



Connecting a Resilient Future

CORPORATE CITIZENSHIP REPORT | 2019



TABLE OF CONTENTS

Sungard AS

About Sungard AS 5

Our Responsibility 6

Environment

Planet 8

People 9

Product 10

Performance 12

Social

Enriching Our Workforce 14

Inspiring Change 18

Governance

Compliance 20

Security 22

Sungard Availability Services (Sungard AS) partners with organizations across the globe to lessen the risk and complexity of IT transformation, so they can lead with resilience and take on the forces of change.



About Sungard AS

As the world gets increasingly more connected, businesses are relying on efficient and resilient technology solutions to achieve their goals.

Our diverse workforce spread across the Americas, Europe and India partners with customers to guide them through the process of improving production and recovery process in order to streamline and manage complexity, minimize risk and adapt to change, while capitalizing on the opportunities that digital transformation offers.

We leverage our experience of keeping mission-critical operations highly available across a broad range of IT landscapes to align the right workloads with the right infrastructures whether hybrid, legacy, or something in between embedding resiliency into and across the production environment.

These efforts allow our customers to 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.



40

year track record of
delivering resilient and
highly available hybrid
IT solutions





Our Responsibility

As a leading provider of mission critical production and recovery services, we understand the trust our customers place in us. We deliver on our promise to ensure that businesses are resilient and recoverable. Recognizing that customer satisfaction is an important aspect of our overall commitment to our customers, colleagues, and communities, we work together to ensure that we are following best business practices while adhering to widely accepted ethical social and environmental standards. This approach strengthens our bonds with our stakeholders and allows us to meet marketplace expectations as good corporate citizens and increase our impact in the communities where we do business.

The impact our carbon footprint has on sustainability issues such as climate change influences our decisions to continuously improve sustainability practices into our workplace and business operations.





Planet

As an organization, we inherently understand the importance of increasing efforts to combat climate change. Our legacy recovery solutions showcase our long history in not only recognizing, but also actively taking steps to protect our customers' mission-critical IT environments from business interruptions caused by events such as natural disasters. Keeping customers and their communities top of mind, we focus on reducing our environmental impact in the way we conduct business. Integrating sustainability practices in workplace and business operations is one way in which our employees demonstrate their dedication to minimizing our carbon footprint and contribute towards a culture of sustainable development. These efforts help ensure that we can continue to conduct business around the world and take pride in what we do.

People

Every day, we have the opportunity to seek ways in which we can reduce our environmental impact. How we approach traveling and the way in which we conduct business contribute to our overall carbon footprint. Through adoption of environmentally friendly practices, our employees can take action and make progress towards a better environment.

Adopting Eco-Friendly Commuting Practices: Our virtual workforce of over 500 employees exemplifies one way in which we take action to reduce emissions associated with daily travel. We provide several types of remote working in which employees may participate. This opportunity is available where such arrangements are mutually beneficial to the Company and for the employee. Additionally, in the U.K., employees can also partake in the Cycle to Work Scheme that encourages more employees to cycle to and from work. Similar to remote working, this initiative reduces traffic congestion and contributes to lowering carbon emissions.

Workplace Practices: As an organization with over 2,000 employees worldwide, it is vital for us to encourage employees to leverage environmentally



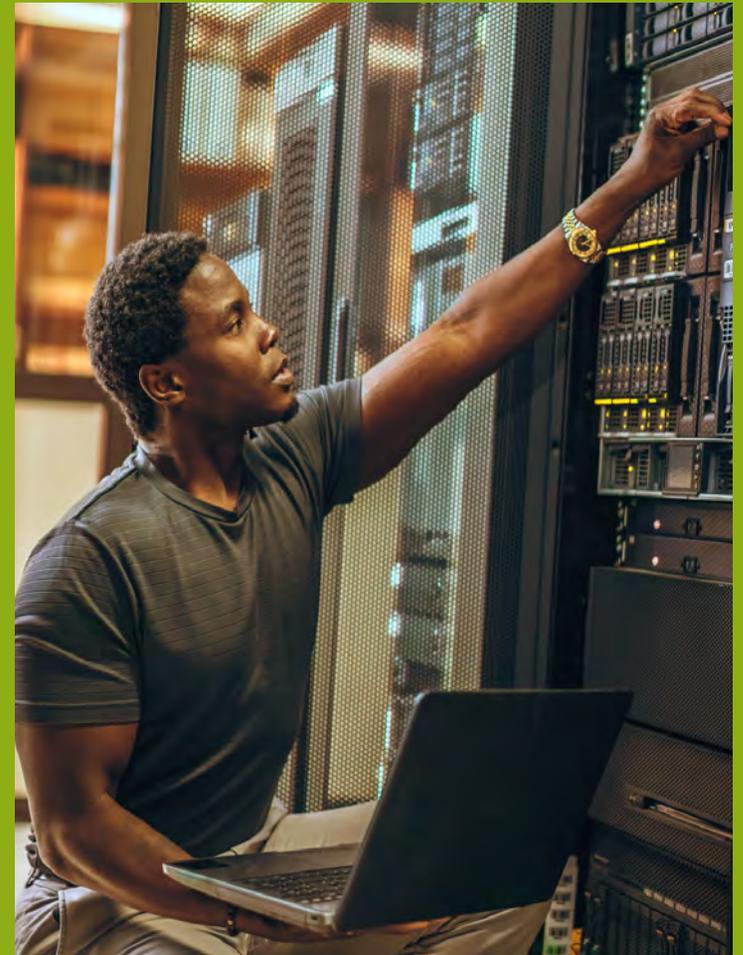
friendly workplace tools such as online collaboration platforms. These tools minimize our carbon footprint while continuing to deliver quality service to our customers. In North America, we also encourage employees to participate paper recycling. Their increased engagement in this program preserved approximately 1,373 trees.

Product and Solutions

Energy Efficiency in Our Facilities

At Sungard AS, we help businesses transform their IT environments, ensuring they are resilient and recoverable. With locations in nine countries, we understand the importance of ensuring that our facilities operate in an efficient manner wherein we actively seek ways in minimize our carbon footprint.

Our Data Center Operations team is integral to the implementation of energy efficient best practices that focus on operating our facilities in the most efficient and eco-friendly manner to ensure high availability and reliability. Whether it's a local power outage due to inclement weather, a regional utility outage caused by industrial accident or a widespread cyber-security attack, our customers need a high level of IT resiliency to resume business quickly. To address these needs, our Data Center Operations team monitors the efficiency of our facilities and takes action such as replacing data center hardware to avoid energy consumption caused by inefficient equipment. These actions contribute in our efforts to foster sustainable business operations and protect environmental assets for future generations.



Our Solutions



Our suite of production and recovery solutions deliver the resilience essentials our customers need to be available, safe, and agile. Through these 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.

Connected Infrastructure: Leveraging our network of facilities, our people have the expertise and skills to support intricate use cases such as data center migrations and complex hybrid environments. Furthermore, our heritage in disaster recovery can ensure their infrastructure remains resilient in the face of threats.

Connected Cloud: We offer a robust portfolio of public and private cloud solutions designed to deliver superior performance, enhanced ease of use and elevated customer experience. We leverage the power of innovative technology and industry leading expertise, allowing customers to focus

on driving growth and achieving their business objectives.

Connected Recovery: With the increasingly hybrid nature of IT today, our customers' recovery approach needs to encompass both virtual and physical assets and embrace competing recovery time objectives based upon tiered application criticality. They leverage our IT recovery experience, backed by proven methodologies with a range of recovery capabilities from self-service infrastructure-level recovery to fully managed application recovery.

Workplace Recovery Services: As one of the only providers that can offer a complete, interoperable recovery solution for every element of our customers' business. We tailor our facilities to meet their specific recovery time objective or compliance requirements while using our global reach to offer alternative facilities in the event of a crippling, widespread disaster.



Environmental Performance

We strive to integrate and continuously improve sustainability practices into our workplace and business operations. To put the above principles into practice, we aim to engage various stakeholders to become more efficient in our business operations and maintain total transparency on our sustainability challenges and opportunities by sharing our experiences.

EcoVadis: As we continue to evolve as corporate citizens, we value the related assessments overseen by organizations such as EcoVadis. The EcoVadis methodology uses corporate social responsibility standards such as the Global Compact Principles, the International Labour Organization Conventions, the Global Reporting Initiative Standard, the ISO26000 Standard, and the CERES principles to evaluate our actions as related to the environment, labor and human rights, ethics and sustainable procurement. The organization's most recent review earned our organization a Bronze EcoVadis medal and placed us among the top 50 percent of companies assessed by EcoVadis.

Carbon Disclosure Project: The Carbon Disclosure (CDP) Supply Chain Climate Change questionnaire provides us the opportunity to annually reflect on our environmental efforts. The global not-for-profit organization noted our awareness as to the relationship between our business activities and the environment. This disclosure process highlights the importance of continuously integrating and improving sustainability practices in our workplace and business operations.

Greenhouse Gas Emissions: As large consumers of energy, we see value in evaluating our environmental performance. In partnership with a third party consultant, we mature our approach towards environmental sustainability by continuously improving our data collection methods in support of our annual greenhouse gas emissions inventory.

The GHG emission sources at Sungard AS can be categorized into three different operational boundaries as defined in The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition):

- 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

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. This inventory assists us in deepening our understanding of our carbon footprint and evaluating the necessary steps to reduce our environmental impact.

CO ₂ E (Metric Tons) By Region					
Reporting Year	Scope 1	Scope 2	Scope 3	Total	Percentage Change
Jan. – Dec. 2017	2,047.00	335,000.12	2,294.76	339,341.88	
Jan. – Dec. 2018	5,203.88	247,116.19	1,709.20	254,029.28	-25.14%
Jan. – Dec. 2019	2,836.65	220,176.16	1,491.64	224,504.45	-11.62%

CO ₂ E (Metric Tons) By Region						
Reporting Year	Region	Scope 1	Scope 2	Scope 3	Total	Percentage Change
Jan. – Dec. 2017	Asia	83.76	2,505.99	200.23	2,789.98	
Jan. – Dec. 2018	Asia	61.38	2,468.41	-	2,529.79	-9.33%
Jan. – Dec. 2019	Asia	107.42	2,435.68	-	2,543.10	0.53%
Jan. – Dec. 2017	Europe	143.32	93,782.28	422.5	94,348.10	
Jan. – Dec. 2018	Europe	171.37	60,324.71	-	60,496.08	-35.88%
Jan. – Dec. 2019	Europe	742.34	52,927.22	-	53,669.56	-11.28%
Jan. – Dec. 2017	North America	1,819.92	238,711.85	1,672.03	242,203.80	
Jan. – Dec. 2018	North America	4,971.13	184,323.07	-	189,294.20	-21.85%
Jan. – Dec. 2019	North America	1,986.89	164,813.26	-	166,800.15	-11.88%

Our stakeholders are the cornerstone of our business. With every action we take, we strive to contribute towards meaningful impact and increased resiliency.



Enriching Our Workforce

Our culture focuses on fostering an inclusive environment in which we empower employees to seek opportunities that contribute towards their personal and professional development.

Professional Development

Investing in professional development opportunities is one way in which we value the efforts our employees make every day to ensure that our clients are online and available 24/7 – making certain they can deliver during mission-critical moments.

Our Talent Management program offers all employees the opportunity to learn and strengthen their skills. The Program consists of various courses that enable managers to flourish into leaders who instill trust, purpose, and growth, creating loyalty within their teams. These courses reinforce creating and sustaining a culture of discovery where all employees understand what we offer in terms of growth and development, have impactful connections with their managers and remain engaged in their work.

Key to this culture of discovery is our focus on strength based development. Open to all employees, this development course provides both managers and individual contributors the tools they need to leverage their strengths to enhance their work experience and achieve their goals. As employees continue their strengths journey, we encourage them to also seek opportunities outside the organization to improve their knowledge in areas such as AWS, Human Resource Management, Six Sigma and more. This resulted in over 19,000 hours of training and 2,400 days of training.



ASpire to Wellness

Providing employees with a comprehensive benefits program contributes towards uniting our employees across the globe and instilling a culture of health and wellness. The ASpire to Wellness Program exemplifies how employees can enrich their lives both mentally and physically. This Program connects employees and their families with a variety of tools, resources, and support to live a healthy lifestyle.

In recognition of World Mental Health Day, we challenged employees to our inaugural ASpire to Wellness Global Run/Walk/Cycle Challenge. Selected as a bronze winner in the “Corporate & Community – Employee Engagement” event category of the Stevie American Business Awards, this friendly competition strived to enhance our employees’ physical and mental well-being to build personal resilience, just as we build IT resilience for our customers.



Recognizing Talent

Our employees are valuable partners that help our customers transform their IT environments. As such, we aim to reinforce the culture of recognition by providing a framework and process through which employees can recognize each other’s contributions. The over 4,500 recognitions sent demonstrates the deep appreciation employees have for their colleagues’ commitment and dedication to improve the organization.

Inspiring Change

We empower our employees to be active corporate citizens and make communities better places to live and work.

Collective Impact

Our global footprint provides us the ability of contributing towards meaningful impact across various communities. We empower our employees to be voices of change and seek ways in which we can strengthen our bond with these communities. This includes initiatives that align to the United Nations' Sustainable Development Goal, increase resiliency, and are local and global in nature.

Through our annual Change for a Better Tomorrow initiative, we came together to address hunger relief. Our employees participated in various events that raised awareness on the issue and on how everyone can make a difference. Their participation contributed towards the purchase of over 2,000 meals through Rise Against Hunger, a global nonprofit organization that strives to end hunger by providing food and life-changing aid to the world's most vulnerable and creating a global commitment to mobilize the necessary resources, showcasing the collective impact we can make when we work together to make a difference in the global community.

Employees also can participate in employee resource groups where they can discuss associated topics and devise initiatives related to areas such as community resilience and diversity. These diverse and inclusive forums allow employees to collaborate, make an impact in their community and deepen their understanding of what it means to be a corporate citizen.



Community Spotlight



Global | Direct Relief

Our customers trust us to support them during any IT disruption like a natural disaster. Similarly, we work together to extend this assistance to our communities by supporting organizations like Direct Relief, a humanitarian aid organization, active in all 50 states and more than 80 countries, with a mission to improve the health and lives of people affected by poverty or emergencies.

North America | Metropolitan Area Neighborhood Nutrition Alliance

In many locations where we do business, we recognize the challenges some community members face when conducting tasks like purchasing food. To address this, employees near our Philadelphia, Pennsylvania location regularly come together to prepare meals at Metropolitan Area Neighborhood Nutrition Alliance (MANNA). This Philadelphia based non-profit organization focuses on preparing and delivering delicious, nourishing meals, along with counsel and hope, to people at acute nutritional risk from life-threatening illnesses, helping them improve their health and quality of life.

Europe | MacMillan Cancer Support

We are proud of our many employees who proactively lead local philanthropic activities. For some UK based employees, sweet treats in the office served as inspiration to encourage their fellow office members to participate in an office “Bake-Off” challenge as part of MacMillan Coffee Morning benefiting the MacMillan Cancer Support, a charity focused on providing palliative care to cancer patients.

India | Apang Kalyankari Sanstha

When partnering with a community organization, we seek ways in which we can support their operational and programming efforts. Apang Kaylankari Santha located in Wanawadi, Pune, India presented Sungard AS with the opportunity to leverage natural resources and lessen their environmental footprint. Through our solar installation Apang Kalyankari Sanstha, also known as the Society for the Welfare of the Differently Abled Persons Education and Research Centre, can continue to provide rehabilitating services to orthopedically challenged children.

Our employees' inherent ability to follow best practices allows them to minimize risks and focus on maintaining our comprehensive approach to governance.





Compliance

Fostering an ethical culture encompasses not only having the right team involved, but also providing policy level guidance so that we can continue conducting business in a manner that strengthens our stakeholders' trust in us. Through our robust Compliance program, we engage and educate employees on best practices that create a strong ethical culture to prevent compliance risks.

Code of Conduct

Everyone is responsible for understanding the legal requirements that apply to their business units and areas of expertise. Our Global Code of Business Conduct provides employees and our Board of Directors an overview of the Company's expectations regarding personal and corporate conduct.

All employees complete the Global Code of Business Conduct training that covers topics such financial integrity and protecting the Company's assets. Over 90% of employees, depending on region and function, took additional training that focused on conflicts of interest, anti-harassment, prevention of sexual harassment at the workplace, and human trafficking risk. These learning opportunities increased employees' awareness of key risk areas impacting our business and knowledge of what is expected of them and who to contact for guidance when unsure how to handle a situation.

Data Privacy Program

Our customers rely on us to keep their mission-critical operations highly available and implement the necessary safeguards to protect their data. Through our Data Privacy Program, we continuously evaluate and enhance our commitment to data privacy principles applicable the regions where we conduct business. It is our responsibility to ensure that any personal data that the Company collects, processes, 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.

We educate our employees on these obligations through various training and awareness initiatives. Key function representatives had the opportunity to take part in our Personal Data Breach Exercise which familiarized them with their function's role and responsibilities in response to a personal data breach. Additionally, over 95% of global employees participated in the data privacy training that strives to drive positive changes in specific privacy-related behaviors and raise understanding of privacy concepts like what constitutes personal data? and new laws such as the EU General Data Protection Regulations (GDPR).



Global Anti-Corruption & Bribery Program

As a global business, we exemplify our commitment to high ethical standards through fair and transparent conduct. Any payment, regardless of its form or value, made to improperly influence a decision-maker or to obtain a business advantage is strictly prohibited. Through our Global Anti-Corruption and Bribery Program, we provide employees with the right tools to avoid and prevent corruption and bribery. These tools help all employees detect, respond, and prevent corruption and bribery issues as they arise.

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 27001, an international standard on how to manage information security. The ISO 27001 certification is the accreditation of having a fully implemented Information Security Management System (ISMS).

This framework 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. They certify annually their adherence to our Acceptable Use of Technology Policy and our Information Security Policy by taking Global Security Awareness training that educates employees about potential risks and provides guidance on the acceptable use of technology and how to mitigate risks. All Sungard AS global locations are ISO 27001 certified.

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, internal controls, and governance process. All findings are communicated and shared with the appropriate level of management and the Audit Committee of the Board of Directors.

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About Sungard Availability Services

[Sungard Availability Services](#) (Sungard AS) is a leading provider of highly-available, [cloud](#)-connected [infrastructure](#) in North America and Europe.



