability deeper into our corporate strategy and day-to-day operations. At the core of this enhanced structure is the newly chartered Environmental Sustainability Council, a cross-functional leadership body responsible for setting strategic direction, overseeing performance and integrating environmental considerations across the organization. The Council brings together senior leaders from our Risk, Operations, Legal, Finance, Real Estate and Investor Relations functions, ensuring that our environmental sustainability efforts are cohesive, accountable

and aligned with both stakeholder expectations and emerging regulatory standards. Due to the number of emerging environmentally related regulations and requirements, increasing focus on data traceability and to ensure we continue to enhance customer support relating to sustainability, Global Payments’ Enterprise Risk Management (ERM) organization created the new role of Director of Environmental Sustainability, which was filled in early 2025. This provides greater accountability as the Chief Risk Officer and Head of ERM reports on all compliance and risk matters to the Audit Committee quarterly, including any environmental issues that may materialize.

## Environmental Sustainability Council



## Working Groups

### Corporate Sustainability Reporting Directive (CSRD) Working Group

Supporting the council are specialized working groups, each focused on key areas of impact and opportunity for the enterprise and/or regions. The CSRD Working Group is tasked with monitoring and responding to evolving environmental sustainability regulations across our operating jurisdictions. This cross-functional and cross-regional team develops action plans to ensure our practices exceed legal requirements, wherever possible, and work to identify existing or potential risk and respond accordingly. In 2024, the CSRD Working Group supported our European entities and the enterprise with understanding CSRD requirements, determining applicability and supporting the development of key deliverables including double materiality assessments.

### UK Energy Management and Environmental, Health and Safety (EHS) Working Groups

Our UK Operations maintain the following ISO certifications:

- ISO 14001: 2015 Environmental Management Systems
- ISO 45001: 2018 Occupational Health and Safety
- ISO 50001: 2018 Energy Management

In support of the ISO certifications, our UK team manages two working groups, one focused on

Energy Management and the other supporting the EHS program. The working groups, especially the Energy Management Working Group, have become key partners for environmental sustainability and continue to help the enterprise refine the data management process and data assurance.

Specifically, in 2024, the UK Energy Management Working Group supported the Environmental Sustainability Program in reducing our footprint by establishing the following goals:

- Reducing UK energy consumption by 2.80%
- Sustaining their ISO 50001 accreditation
- Continuing energy management education for team members, including vendors and other 'outsourced resources' focusing on minimizing energy waste; and
- Testing and implementing contingency plans to protect operations from energy supply interruptions.

The emergence of these focused working groups, both regionally and within the enterprise, marks a pivotal step in our sustainability journey. They provide the structure, expertise and accountability necessary to scale our environmental initiatives and embed them within our broader legal, enterprise risk and performance frameworks. As we move forward, we will continue to refine our approach, invest in data and technology to support evidence-based decisions and transparently report on our progress toward ambitious environmental goals.

## Environmental Sustainability Policy Statement

At Global Payments, we believe our commitment to environmental sustainability extends beyond compliance to proactive measures that contribute to a healthier planet and society for our team members, our customers and the communities in which we operate and facilitate commerce.

Our Environmental Sustainability Policy Statement defines our commitment to environmental sustainability throughout our value chain and includes the following requirements:

- Meet or exceed applicable environmental and sustainability laws and regulations.
- Continuously improve our approach to identifying and assessing environmental risks to our business and value chain.
- Prioritize areas where we can make the most meaningful contribution at our facilities and data centers, which include but are not limited to:
  - Energy management
  - Waste minimization
  - Water conservation
  - Responsible disposal of electronic waste
- Establish targets to reduce our environmental impact and strive for continuous improvement.
- Report regularly on environmental sustainability performance to our stakeholders.

- Integrate sustainable procurement into our procurement and vendor management programs; working with strategic contractors, vendors and services providers to ensure alignment with our Environmental Sustainability Program and achieve strategic goals.
- Promote a culture to encourage and enable all of our team members and business partners to share our sustainability commitment.

Global Payments' Environmental Sustainability Policy Statement is endorsed by the Environmental Sustainability Council and is intended to cover all global operations.

## Net Zero Commitment

Global Payments remains firmly committed to the goals of the Paris Agreement. We are dedicated to achieving net zero greenhouse gas (GHG) emissions by 2040. Measuring our environmental performance continues to be critical for tracking progress, identifying areas for improvement and maintaining transparency with our stakeholders. In 2024, we extended our partnership with Watershed, our enterprise sustainability platform, to enhance the accuracy and breadth of our GHG emissions reporting and support the advancement of our decarbonization strategy.

Extending our partnership with Watershed was only one of the key steps taken to draft our carbon framework and build

our Enterprise Sustainability function. Leveraging feedback and best practices recommendations from Watershed's carbon accounting experts, we identified strategic internal and external partners. We believe engaging leadership from our corporate functions including Real Estate, Procurement, and Technology is not only critical to achieving net zero emissions, but fundamental to assuring our carbon reduction plan is designed to support our business goals and value chain.

The identification of a team and adoption of a carbon platform supported us in publishing our initial Carbon Reduction Plan. The Carbon Reduction Plan, developed in accordance with the UK's Procurement Policy Note PPN 06/21, shows our progress to date against our 2022 baseline. Our trajectory shows we are on track to achieve our goal to continuously reduce our footprint over the next five years. As we continue to expand our environmental sustainability function, we continuously monitor progress and adjust as needed to account for data quality improvements or changes within our value chain and will adjust our plan accordingly. Our progress on our carbon footprint is detailed on page [24](#) of this report. With the expansion of our Environmental Sustainability function, we will finalize our roadmap to net zero, which will include both short and long term goals.

## Focus on Value Chain

Since declaring our commitment to net zero, our strategy has been focused on our direct impact, or the carbon "within our walls". Through cross-functional efforts supported by our global Real Estate, Procurement and Business Services functions, we've been able to further integrate sustainability principles into our value chain and reduce our environmental impact. Our adoption of circular economy concepts (reduce, reuse, recycle and remove) can be seen in various projects executed in 2024, including:

- Purchased electric fleet vehicles for our North America Security Team in Columbus, GA
- Implemented 'secure print' processes throughout our office spaces to reduce material consumption and paper waste
- Increased our use of renewable energy in office spaces and data centers
- Procured office furniture for our operations in Germany that contains pre and post consumer recycled content and is 100% recyclable

In 2024, we continued to minimize the impact of our value chain. Our Merchant Solutions and Issuer Solutions businesses worked with suppliers to implement circular economy principles into our products. Both businesses coordinated with third party manufacturers to secure products, including payment cards and terminals, that use recycled materials or a reduced amount of plastic



materials. We also continued to partner with strategic vendors like AWS and Google Cloud to use cloud based data storage, working closely to identify new opportunities to move from data centers to cloud based storage.

## SPOTLIGHT: Environmental Sustainability Practices in Poland

A joint venture between Global Payments and PKO Bank Polski in Poland provides reliable solutions for cashless payments at mobile and stationary service points, shops and retail chains. The joint venture has taken an environmentally-conscious approach to sourcing and operations.

**Renewable Energy:** One of the joint venture's two processing centers is powered by 100% renewable energy.

**Component Interchangeability and Use of Recycled Materials:** The joint venture maintains close cooperation with payment terminal suppliers who implement the principle of component interchangeability in their devices. Factories producing payment terminals are ISO 14001 certified and approximately 30% use recycled materials to produce devices.

**Payment Terminal Energy Efficiency:** The joint venture's payment terminal suppliers also focus their activities on optimizing batteries to make them as energy efficient as possible.

This approach contributes to reducing the carbon footprint associated with the production of devices, optimizing the use of resources and extending the life of products.

### **Electric Vehicle (EV) Charging Station**

**Payment Terminals:** As part of the development of the electromobility market, the organization cooperates with entities from the EV industry. The joint venture provides payment terminals that are installed at EV charging stations, enabling quick payment transactions for electric vehicle users.

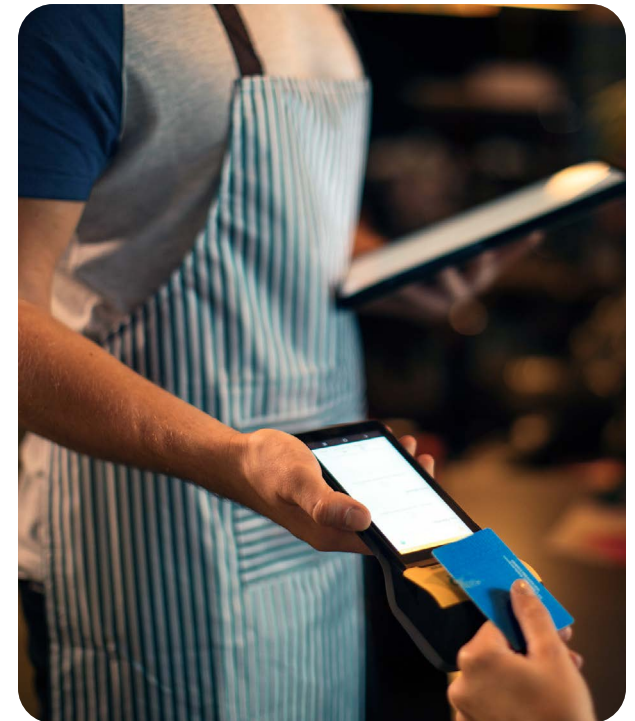
**Supporting Alternative Fuels:** The joint venture belongs to the Polish Alternative Fuels Association, which is the largest industry organization creating the electro-mobility and hydrogen technology market in Poland and the Central and Eastern Europe region.

**Waste Reduction Efforts:** The joint venture undertakes a number of activities aimed at reducing waste emissions. In the event of significant wear and tear on leased payment terminals, the devices are refurbished and repaired so that they can be used for as long as possible. Only devices that are not suitable for reuse are given to a specialist company dealing with electronic waste recycling. The joint venture also purchases unused terminals owned by customers in order to include them in reuse.

**Multiple Use Packaging:** The joint venture applies the principle of multiple use of packaging, such as boxes for shipping payment terminals, contributing to further waste reduction.

### **Payment Acceptance via Mobile Device:**

The joint venture introduced technology for customers to accept payments on mobile devices, allowing for a reduction in the number of payment terminals on the market and electronic waste at the end of their life cycle.



## Facility Management

We continue to identify opportunities to combine physical office locations in a number of markets around the world. At the beginning of 2024, we had reduced our footprint to 123 office spaces. We closed an additional five locations by December, closing the year with a footprint of 118 office spaces. In support of our transformation initiatives, this number will be further reduced in 2025; five additional facilities were closed by the end of Q2 2025.

Our global facilities and physical securities teams are integrating sustainability into their operations and processes. In accordance with our Energy Policy, our Real Estate function emphasize energy efficiency as a factor in product selection and process development, and adopt sustainable practices in property design, management and maintenance as well as provide information, training and awareness to team members and encourage them to apply good practices inside and outside the workplace. Global Payments Real Estate function works closely with realtors, property owners and/or managers to identify green certified buildings, integrate energy and water efficiency fixtures into spaces we occupy and ensure recycling is available at each location.

## Transportation

Global Payments strives to provide and/or support sustainable transportation options, which include access to various types of

commuter transport options including trains and bus routes. Where applicable, our facilities accommodate for cycling, including bike racks and storage spaces. We provide access to electric vehicle charging stations for fleet and personnel vehicles. Our Real Estate function is coordinating with several of our entities to increase the number of hybrid fleet vehicles and access to electric vehicle charging stations at our locations. For example, our joint venture with PKO Bank Polski is focused on supporting electromobility by increasing the number of payment devices at electric vehicle charging stations locations we support in Poland by 100%. In 2024, there were 1,000 such devices and by 2030, the company intends to increase the number to 2,000.

## Green Certified Facilities

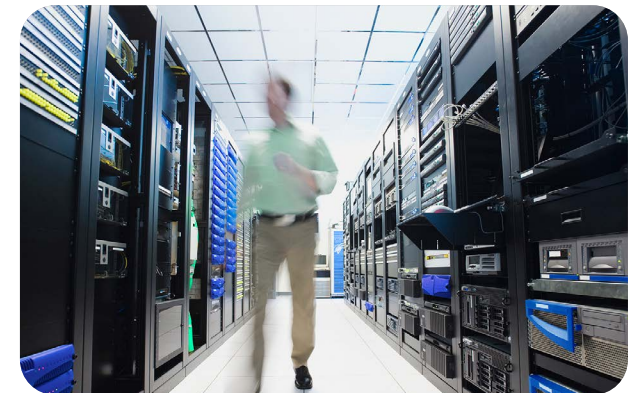
In 2024, approximately 29% of our total building square footage was in certified green buildings. Other initiatives we are executing across our facilities globally include converting to LED lighting, motion controlled systems and operating controlled temperature environments. We are also exploring the use of power purchase agreements (PPAs) to further reduce our environmental footprint as we continue to consolidate our operations.

## Enterprise Data Center Initiative

Global Payments' data center footprint included 40 locations at the start of 2024. We continued our efforts to consolidate our data footprint

and exited an additional data center during the year. We remain 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. Our goal is to move from individual or business specific data centers to an enterprise operating model, supported by approximately 10 data centers globally. This enterprise focused model will form the foundation of communications for our operations, supporting internal and external stakeholders.

Additionally, the transformation of Global Payments data center management strategy remains aligned with our cloud transformation initiative. In 2024, we strengthened our partnership and collaboration with AWS and Google Cloud, facilitating modernization of our business and advancing our sustainability efforts.



## Collaborations With Our Preferred Cloud Providers

### AWS

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. In 2023, 100% of electricity consumed by Amazon was matched with renewable energy sources, up from 90% in 2022, including 22 AWS data center regions. Additionally, in early January 2024, Amazon announced it had invested in more than 500 wind and solar projects globally.

### Google Cloud

We continue to be 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. We utilize the complete

GSuite offering across the company and leverage the many Google Cloud Platform products including virtual machines, cloud storage and BigQuery.

Per Google's 2024 Environmental Report, the use of cloud and hyperscale data centers represent a fraction of global GHG emissions, based on 2022 global estimates. Google's emissions contribute a smaller fraction—in 2023, their total GHG emissions were approximately 14.3 million tCO<sub>2</sub>e. Google continues to focus on achieving net zero emissions across all of its operations and value chain by 2030. 2024 was Google's seventh consecutive year of consuming 100% renewable energy matching on a global and annual basis and maintaining 64% carbon-free energy.



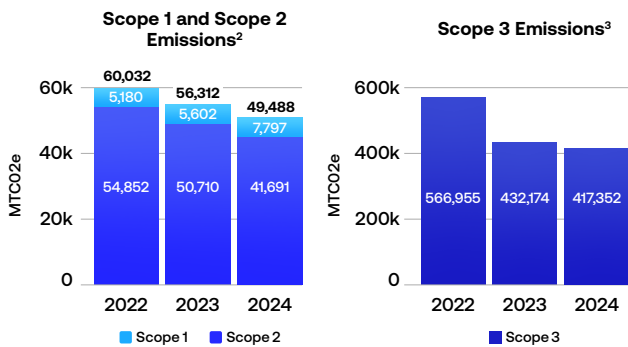


Operational Emissions

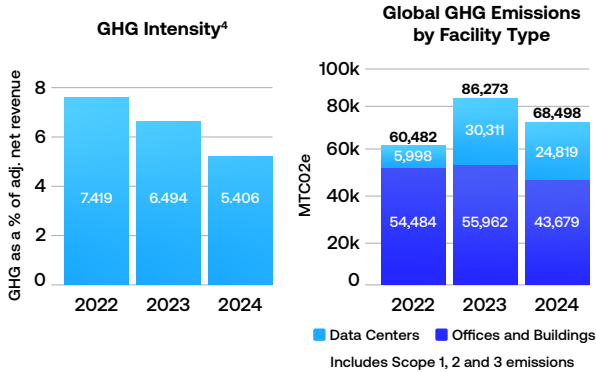
Measuring our environmental performance is essential for tracking progress and driving continuous improvement. Here are some key metrics we use to assess our environmental performance:

- 1. Energy Consumption:** We track energy consumption throughout our value chain; monitoring electricity, natural gas and other energy sources, including renewable energy. We continue to focus on enhancing our data management and integrity so that we establish goals and effective action plans to reduce 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 in our operations as well as within our supply chain. Similar to data collection from our offices and locations. We work closely with functions including Procurement, Finance and Real Estate to expand reporting scope and enhance data quality and align our operations and activities accurately with Scope 1, 2 and 3 categories. We understand it is a continuous improvement process but know that it is critical to developing a robust

GHG Emissions<sup>1</sup>

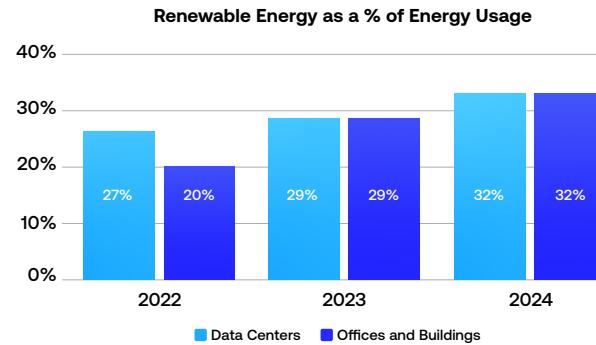
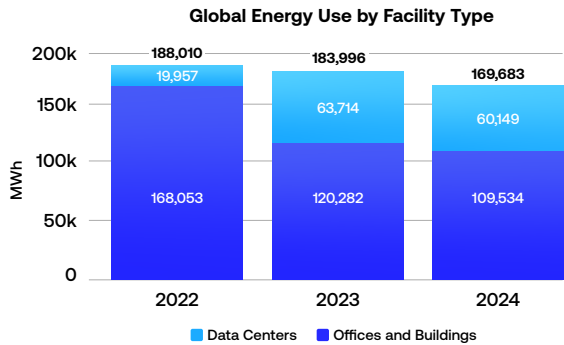


4% Decrease in Total GHG Emissions YoY



17% Decrease in GHG Intensity YoY

Energy Use and Renewable Energy<sup>1</sup>



1 - Our reporting boundary includes Scope 1 and Scope 2 emissions from owned, operationally controlled and leased facilities representing 95% of office space square footage and approximately 86% of data center capacity globally. 100% of owned facilities are reflected in these figures. Emission are calculated in accordance with location based GHG Protocol. Figures represent the enterprise. Previous reports had restated figures due to acquisitions and projects impacting our footprint. The information within this report and supporting graphics, reflect operations and information available for calendar year 2024. The figures also reflect our efforts to enhance data quality (actual versus estimations) and transparency. Previous year's emissions have been updated based on the latest CEDA revisions to ensure accurate year-over-year comparisons.

2 - In 2024, Global Payments' electricity consumption (from Scope 2 sources) decreased by 18%. However, due to our focus on enhancing data collection, by increasing the number of locations reporting raw data and refining emission sources and allocation, our Scope 1 consumption increased by approximately 39%. Collectively, we decreased our Scope 1 and Scope 2 emissions by 12%.

3 - Our Scope 3 emissions decrease by approximately 3% in 2024 from 2023, totalling a decrease of approximately 26% from our 2022 baseline. See page 50 for a detailed breakdown of Scope 3 emissions.

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



carbon development strategy that supports our efforts to reduce our footprint but also supports Global Payments overall business operations and strategy.

### 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 waste management.

**4. Emission Calculations:** Our GHG emissions are calculated using a hybrid approach. We use both raw (verifiable) data estimated data using a spend-based methodology. Our spend-based emissions are calculated using the Comprehensive Environmental Data Archive (CEDA) data, an approved GHG Protocol methodology, to calculate accurate-based GHG emissions.

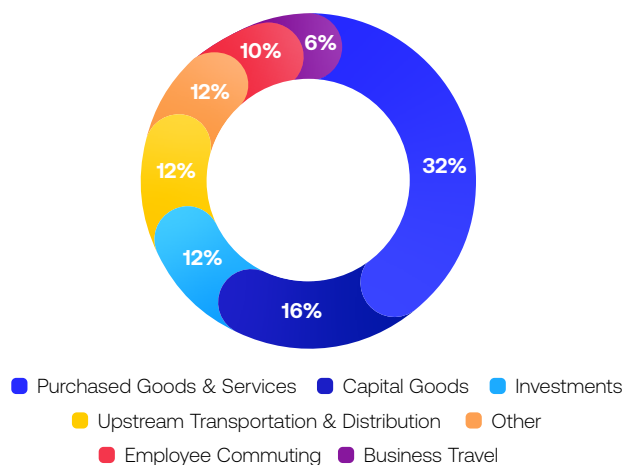
## Supply Chain Emissions

Global Payments collaborates with our suppliers to promote sustainability throughout our supply chain. In 2024, we continued to prioritize 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 89% of our Scope 3 emissions. We are focused

on engaging our vendors on climate related risks and opportunities. In 2025, our Environmental Sustainability Council has committed to revising, or when required, develop policies and controls, to clearly define our environmental sustainability requirements within our value chain. This includes, but is not limited to, a strategy to move from a spend based calculation methodology to a supplier-based (primary data) calculation methodology.

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,

2024 Supply Chain Emissions<sup>1</sup>



<sup>1</sup> - Other includes: Waste Generated in Operations, Upstream Leased Assets, Use of Sold Products, Fuel and Energy Related Activities and End of Life Treatment

including specific emissions allocations, at our clients' request.

In addition to our external communications, provided through disclosures or client and customer specific requests, Global Payments provides education and training for our internal stakeholders, including customer, client and vendor-facing team members. We provide information regarding our enterprise sustainability program, related projects, performance goals, regulatory awareness and applicability, as well as available tools and supporting documentation. Not only are we increasing awareness of environmental sustainability at Global Payments, but we rely on the team members to provide information and feedback regarding external stakeholder requirements and/or sustainability-related information so that we can better support the business and our value chain.

## 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.

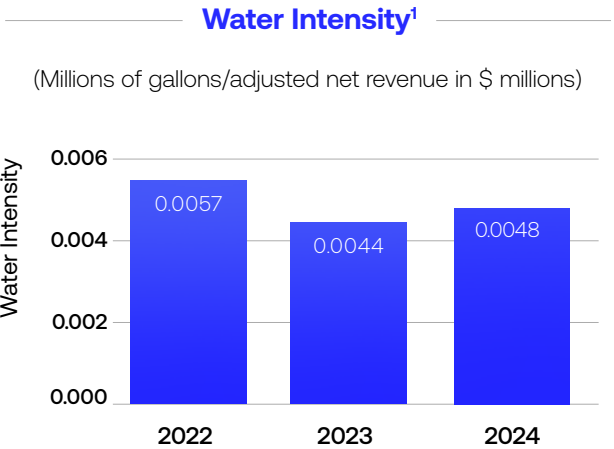
Regulators in Europe and the United States have also focused efforts on increased disclosure related to carbon emissions, climate change and mitigation efforts. Global Payments continues to monitor the evolving regulatory landscape as it pertains to sustainability and environmental disclosures. We are committed to complying with all requirements in a timely manner, as necessary.

In 2024, our CSRD Working Group, led by our Vice President, Deputy General Counsel and Head of Regulatory Change, Europe, focused on supporting our European entities in determining applicability and, when required, preparing key deliverables including double materiality assessment(s) and gap analysis for the upcoming reporting year. In 2025, this group will expand their scope to include enterprise-wide regulatory monitoring and compliance.

### 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. However, we did see an increase in water consumption in 2024 due to both the expansion of our data collection and site-specific challenges. We enhanced our water monitoring program to include additional facilities in Europe and Asia. We also worked closely with our internal stakeholders and external partner, Watershed, to refine allocation of consumption between our offices and data centers, specifically

our collocated data centers. In addition to our expanded scope, our consumption was impacted by isolated issues at our locations, including a water main leak at our York facility in the United Kingdom, which drove a significant increase in water withdrawal (~257K gallons). We are committed to minimizing all forms of water loss, whether operational or accidental.



**Water Withdrawn<sup>2</sup>**

(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
2024	44.1 million	42.8 million	1.3 million

1 - Increase of water intensity is due to increase in consumption in 2024.

2 - Water withdrawn reporting boundary includes approximately 100% of operationally controlled facilities and approximately 80% of data center locations (owned and leased). This data represents our global offices and data center locations, including EVO payments footprint, which was not previously included.

In accordance with Carbon Disclosure Project (CDP) guidance, this unplanned but material event has been included in our total water withdrawal figures for the 2024 reporting year. This ensures accurate and complete representation of our water use, in line with best practice for environmental transparency and accountability.

## 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 for the recycling of paper and paper products. Additionally, we manage recycling programs across nearly 80% of our owned North American facilities. We continue to expand our waste monitoring and management throughout our international operations. Our UK operations have implemented an EHS working group to support compliance and reduce impact to the environment. A key focus of the working group is waste monitoring. Since 2022, they have implemented a waste monitoring program focusing on monitoring generation as well as identifying opportunities to minimize or eliminate waste streams. Globally, we continue to build our waste management program,

working with key operations including Facilities and Asset Management, collecting information on mixed solid waste, recycling streams and electronic waste that is collected and managed through circular economy methods such as reuse and recycling. We expanded our waste monitoring program in 2024 to track volume of mixed solid waste disposed of in addition to volume of materials recycled. In 2024, 33% of our total waste stream was recycled, an 8% of volume of materials recycled and diverted from a landfill.

### 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 2024, Global Payment safely disposed of approximately 27 tons of electronic waste consisting of 8,400 items with Lifespan, including 1,471 laptops, 960 PCs and 270 docking stations.

### 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 2024, Global Payments issued over 66 million virtual cards, enabling more than 63 million transactions and in excess of \$46 billion in spend.



# 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 our 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 grows every year, extending our impact around the globe.



### In 2024, we were excited to host numerous events around the globe. Highlights included:

- Team members in the UK raised money for The British Heart Foundation by hiking 15.5 miles across South Downs.
- Our team in Hong Kong packaged 7,563 boxes of food at the Food Angel factory in the Kwun Tong district. The organization takes surplus food from restaurants and turns the leftovers into meals for people who need food assistance.
- Cyprus team members collected trash, tidied up green spaces and improved the overall appearance of Linear Park, a popular recreational spot for community residents.



- Our team in Ohio prepared meals for families participating in the Ronald McDonald House Charities of Northeast Ohio while their children received critical medical care.
- In Noida, India, team members organized an on-site blood drive in collaboration with Rotary Blood Bank. They also held a fundraiser for a charity that promotes education for girls living in rural areas and organized a donation drive for The Earth Saviours Foundation, a rehabilitation center and home for seniors.
- In Spain, team members volunteered at soup kitchens in Barcelona, Madrid and Málaga.
- Team members at our Mexico Development Center spent a day connecting with girls living in a children's home. They played board games, participated in outdoor activities and organized a magic show for the girls, in addition to providing donations.
- In Canada, team members in Toronto volunteered at a homeless shelter while team members in Quebec purchased supplies for the Northern Birthday Box Project, which provides decorations and gifts to bring birthday fun to children in remote areas of Canada.
- In Northern Ireland, team members supported Storehouse Belfast, a charity that provides food and items that support basic needs, by organizing donations and helping families find needed items.

## SPOTLIGHT: Project SEARCH

Global Payments is a proud host business of Project SEARCH, an international program for recent high school graduates with significant intellectual and developmental disabilities. Project SEARCH provides individuals with internships at host businesses, where they work alongside mentors to develop relevant, meaningful and marketable job skills. Global Payments hosted 10 interns at its Columbus office for nine-month internships in 2024 and has welcomed 70 interns from the project since 2016. We are proud to be one of 32 employers participating in this program in Georgia and the only one in Columbus, GA.

## SPOTLIGHT: Accessibility Center of Excellence

As part of a three-year partnership signed in 2023, the Global Payments Dublin office continued to work with the Trinity Centre for People with Intellectual Difficulties (TCPID), an organization that 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. In 2024, we filled two roles, a six-month internship and an eight-week work placement, with students from the program. The internship role involved numerous duties including facilities work, content creation and maintenance on portions of our intranet in addition to document processing and filing.





## Corporate Giving

Global Payments supports and nurtures 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.

We donate regularly to organizations that reflect our values. In 2024, Global Payments donated approximately \$3 million in support of many organizations that have touched the lives of our loved ones and our communities in different ways, including:

- Boys & Girls Clubs (All Pillars)
- Caring for Others, Inc. (All Pillars)
- Girl Scouts (All Pillars)
- House of Heroes (Social Equity & Financial Inclusion Pillar)
- American Cancer Society (Health & Wellness Pillar)
- American Heart Association (Health & Wellness Pillar)
- American Red Cross (Health & Wellness Pillar)
- Children's Healthcare of Atlanta (Health & Wellness Pillar)



## Matching Team Member Gifts

Global Payments recognizes and celebrates that our team members have diverse interests, and therefore provide a Charitable Gift Matching Program to all team members in the United States. Since 2008, this program has provided an opportunity for Global Payments to support improvements in 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 match up to \$2,000 for each full-time team member who participates in the program.



## Selected Sponsorships

### United Way

In 2024, we once again put our culture into action as a community that cares during our annual United Way team member fundraising campaign in November 2024. 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.

Global Payments team members generously gave nearly \$900,000 to United Way agencies across the United States and Canada. These funds, along with our corporate giving initiatives, brought our total donation to over \$1.4 million for United Way agencies across North America.

### Susan G. Komen Breast Cancer Awareness Campaign

During Breast Cancer Awareness Month in October 2024, 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. Across the United States, our team members raised funds for both the More Than Pink Walk in Atlanta and Race for the Cure in Dallas.

### Leukemia & Lymphoma Society (LLS) Student Visionaires of the Year

Global Payments has partnered with the LLS for the past three years to support their Student Visionaires of the Year program, a philanthropic leadership development program for high school students. Global Payments proudly supports these young leaders who participate in a seven-week fundraising campaign to raise critical funds and awareness for blood cancer therapies and treatments.

### 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.

### Enabling Commerce Across Global Communities

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

**75b+** transactions annually across global communities in more than

**100** countries cross-border and

**38** 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.



# Corporate Governance

We have adopted strong governance practices that establish 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 Governance

Our board is committed to providing oversight and accountability at the highest levels of governance. This commitment includes ensuring Global Payments conducts its business with a sustainability mindset, creating value for shareholders, customers, partners and team members.

## Board Oversight

Primary responsibilities of the board include but are not limited to the following:

- The board and its committees exercise oversight of our company's enterprise risk management (ERM) program

- Dedicated regular board meeting(s) 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
- The Technology Committee oversees the company's Information Security Program and enterprise risk exposure associated with our technology and cyber-security practices

Refer to the 2025 Proxy Statement and the committee charters linked above for additional information on board oversight and governance practices.





Sustainability and Corporate Responsibility Oversight

Our directors oversee the company’s integrated sustainability strategy and activities at both the full board and committee levels, with the Governance and Nominating Committee having formal oversight of these matters, as reflected in the committee’s charter. Sustainability has been identified as a key qualification that is important to be represented on the board as a whole, with four of our 10 board members having sustainability skills and experience.

To advance the company’s sustainability initiatives, our management steering committee, which is comprised of senior leaders from a variety of interested business functions, 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 company strategies and policies related to human capital management and assists the full board with oversight with respect to our People, Access and Belonging efforts.



\*In collaboration with members of the Company’s senior leadership team.

## Stakeholder Engagement

We believe in providing transparent and timely information to all of our stakeholders including customers, employees and shareholders on relevant company matters. Information and feedback from these engagements is shared, as appropriate, with our board of directors, and is considered in our reporting and as we develop future corporate responsibility initiatives and disclosures.

Our senior management, as well as professionals in our Investor Relations department, routinely provide information to and receive feedback from our investors in a wide variety of formats including on corporate responsibility topics.

In 2024, we invited shareholders representing approximately 60% of our shares outstanding to engage, and we met with shareholders representing approximately 30% of our shares outstanding to discuss matters including sustainability, governance and oversight, executive compensation and pay for performance, board and management succession planning, a shareholder proposal, and the company's strategic focus, operational transformation and outlook for sustainable performance and long-term value creation.

## Upholding the Highest Standards for Ethics and Compliance

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 company standards and expectations. It upholds our focus on personal accountability and advances our responsibility to do the right thing, both key parts of our mission and values. Our commitment to excellence is fundamental to our corporate philosophy at Global Payments. Our team members, executive officers and members of our board share a common set of objectives and benefit from the achievement of those objectives through ethical decisions and behavior.

Upon joining the company and annually thereafter, our team members, including contingent workers, are required to complete annual training that is customized based on region, position and job responsibilities. All team members and contingent workers 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 may also complete additional, regional or role-

specific education voluntarily or as directed by the team member's manager.

Global Payments provides an anonymous, third party hosted ethics and compliance hotline that is accessible online and by phone by internal and external reporters, including suppliers, partners, customers, contingent workers and employees. Ethicspoint hotline access is communicated on the company intranet, and in the company handbooks, the Code of Conduct and Ethics, the Non-employee Requirements and Expectations document and referenced in the annual online compliance training, among other locations. All complaints or reports are monitored and investigated, and results are communicated to the Audit Committee of the board. Global Payments' policies strictly prohibit any retaliation in any form against anyone who, in good faith, reports a concern, makes a complaint or reports a possible violation of policy.



## Enterprise Risk Management (ERM) Oversight

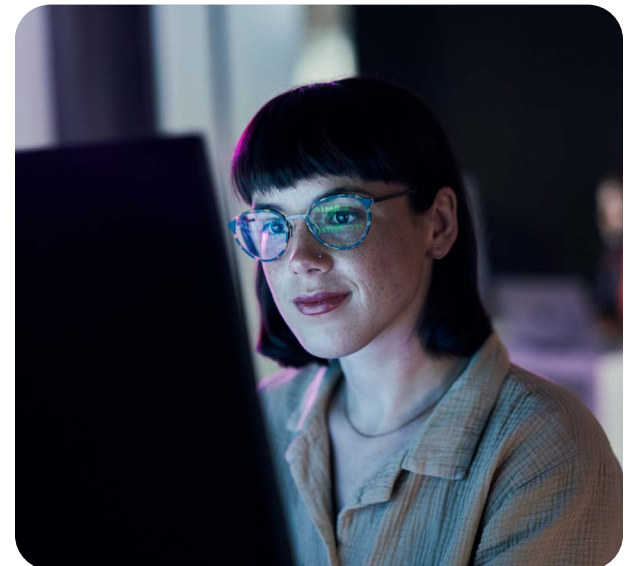
Our board of directors views the oversight of risk management as one of its key functions. While management is responsible for assessing and managing risk, our board is responsible for promoting an appropriate culture of risk management within the company and setting the right “tone at the top.” The board oversees management’s implementation of the ERM program, including reviewing our enterprise risk portfolio and engaging directly with management to set high-level policy and ensure the long-term interests of the company and its shareholders are being served. Refer to the [2025 Proxy Statement](#) for additional information regarding board risk oversight and an overview of the role of the Management Risk Committee, an executive-level management committee chaired by our Chief Risk Officer.

## Responsible Use of Artificial Intelligence

Artificial intelligence (AI) technologies are becoming 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](#), Internal Privacy Policy and Information Security Program, each of which requires every team member to appropriately limit the processing

and use of certain types of information, as well as maintaining the confidentiality of such information entrusted to them by Global Payments or its customers or suppliers.

Any use of Generative AI at Global Payments must adhere to relevant ethical standards, comply with applicable laws and regulations, and respect intellectual property rights and data privacy and security principles. Generative AI implementations must consider the need to 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 are committed to harnessing the power of Generative AI to innovate new products and solutions that deliver value and improved experiences to our customers and to increase the productivity and efficiency of our operating environments and workforce around the globe. We have already made meaningful progress in our journey to utilize Generative AI in our business to leverage its power and the richness of data in our ecosystem. We have implemented foundational tools and models throughout our organization, evaluated numerous use cases and deployed Generative AI technology in a number of areas of our business.

### 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, the 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.

#### Issuer

Our Issuer Solutions business is focused on enabling issuers around the world 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.

### 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 management with respect to such matters. Refer to the [2025 Proxy Statement](#) and [Technology Committee Charter](#) for additional information regarding board oversight, roles and responsibilities related to technology and information security.

## 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 assets. The structure of the Information Security Program aligns to the NIST Cybersecurity Framework, and the program includes controls designed to facilitate the compliance of our cardholder data environments with the Payment Card Industry (PCI) Data Security Standard (DSS).

Refer to the [2024 Form 10-K](#) and [2025 Proxy Statement](#) for additional information on our cybersecurity practices.

## Information Security Strategy

The strategy of Information Security follows five guiding principles:

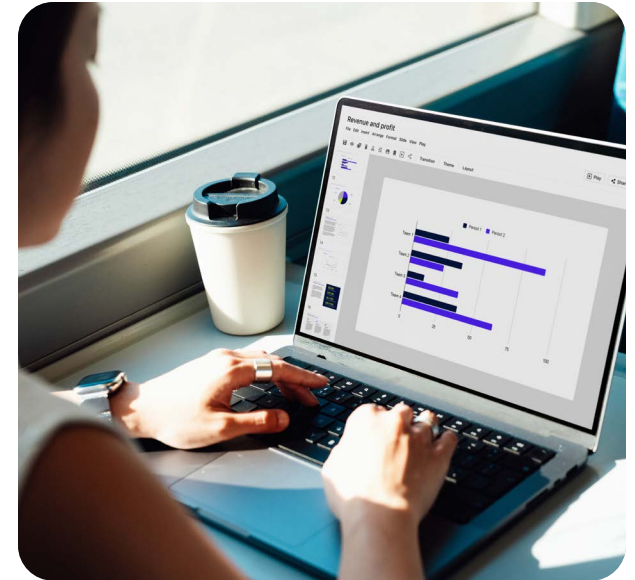
1. Enable line of sight into the health of the Information Security Program across the Global Payments landscape
2. Fully leverage cybersecurity tools to protect, detect, and respond to evolving security threats
3. Nurture agility and innovation as foundational requirements in all security owned initiatives 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

The Information Security Program is 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 focused on the following priorities:

- Our Team Members. Continued investments in our people promote clearly defined roles and responsibilities, enable focus on developing strong leadership behaviors and grow our diverse team of talented security professionals.
- Our Technologies. We maintain 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. We 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

The Information Security Program 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 initiatives:

- **Security Champions:** This program is used as a force multiplier for the 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 practices 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

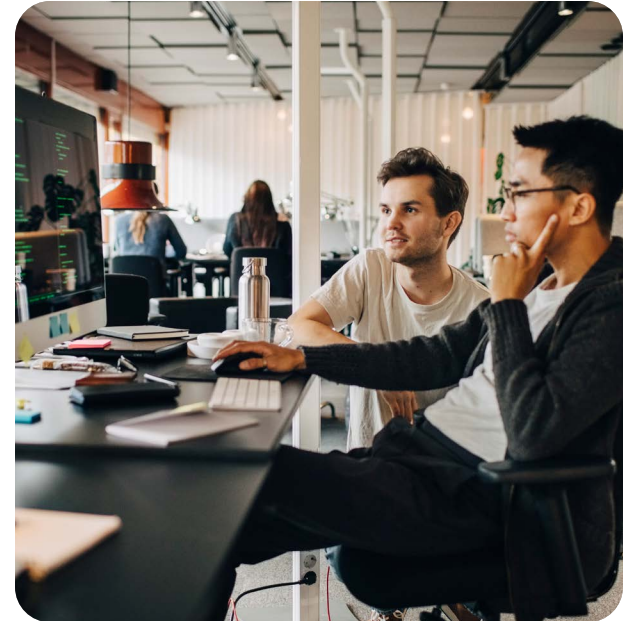
annual security awareness training exercise, we are keeping security in the forefront of our minds and raising the overall security consciousness of our company.

## Data Security

Global Payments takes data security seriously. Our company's Information Security Program aligns to the NIST Cybersecurity Framework and leverages the PCI DSS and the associated annual audits 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 so that we can help 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: Partnership with Columbus State University's (CSU) TSYS Center for Cybersecurity

Global Payments recognizes that the skills needed to support Information Security are in short supply. In order to look to the future and invest in the community, Global Payments has partnered with CSU'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.

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 designed to enrich students' academic experiences, broaden industry partnerships and meet workforce demands for high-tech cyber warriors. The Center for Cybersecurity provides a state-of-the-art virtual cyber range. This provides industry professionals a training facility 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.

### Enabling Privacy by Design

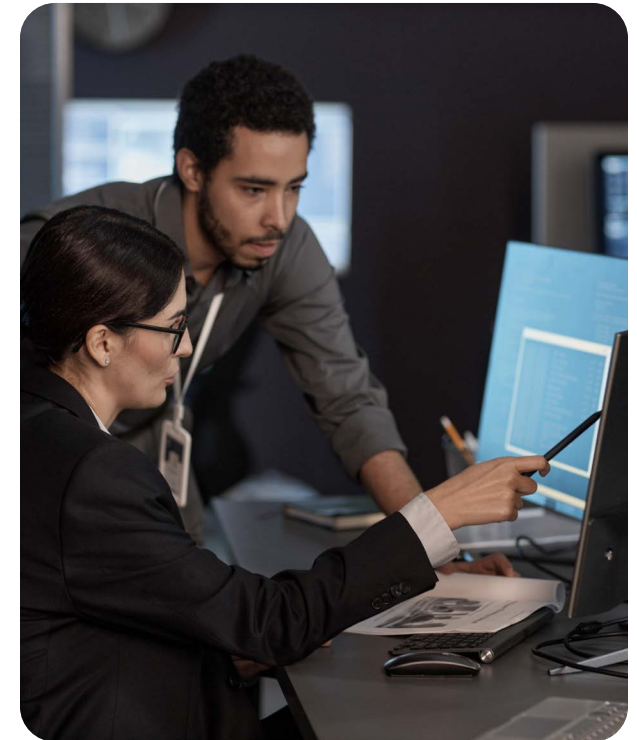
Global Payments is obligated to adhere to certain legal and regulatory privacy requirements and to comply with additional industry standards. Beyond these rapidly evolving requirements, we are committed to respecting the fundamental human right to privacy and handling personal data in a manner designed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

Global Payments' 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, 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 General Data Protection Regulation (GDPR) readiness project and continuing through today to address new requirements in the United States 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.

## Upholding High Standards of Data Governance

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), 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.

## 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. Refer to the company's [Political Activity Policy](#) and [Political Contributions and Expenditures Report](#) for more information.

## 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' 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
- US 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
- Card Coalition
- The Payments Association (UK)
- UK Finance

## Vendor Engagement

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 selection, among other methods.

Global Payments encourages and supports the purchases of goods and services from many types of businesses when selecting new vendors and suppliers. Suppliers may include small business enterprises (SBE), minority owned enterprises (MBE), women owned enterprises (WBE), veteran and disabled individual owned enterprises, among others. Pursuing partnerships with a variety of suppliers directly aligns with our organization's mission, vision and values.

In addition to our 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.

## Human Rights and Supply Chain

Global Payments is committed to conducting business in an ethical manner and will not tolerate any slavery, human trafficking or forced labor within the business or supply

chain. Employees are responsible to ensure that Global Payments does not work with suppliers or other partners who promote or tolerate such activities. Team members must comply with local laws which prohibit slavery and human trafficking. For more information outlining the steps the company has taken on its ongoing planned efforts to prevent modern slavery in our company and supply chain, please review our [UK Slavery and Human Trafficking Transparency Statement](#) posted on our external website.



# Appendix

## 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) 143,189 MWh (2) 68% (3) 32%
	(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	(1) 44.1 million gallons withdrawn (2) 100% of owned and operationally controlled facilities and approximately 80% of data center locations (owned and leased).
	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 <a href="#">page 22</a> for more information.
Data Privacy & Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	TC-SI-220a.	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.

Topic	Metric	SASB Code	Disclosure
	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 <a href="#">10-K</a> .
	(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.
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 <a href="#">SEC filings</a> .
	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 <a href="#">page 39</a> for more information.



Topic	Metric	SASB Code	Disclosure
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that require a work visa	TC-SI-330a.1	
	Employee engagement as a percentage	TC-SI-330a.2	76% of our team members responded to our enterprise wide Organizational Health Index (OHI) Survey in 2024. The Survey provided an opportunity to provide feedback on the key leadership and cultural elements needed to improve our processes and build a distinctively high-performing organizations. See <a href="#">page 10</a> for additional 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 – 58% White, 16% Black, 10% Asian, 7% Hispanic or Latino, 6% Not Disclosed, 4% Other.  Leadership Gender – 67% Male, 32% Female, 1% Other.
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	TC-SI-520a.1	For information on monetary losses, please refer to our <a href="#">10-K</a> .
Managing Systemic Risks From Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.2	Performance issues or service disruptions material to our operations or financial results, if any, are disclosed in our <a href="#">10-K</a> .
	Description of business continuity risks related to disruptions	TC-SI-550a.2	Business continuity risks are disclosed in our <a href="#">10-K</a> .

## 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

TCFD Core Element	TCFD Disclosure Requirement	CDP 2024 Climate Change
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.	C7.53, C.7.53.1, C.7.53.2, C7.53.3



# Workforce Diversity Metrics<sup>1</sup>

## US Workforce Representation by Ethnicity

### Overall Workforce

	2021	2022	2023	2024
<b>White</b>	59%	60%	59%	58%
<b>Asian</b>	9%	9%	9%	10%
<b>Black</b>	15%	15%	16%	16%
<b>Hispanic</b>	6%	7%	7%	7%
<b>Not Disclosed</b>	8%	6%	6%	6%
<b>Other<sup>3</sup></b>	3%	3%	3%	4%

### Leadership Workforce<sup>2</sup>

	2021	2022	2023	2024
<b>White</b>	76%	75%	74%	73%
<b>Asian</b>	8%	9%	9%	10%
<b>Black</b>	6%	5%	6%	6%
<b>Hispanic</b>	4%	4%	5%	4%
<b>Not Disclosed</b>	5%	5%	5%	5%
<b>Other<sup>3</sup></b>	1%	2%	2%	2%

## Global Workforce Representation by Gender

### Overall Workforce

	2021	2022	2023	2024
<b>Male</b>	56%	56%	56%	56%
<b>Female</b>	42%	42%	43%	43%
<b>Not Disclosed</b>	2%	2%	1%	1%

### Leadership Workforce<sup>2</sup>

	2021	2022	2023	2024
<b>Male</b>	67%	67%	67%	67%
<b>Female</b>	33%	33%	33%	32%
<b>Not Disclosed</b>	-	-	-	1%

We publicly disclose our US Equal Employment Opportunity Commission (EEO-1) Report [here](#). Due to differences in ethnicity classifications, gender classifications, and geographic scope of gender reporting, data included in the Global Responsibility Report will differ from our EEO-1 disclosures.

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

2 - Leadership Workforce is defined as Director level and above.

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

## GHG Emissions by Scope (MTCO<sub>2</sub>e)<sup>1</sup>

	FY 2022	FY 2023	FY 2024
<b>Scope 1</b>	5,180	5,602	7,797
<b>Scope 2 Location Based</b>	54,852	50,710	41,691
<b>Scope 3</b>	566,954	432,173	417,352
Purchased Goods and Services	313,806	170,608	133,768
Capital Goods	74,940	76,680	65,391
Fuel and Energy Related Activities	19,267	17,903	12,250
Upstream Transportation and Distribution	45,841	46,885	49,566
Waste Generated in Operations	2,124	2,647	13,640
Business Travel	17,620	12,006	25,525
Employee Commuting	38,605	37,905	40,281
Upstream Leased Assets	11,156	10,460	8,080
Use of Sold Products	8,027	7,988	18,615
End of Life Treatment of Sold Products	2	15	34
Investments	35,566	49,076	50,200

1 - Our 2024 reporting boundary includes Scope 1 and Scope 2 emissions from global enterprise, which is defined as owned, operationally controlled and leased facilities representing over 95% of office space square footage and approximately 86% 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.

## Board of Directors and Corporate Governance<sup>1</sup>

Category	Metric	Measure	2021	2022	2023	2024	2025
Board Structure	Independent Chair	Y/N	N	N	N	N	Y
	Lead Independent Director	Y/N	Y	Y	Y	Y	Y
	Board Independence	%	83%	82%	83%	83%	90%
	Key Committee Independence	%	100%	100%	100%	100%	100%
Shareholder Rights	Proxy access for shareholders	Y/N	Y	Y	Y	Y	Y
	Majority voting for directors in uncontested elections	Y/N	Y	Y	Y	Y	Y
	Majority voting standard for bylaw/charter amendments	Y/N	Y	Y	Y	Y	Y
	Threshold for shareholders to call a special meeting	%	> 50%	> 50%	25%	15%	15%
Board Composition	Average director tenure	Years	5	5	5	6	6

<sup>1</sup> - Data as of Global Payments' proxy statement filed in the year indicated.



## Additional Resources

Questions or requests for additional information on our sustainability strategy can be submitted to [investorrelations@globalpay.com](mailto:investorrelations@globalpay.com).

- [Global Payments](#)
- [Investor Relations](#)
- [2023 EEO-1 Report](#)
- [2024 Annual Report](#)
- [2025 Proxy Statement](#)
- [Shareholder Voting Rights](#)
- [Code of Conduct and Ethics](#)
- [Privacy Statement](#)
- [General Data Protection Regulation \(GDPR\)](#)
- [UK Slavery and Human Trafficking Transparency Statement](#)
- [Conflict Minerals Policy](#)
- [Political Activity Policy](#)
- [Political Contributions and Expenditures Report](#)

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