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Leveraging over 40 years of experience, Sungard Availability Services (Sungard AS) helps organizations revitalize production and recovery processes, avoid the perils of disruption and risk and master the complexity of a mixed environment. We make resilience and recoverable IT a reality so our customers can focus on what’s important – whether that means delivering packages or patient care, managing finances or the fleet, capturing sales or streamlining processes on the factory floor.

Our proven track record of innovation helps us deliver reduced disaster recovery times, less complexity, and greater utility as information loads grow and technology dependency advances. Although we measure our success one customer at a time, we value industry recognitions. Our recent honors in the past year include accolades such as a Bronze Stevie Award for “Innovations in Sales- Technology Industries,” American Business Award New Product or Service of the Year- Cloud Story age and Backup Solution as well as induction into the Business Continuity Institute Hall of Fame. These recognitions serve as confirm our goals are on target and our portfolio is well-aligned with the needs of our customers.
When I think about our responsibility to our stakeholders, I think about our focus on taking comprehensive care of our customers. Behind each customer success is a group of employees who embody our Core Values around Teamwork, Accountability, Integrity, Initiative and Respect. Our employees look beyond the technical services we provide to our customers and see opportunities where we can assist in the sustainable development of their local communities. While this Report focuses on our 2018 Environmental, Social and Governance performance, I look forward to strengthening Sungard Availability Services’ presence in the community and contributing towards a more resilient future, especially where our teammates are actively engaged.

Michael K. Robinson
Chief Executive Officer
When it comes to IT transformation, we help our customers transform their IT in a manner that lessens risk and complexity. Empowering them to lead with resilience and take on the forces of change. We also take this approach internally when we assess our environmental impact. As a technology company, we recognize that energy consumption primarily comprises our carbon footprint. We thereby continue to evolve our approach toward environmental sustainability and advocate for the integration of eco-friendly practices in the course of conducting business. This ranges from adopting alternative commuting practices to embedding sustainability factors into the core operation of Sungard AS’ business. Taking such incremental steps allows us to create a sustainable company for the long term and contribute towards the protection of natural resources for future generations.
Through our engagement with employees, we exemplify our position that environmental sustainability is a matter of values. We understand that the customers we do business with and the communities we do business in are increasingly affected by sustainability issues such as climate change. It is our responsibility to undertake actions that mitigate any adverse environmental impacts. This entails empowering employees to become environmental stewards and adopt environmentally friendly best practices both at home and at the workplace.

**Telecommuting Program:** As a global organization, we understand the value of our geographically diverse talent. Our Telecommuting Program provides employees with several types of remote working arrangements that are mutually beneficial for the Company and employee. Over 400 employees take part in this Program and contribute towards the minimization of greenhouse gas emissions associated with commuting.

**Cycle to Work Scheme:** Office based employees located in the United Kingdom also have the opportunity to minimize their impact on the environment by participating in the Cycle to Work Scheme. This government scheme encourages employees to cycle to and from work by allowing them to hire a bike and eligible safety equipment to the a value of £1,000 from us for a period of 1 year without paying tax and National Insurance on the hire amount.

**Virtual Communication:** Collaboration is integral in ensuring that we are providing quality service to our customers. It also presents a potential for increased emissions associated with travel. To minimize this impact, we encourage employees to leverage existing virtual communication platforms such as Skype and Vidyo. In the past year, employees spent approximately over 52 million minutes collaborating through these platforms. Their strong adoption indicates their dedication to working together to ensure that we are able to prepare and react to any disruptions to keep the business going and supporting businesses that never stop.

**Energy Conservation:** Actions benefitting the environment can start from small actions such as reducing electricity consumption and recycling paper and electronic items. Through our continued efforts in the internal “Lights Out” campaign, we encourage employees to reduce their electricity consumption by turning off lights that are not in use.

Energy conservation comes not only from the direct reduction of electricity, but also comes indirectly from efforts such as recycling that minimizes the amount of energy utilized in the future by other organizations who opt to use recycled material. Various locations adopted electronic or paper recycling practices. Through these efforts, our India employees recycled 250 laptops/desktops. Employees in certain North American and European facilities have the opportunity to participate in paper recycling. Specifically, our organization’s eco-friendly decision to securely shred and recycle approximately 84,960.156 pounds in North America yielded the following environmental benefits:

<table>
<thead>
<tr>
<th>North American Paper Recycling Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>96,004 kWh</td>
</tr>
<tr>
<td>Electricity Saved</td>
</tr>
<tr>
<td>61,511 lbs.</td>
</tr>
<tr>
<td>CO₂ Emissions Avoided</td>
</tr>
<tr>
<td>1.2 Million</td>
</tr>
<tr>
<td>Gallons of Water Saved</td>
</tr>
<tr>
<td>212 Cubic Yards</td>
</tr>
<tr>
<td>Landfill Space Conserved</td>
</tr>
<tr>
<td>712 Trees</td>
</tr>
<tr>
<td>Preserved</td>
</tr>
</tbody>
</table>
As a recognized leader in disaster recovery, we are also the people who ensure the availability of mission-critical operations during minor or major disasters. Our suite of production and recovery solutions deliver the resilience essentials our customers need to be available, safe and agile. In order to deliver these solutions to our customers and meet their needs, we focus on operating our facilities in the most efficient and eco-friendly manner to ensure high availability and reliability. These efforts result in process optimization and increased adoption of energy efficiency best practices.

**Energy Efficiency Best Practices**

Our suite of production and recovery solutions deliver the resilience essentials our customers need to be available, safe and agile. These solutions are further fortified by our employees who help our clients use technology to continue to drive business outcomes by integrating sustainable energy efficient best practices into our businesses operations.

**PUE Automation Efforts:** The consumption of energy is an integral part of our business operations. As large consumers of energy, it is our responsibility to take the appropriate steps to ensure that we are consuming energy as effectively and efficiently as possible. Our Global Operations team implements Power Utilization Effectiveness (PUE) automation efforts to assess the efficiency of our equipment and increase overall accuracy of PUE reporting.

**Temperature Set Point Program:** We monitor the impact of increased temperature set-point on the optimization of air circulation in our environments. Our continued surveillance allows us to recognize the benefits associated with such an initiative and also assess opportunities through which we can further enhance our efforts and reduce the energy consumed in our data centers.

**End of Life Equipment Replacement:** The performance of our equipment can impact our ability to continue providing quality service to our customers. By implementing a plan that identifies equipment inefficiencies, our team is able to replace end of life equipment and contribute towards delivering available and reliable solutions to our customers.
**Energy Efficient Products & Services**

Sungard AS transforms IT to deliver resilient and recoverable production environments. We leverage our experience across a broad range of IT landscapes to align the right workloads with the right infrastructures. As a result, our customers can streamline and manage complexity, minimize risk and adapt to change as they make downtime history. Through our solutions, our employees are also able to help customers and Sungard AS either reduce energy consumption, or drive efficiencies either within customers’ own environments and/or operations.

**Cloud and Hosting:** As business demands increase, availability demands also intensify. With a range of cloud, hosting and security solutions, our customers can choose the right infrastructure for each application and workload—while embedding resiliency across their production environment. As a result, they can quickly deploy new applications in a secure and stable environment and be ready for change as they free their internal staff for more strategic work.

**Disaster Recovery and Business Continuity:** At Sungard AS, we help our customers move beyond backup to business resiliency, so they can anticipate risk, mitigate the impact and move forward with confidence. Our experience across a broad range of IT production and disaster recovery landscapes makes it easier for our customers to extend these benefits throughout their hybrid IT environment.

**Colocation and Disaster Recovery Centers:** Our global network of data centers and disaster recovery sites provide customers expansion-ready, cost-effective, as-a-service alternatives to building and managing their own production and recovery environments. With data center and disaster recovery sites located in the right places and managed by the right people, our customers can depend on having highly resilient and recoverable business operations as they extend their digital business ecosystem opportunities.

**Managed Application Cloud Services:** Our Managed Application Cloud Services bring the speed, scalability and cost-efficiency of the cloud together with our infrastructure and application management expertise to simplify our customers’ journey to the cloud. Sungard AS helps our customers by recommending the most appropriate hosting infrastructure to meet the needs of specific applications, aligning the right application on the right infrastructure to optimize their value to their organization.

**North American Energy Efficiency Enhancements:** In locations such as Scottsdale, Arizona and Mississauga, Ontario, our Global Operations teams integrated best practices that contributed towards the reduction of energy consumption. Practices such as repurposing of containment solutions, modifying compressors to account for seasonal temperature changes, and upgrading systems exemplify our dedication to embedding efficient environmentally friendly factors into the core operation of Sungard AS’ business.
Greenhouse Gas Emissions Inventory: We are dedicated to establishing a corporate culture of sustainable development to help ensure that Sungard AS can continue to conduct business around the world and take pride in what we do. As large consumers of power, we see value in evaluating our environmental performance. In partnership with a third party consultant, we mature our approach towards environmental sustainability by improving our data collection methods in support of our annual greenhouse gas emissions inventory. Such a report provides us perspective on the achievements and opportunities available for us to improve our program and increase protection against the adverse effects of climate change. We utilize World Resources Institute (WRI) GHG Protocol: A Corporate Accounting and Reporting Standard (Revised Edition) to conduct a Greenhouse Gas (GHG) Inventory for the period from January 1, 2018 to December 31, 2018. We use an operational control approach to establish organizational boundaries. Under this approach, we account for 100% of the GHG emissions from operations over which we have operational control. We have operational control over an operation if we have authority to introduce and implement operating policies at the facility. Where possible, we work with our landlords to obtain relevant information regarding our utility consumption. However, due to different landlord specific policies and procedures, this information is not available for some of our facilities and is not included in our reporting.

The GHG emission sources at Sungard AS can be categorized into three different operational boundaries as defined in the GHG Protocol:

Scope 1 – Direct GHG Emissions: Natural gas and diesel consumption for heating purposes (stationary combustion)

Scope 2 – Electricity Indirect GHG Emissions: Generation of purchased electricity consumed by the company

Scope 3 – Other Indirect GHG Emissions: Business travel

The assessments of these sources assist us in evaluating the necessary steps to reduce our environmental impact and deepen our understanding of our carbon footprint.

Our customers entrust us to transform their IT environments, ensuring that they are resilient and recoverable. Ultimately, it’s about adapting well in the face of unprecedented change and unforeseen adversity, ensuring critical applications and data are always available. We leverage our experience to account for our impact on the environment as well as potential disruptions from sustainability issues like climate change. By participating in various environmental sustainability related assessments and government schemes centered around carbon reduction, we are able to assess the impact of our various eco-friendly initiatives on our environmental performance.
**CDP:** Our annual participation in the Carbon Disclosure Project (CDP) Supply Chain Climate Change questionnaire allows us to articulate our sustainability challenges and opportunities with our customers. The not-for-profit organization evaluates our responses to determine the level at which environmental issues intersect with our business. CDP determined that our submission showcased our awareness to the impacts of business activities on the environment, and how these activities affect people and ecosystems, as well as impacts the environment may have on business activities. This evaluation highlights our level of environmental stewardship and our actions and approaches in managing climate change.

**Carbon Reduction Commitment:** As a large consumer of energy in the UK, we participate in the UK Government’s Carbon Reduction Commitment (CRC) Energy Efficiency Scheme. This mandatory reporting and pricing scheme aims to cover energy not included under Climate Change Agreements (CCA) and the EU Emissions Trading System. For every ton of carbon that organizations emit, the Scheme requires the organization to buy allowances at annual fixed price sales or traded on the secondary market as well as submit an annual report via the CRC Registry. The increase in prices is designed to encourage organizations to reduce their carbon footprint.

**EcoVadis:** Taking into consideration best practices from international corporate social responsibility (CSR) standards including the Global Reporting Initiative, the United Nations Global Compact, and the ISO 26000, EcoVadis annually evaluates how well we integrate CSR principles into our business and management setting. This comprises of four CSR related themes (environment, labor practices /human rights, fair business practices, and sustainable procurement) as well as their subsequent 21 CSR criteria.

Sungard AS earned a Bronze rating from the independent sustainability platform. This achievement puts the organization in the 52 percentile of companies assessed by EcoVadis in this industry. Most notably, EcoVadis recognized our advanced management system on ethics issues. Future assessments will also serve as a guide to identify opportunities through which we can grow as responsible, corporate citizens and meet marketplace expectations.

### Overall CO₂E (Metric Tons)

<table>
<thead>
<tr>
<th>Reporting Year</th>
<th>Scope 1</th>
<th>Scope 2</th>
<th>Scope 3</th>
<th>Total</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan. – Dec. 2016</td>
<td>2,420.43</td>
<td>360,117.61</td>
<td>2,645.86</td>
<td>365,183.89</td>
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</tr>
<tr>
<td>Jan. – Dec. 2017</td>
<td>2,047.00</td>
<td>335,000.12</td>
<td>2,294.76</td>
<td>339,341.88</td>
<td>-7.08%</td>
</tr>
</tbody>
</table>

### CO₂E (Metric Tons) By Region

<table>
<thead>
<tr>
<th>Reporting Year</th>
<th>Region</th>
<th>Scope 1</th>
<th>Scope 2</th>
<th>Scope 3</th>
<th>Total</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan. – Dec. 2016</td>
<td>Asia</td>
<td>134.89</td>
<td>2,286.01</td>
<td>365.93</td>
<td>2,786.84</td>
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<tr>
<td>Jan. – Dec. 2017</td>
<td>Asia</td>
<td>83.76</td>
<td>2,505.99</td>
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<td>2,789.98</td>
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<tr>
<td>Jan. – Dec. 2018</td>
<td>Asia</td>
<td>61.38</td>
<td>2,468.41</td>
<td>-</td>
<td>2,529.79</td>
<td>-9.33%</td>
</tr>
<tr>
<td>Jan. – Dec. 2016</td>
<td>Europe</td>
<td>967.21</td>
<td>99,481.99</td>
<td>304.07</td>
<td>100,753.27</td>
<td></td>
</tr>
<tr>
<td>Jan. – Dec. 2017</td>
<td>Europe</td>
<td>143.32</td>
<td>93,782.28</td>
<td>422.50</td>
<td>94,348.10</td>
<td>-6.36%</td>
</tr>
<tr>
<td>Jan. – Dec. 2018</td>
<td>Europe</td>
<td>171.37</td>
<td>60,324.71</td>
<td>-</td>
<td>60,496.08</td>
<td>-35.88%</td>
</tr>
<tr>
<td>Jan. – Dec. 2016</td>
<td>North America</td>
<td>1,318.33</td>
<td>258,349.61</td>
<td>1,975.85</td>
<td>261,643.79</td>
<td></td>
</tr>
<tr>
<td>Jan. – Dec. 2017</td>
<td>North America</td>
<td>1,819.92</td>
<td>238,711.85</td>
<td>1,672.03</td>
<td>242,203.80</td>
<td>-7.43%</td>
</tr>
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</table>
We empower our employees to go above and beyond their day to day job. By providing them a breadth of opportunities, employees can explore different fields and expand their skill set. Key to this exploration process are the benefits and development programs provided by our Human Resources team. Recognized by the Stevie Award organization, this team identifies and maximizes the strengths of each employee to build skillful team members and tenacious leaders. This entails workshops, trainings, programs, professional development and a robust benefits program which strives to enhance the resiliency of our employees and their families.

**Professional Development**

**LEAP:** Our Leadership Enrichment and Acceleration Program (LEAP) assists our mid-level People Managers to flourish into leaders who instill trust, purpose and growth, creating loyalty within their teams. This year, the first cohort began their 5 month journey. As a blended program, managers meet virtually every 2 weeks for 2 hours, complete on-the-job assignments, have an opportunity to hear from a Senior Leader as well as participate in an online program called Situational Leadership. This program creates a common language so that leaders and others with whom they interact can have quality conversations about their needs and development. By getting direction and support, people can move into the next level of development and meet or exceed their goals.

**Buddy & Mentorship Program:** As new talent joins the organization, it is important for us to help them establish a strong foundation at Sungard AS. Through the Buddy Program, employees mentor New Hires and answer questions about the work environment, culture, resources and other information. These efforts contribute to our overall efforts of fostering an inclusive work environment wherein regardless of tenure, New Hires feel comfortable and included in the Sungard AS community.

**Global Sales Onboarding Program:** Within their first 90 days of employment, new Account Executives complete the Global Sales Onboarding Program. We designed the program curriculum in order to increase the time to Sales
productivity, ensure our new Account Executives can articulate our value proposition and effectively leverage the Sales ecosystem to advance deals through the Sales cycle.

**Product Training:** Technology changes present new opportunities for new products or updates to existing products and services. We work with the Sungard AS Product teams to develop new/update product training targeted to the Sales and Solutions Engineering business unit. We also created the Product and Service Education Program which is a collection of self-paced eLearning modules that gives overviews of our core portfolio of services.

**Contract & Systems Training:** We document, training and update release notes for all Sales contract systems. We have an internal training resource dedicated to Sales contract systems to ensure we support and train new hires, existing employees on changes and finally handle release notes to ensure we are tracking with the frequent system updates.

**Global Technical Training:** In efforts to support the different technologies at Sungard AS, we deliver many technical trainings across the globe to ensure our technical employees maintain the skills and competencies to support these key technologies in the field.

**General Training:** Utilizing LinkedIn Learning for general training requests provides us with thousands of video-based courses for business, technical, and creative skills. This platform is accessible via desktop, tablet, and mobile, and provides comprehensive learning paths as well as just-in-time, bite-sized content.

**Training Repository & Tracking:** We use a SharePoint based Learning Management System to facilitate and deliver mandatory training like compliance courses. Through this System, we also have a product training repository sorted by portfolio of services which is available to all employees via our internal intranet site.

**Synergy:** Synergy focuses on providing our India based employees a variety of professional development opportunities that stimulates conversation regarding the importance of diversity and inclusion. These opportunities range from workshops to conferences such as the Grace Hopper Celebration India. Approximately 18 women attended the event wherein they were able to learn more about the latest research as well as career development.

**Northeast Women In Tech Summit:** Annually, we provide women in the Northeast United States the opportunity to participate in the Northeast Women In Tech Summit. This Summit focuses on women working in technology. It expands the notion that working in technology equates to only working on the technical aspects. The Summit challenges this preconceived notion by providing attendees with a unique combination of hands-on tech workshops; information and discussions about diverse careers in tech and how to pursue them; and connection and networking opportunities with other women in various aspects and roles in technology. All profits generated from each event support TechGirlz and its ongoing mission to inspire middle school girls to explore the possibilities of technology to empower their future careers.

**Pennsylvania Conference for Women:** As an extension of our professional development opportunities, we provided women based near Pennsylvania, U.S.A. the opportunity to attend the annual Pennsylvania Conference for Women. This is a one-day professional and personal development event for women that features more than 100 renowned speakers. After attending the event, women shared lessons learned through our intranet site as well as through a lunch and learn session.
Wellness Program: Our Wellness Program provides various tools and resources that assist our employees stay healthy and well both at work and at home. At Sungard AS, this encompasses not only our competitive health benefits, but also an assortment of education programs such as: Wellness Lunch & Learn, Wellness Webinars, Local Registered Dieticians, Newsletters, and Wellness Fairs. Through these programs, we strive to increase our employees’ resilience in order to overcome life’s challenges. Our recognition of World Mental Health Day exemplifies our dedication to providing tools and resources to improve our employees’ lives. At various office locations, we coordinated activities that focused on increasing personal resiliency, raising awareness of mental health challenges, highlighting the support in place for Sungard AS employees, ensuring access to the support, and helping understand how to identify and compassionately handle mental health issues.

Employee Assistance Program: We understand the different challenges that our employees may face in their personal and professional life. In efforts to support their journey, our employees and their eligible dependents are able to partake in the Carebridge Employee Assistance Program (EAP) and WorkLife Services. The EAP is a voluntary program that offers free and confidential assessments, short-term counseling, referrals and follow-up services to employees who have personal and/or work-related problems.

Family Support: Health benefits are one way that we demonstrate our appreciation for our employees and their family. In certain regions, we have policies that are designed to ensure that our employees have the support and assistance they need in their personal lives. Additionally, our India office organizes a Family Day through which they acknowledge the contribution that family members make in ensuring that employees are successful. During Family Day, employees and their family members are able to visit the premises of the organization and participate in various fun filled events.

Fitness at Work: We recognize the important role that fitness plays pursuing a healthy lifestyle. However, busy schedules can often hinder our employees’ ability to incorporate physical activity in their everyday lives. We thereby strive to provide opportunities for our employees to incorporate fitness at work. This ranges from participating in health and wellness focused committees to participating initiatives such as a cycling to work scheme, yoga sessions, internal sports events.
Our Corporate Citizenship Program strives to increase the resiliency of the communities where we conduct business. We focus our corporate responsibility efforts on three main areas: environmental, social, and governance. This structure enables us to assess opportunities that support the sustainable and inclusive development of these communities. Together, in partnership with community members, we address topics such as environmental sustainability and STEM (science, technology, engineering, mathematics) education. Through our initiatives, we strive to not only enhance the community, but also contribute towards global change.

**Employee Resource Groups**

As global corporate citizens, we have the responsibility to be conscious about how we can best contribute to our communities. Our employee resource groups provide a platform where employees can use their voices to spearhead and contribute towards internal and external community outreach initiatives. Using the United Nations Sustainable Development Goals as guidance gives employees the opportunity to understand how their contribution plays a role in fostering a more diverse, equitable and inclusive environment.

**Community Engagement and Education Employee Resource Group:** Guided by the fourth Sustainable Development Goal, Ensure Inclusive and Equitable Quality Education and Promote Life-Long Learning Opportunities For All, the Group discusses opportunities where they can increase the standard of living in their local communities while also sparking intellectual curiosity. This entails supporting community organizations by participating in local initiatives as well as coordinating initiatives focused on STEM education.

**Diversity Employee Resource Group:** We recognize that diversity encompasses more than gender. That is why the Group expands the scope of the fifth Sustainable Development Goal, Achieve Gender Equality and Empower Women and Girls, to include a broader definition of diversity. Through meetings with Sungard AS leaders, Group members discuss the importance of accepting and leveraging perspectives as well as how diversity helps us grow our business and improve synergy with our colleagues. The Group also focuses on educating and engaging other Sungard AS employees on this topic and exploring opportunities to contribute to their local community.

**Environmental Sustainability Employee Resource Group:** As the effects of climate change become increasingly evident, it is important to reflect what we can do to minimize our carbon footprint at work and at home. At Sungard AS, our employees have the opportunity to contribute to the thirteenth Sustainable Development Goal, Take Urgent Action to Combat Climate Change and Its Impacts by becoming active contributors in the fight against climate change by adopting environmental sustainable practices and contributing to the overall goal of reducing Sungard AS’ environmental impact in the way we conduct business.

**Health and Safety Employee Resource Group:** The benefits and opportunities we provide our employees plays a role in their ability to achieve overall wellness and optimal work-life balance. Wellness addresses both physical and emotional concerns. This coincides with the third Sustainable Development Goal, Ensure Healthy Lives and Promote Well-Being For All At All Ages. Group members work to promote internal initiatives such as the recognition of World Mental Health Day and International Day of Happiness which focuses on improve the overall health and well-being of our employees and the communities in which we conduct business.
Community Outreach

As a member of the local communities in which we conduct business, we demonstrate corporate responsibility by supporting local, nonprofit community organizations with in-kind goods and services, volunteer support and occasional financial contributions. Key to these initiatives are our Sungardians, employees who are the driving force behind various initiatives that address areas such as hunger relief, literacy, and environmental sustainability. Below are some of the initiatives that allowed our Sungardians to spark change by contributing towards the sustainable development of their community and its members.

Change for a Better Tomorrow: This hunger relief initiative focused on addressing the hunger relief needs of our global and local community. Sungardians located in the Greater Philadelphia Area had the opportunity to pack nearly 300 snack bags that benefitted the Chester County Food Bank as well as contribute towards approximately 344 meals through Rise Against Hunger. Similarly, Sungardians based in Pune joined forces to distribute food grains to organizations that served HIV affected children, orphan and underprivileged children, and homeless families. These contributions assist in the global effort to provide resources to those who do not receive enough nutrition to live a healthy life.

TutorMate: Throughout the school year, North American and UK based Sungardians volunteered 30 minutes per week to remotely help first grade students in under-resourced schools and communities learn to read. Through telephones and computers, these volunteers worked with their student for half an hour a week, each viewing the same page on their respective computer screens, reading stories and playing games that build fluency, comprehension, phonics and spelling skills. Throughout the school year, the volunteers began to see the student’s progress which brought the student additional benefits such as an increase in enthusiasm and confidence.
India

**Equitable Education:** Being conscious of our influence in the communities in which we do business allows us to understand how we can best contribute to its sustainable and inclusive development. By supporting schools and their students, we strive to ensure that the next generation is able to receive quality education regardless of their circumstances. At the school level, we donated e-learning kits as well as related technical supplies to ensure that the classrooms are well equipped to address the needs of their students. Additionally, our employees spearheaded school kit drives to ensure that over 900 children have the proper school resources as well as computer literacy workshops.

**Lighting the Way:** When organizing our community outreach efforts, we evaluate the greatest need in our local community and assess ways in which we can assist in a sustainable manner. In select villages in the Pune District, our employees noticed the need for electricity. They decided to approach this opportunity in an environmentally sustainable way by contributing towards the solar electrification of five hamlets. Seeing the benefits that this provides the community, they sought out other opportunities. This resulted in the installation of a solar panel at a institute dedicated to rehabilitate orthopedically handicapped children as well as provide them education and pre-vocational training. Utilizing solar panels will assist the organization efficiently utilize their resources, reduce current electricity consumption and reduce associated costs.

Europe

**Give As You Earn:** In the UK, some employees have the option to participate in the “Give As You Earn” scheme through which they are able to donate to a UK registered charity of their choice tax free on an ad hoc basis.

**Strengthening Our Community Members:** Our European employees demonstrate their initiative by utilizing their resources to improve different aspect of their community. In the UK, some employees focus their efforts on increasing literacy among children. By partnering with a disadvantaged school, employees participate in a reading program through which they read to children ages 7-8 on a weekly basis. At the end of the year, the employees present an award to the most improved reader as well as provide each participant a voucher for a book shop.
North America  

Increasing Literacy In Our Community: Limited access to books can deeply impact a community such as Philadelphia, Pennsylvania. In efforts to contribute to the solution, our North American employees participated in our first virtual book drive benefitting Philadelphia READS. This organization focuses on reading centered quality out-of-school time programs that strive to have children read at or above grade level by grade 4. The generosity of our employees resulted in purchasing almost 60% of the items in the organization’s wish list. Thus, contributing to the sustainability of the organization’s enriching programs.

Community Support and Appreciation: Our employees consistently look for ways in which they can best support their community. Some employees had the opportunity to express their appreciation and write thank you letters to Troops, Veterans, New Recruits and/or First Responders. Other employees supported children and families in need by participating in a holiday related gift giving drive and assembling over 300 activity kits for children hospitals.

RECOGNIZING TALENT

Part of fostering an inclusive and collaborative environment entails recognizing and appreciating the efforts made by our employees. Our employees are vital to the success of not only Sungard AS, but also our customers. Their determination, commitment and embodiment of our Core Values have earned them accolades from our various stakeholders.

A*Star: The nearly 4,000 recognitions sent via A*Star, our internal reward and recognition platform, demonstrates our employees’ commitment to embodying our Core Values of Accountability, Initiative, Respect, Integrity, and Respect. Employees understand and appreciate the work that their colleagues do in order to overcome obstacles and achieve customer satisfaction. By recognizing their colleagues’ successes, our employees play a pivotal role in sustaining a cross-functional and inclusive work environment that works to solve problems and add value.
As champions of continuity, we define success to be a result of our strategic focus and performing our job in a way that enhances our reputation for integrity and strong business ethics. Our comprehensive approach to governance fortifies our dedication to transparency and our Core Values of Accountability, Initiative, Respect, Integrity and Teamwork. Employees are increasingly aware of their role in key risk areas impacting our business. Through their ethical behavior, they make resilience a reality for our customers.
Compliance

Global Code of Conduct: We are committed to fostering a culture of inclusivity and respect for our employees and anyone we interact in the course of doing business. Our Global Code of Business Conduct communicates our shared responsibility to promote good corporate practices such as recognizing, preventing and reporting any behaviors that are contrary to our Core Values of Accountability, Integrity, Respect, Initiative and Teamwork. Over 99% of our employees completed our Code of Conduct and Prevention of Workplace Harassment training courses which highlights the importance of ethical behavior in order to maintain a safe and respectful work environment.

Data Privacy Program: We value the privacy of our employees as well as the privacy of our customers. It is our belief that everyone is responsible in ensuring that any personal data that the Company possesses, stores or transfers on behalf of its employees or its customers is handled with the utmost care, in accordance with our agreements and in compliance with Sungard AS’ legal obligations.

Our Data Privacy Program, provides employees global privacy policy level guidance with the goal of evaluating and enhancing on an ongoing basis our commitment to data privacy principles applicable the regions where we conduct business. This includes adopting best practices in response of the EU General Data Protection Regulations (GDPR) that took effect on the 25th of May 2018.

In accordance with Article 30 of GDPR, our actions included the creation and maintenance of three separate inventories of our Business Processes, Systems and Applications and Third Parties. We also educated our employees about the practical implications of GDPR. Through training, over 99% employees understood the importance of enforcing the policies and procedures put into place by our organization, as well as identifying potential issues in data processing that should be addressed. Benefits of such actions include improved compliance, risk identification, risk reduction and increasing customer loyalty and stakeholder confidence in our personal data handling practices.
Global Anti Corruption Program: We believe that business thrives best in an environment of open and fair competition. Bribery and other corrupt acts undermine free and fair competition and violate anti-corruption laws in every jurisdiction where we do business. Offering or accepting bribes is also inconsistent with our Core Value of Integrity. Our Global Anti-Corruption and Bribery Program comprises of various elements that guide our employees in detecting, responding and preventing corruption and bribery issues as they arise. To reinforce our position, over 99% of our employees completed our Anti-Bribery training course which emphasizes the importance of having zero tolerance for corruption.
Security

Information Security: To be the partner of choice for powering customers’ mission critical IT, Sungard AS is proactive in maintaining its information security. Since the company considers information a corporate asset, policies and procedures are based upon ISO 27002:2013. This provides the foundation on which Sungard AS develops and maintains a consistent and secure environment for the operation of its business processes. Company information is protected against all forms of unauthorized access, use, disclosure, modification, destruction, or denial. Sungard AS strives to ensure confidentiality, integrity, availability, accountability and auditability of information and associated information technology resources. Our employees understand the importance of maintaining a safe and secure environment. Through our annual Information Security training, over 99% of our employees certified their adherence to our Acceptable Use of Technology Policy that educates employees about potential risks and provides guidance on the acceptable use of technology and how to mitigate risks. We are ISO 27001 certified at all of our global locations. The ISO 27001 certification is the accreditation of having a fully implemented Information Security Management System (ISMS).

Corporate Audit and Risk Management: Sungard Availability Services’ Corporate Audit department provides independent, objective assurance and advisory services designed to provide management with reasonable assurance on the effectiveness of internal controls over financial reporting, operational activities and administrative functions. The department conducts an ongoing risk assessment for Sungard AS covering the enterprise risk in areas of strategic, operational, financial and compliance risks. This helps the company to accomplish its objectives by evaluating and improving the effectiveness of our risk management, control and governance process. All findings are communicated and shared with the appropriate level of management and the Audit Committee of the Board of Directors.
# SUNGARD AS
## AROUND THE WORLD

<table>
<thead>
<tr>
<th>Country</th>
<th>Global Headquarters</th>
<th>Belgium</th>
<th>India</th>
<th>Luxembourg</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>680 East Swedesford Road</td>
<td>+32 (0)2 513 3618</td>
<td>(+91)20 673 10 400</td>
<td>+352 357305-1</td>
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<tr>
<td></td>
<td>Wayne, Pa 19087</td>
<td><a href="http://www.sungardas.be">www.sungardas.be</a></td>
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<td>484 582 2000</td>
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<tr>
<td></td>
<td><a href="http://www.sungardas.com">www.sungardas.com</a></td>
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<td>+33 (0)1 64 80 61 61</td>
<td>+353 (0)1 467 3650</td>
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<td></td>
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<td><a href="http://www.sungardas.fr">www.sungardas.fr</a></td>
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## About
Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

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