



**2021
CORPORATE
CITIZENSHIP
REPORT**

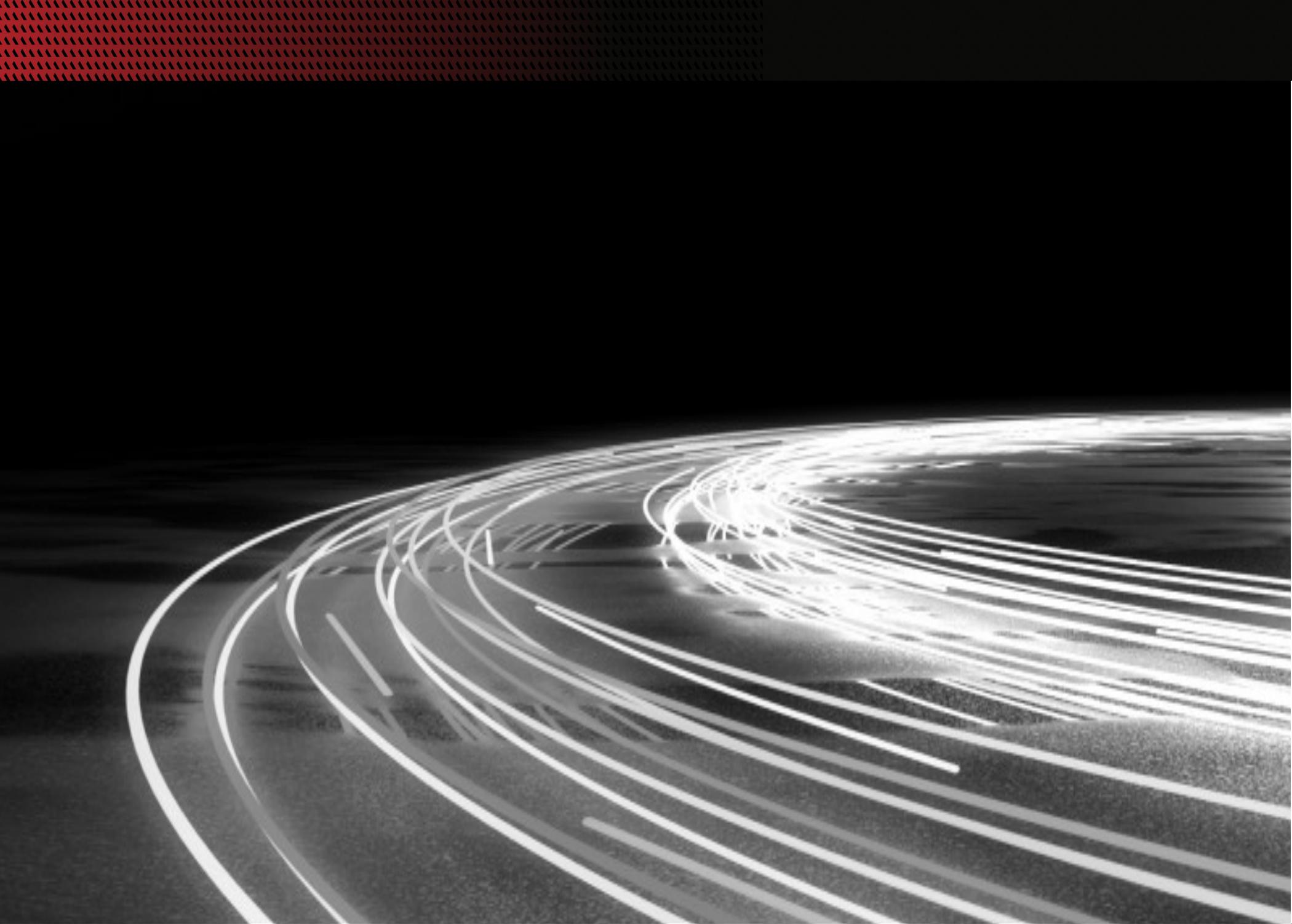


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Sungard Availability Services

At Sungard AS, we help businesses transform their IT environments, ensuring they are resilient and recoverable. We leverage over 40 years of experience across a broad range of IT landscapes to align the right workloads with the right infrastructures—whether hybrid cloud, legacy or something in between. As a recognized leader in disaster recovery, we are also the people who ensure the availability of mission-critical operations during minor disruptions or major disasters. Over 1,500 global employees our customers lessen the risk and complexity of IT transformation, so they can lead with resilience and take on the forces of change.

Our Responsibility

As global corporate citizens, it is our responsibility to support the sustainable and inclusive development of the communities where we do business. We focus our efforts on three main areas: environmental, social, and governance (ESG). These focus areas result in internal and external stakeholder engagement to build a resilient force contributing to positive global change.

Our Approach

To strengthen our role as global corporate citizens, this past year we undertook various ESG initiatives that reinforce our dedication to a more sustainable and ethical tomorrow. Here, are just a few examples of such initiatives:

- 1 Environment:** Acquired Renewable Energy Credits for our 1500 Spring Garden facility, a first for a North American facility
- 2 Social:** Donated to Rise Against Hunger, an international non-profit dedicated to end hunger and provide life-changing aid to the world's most vulnerable
- 3 Governance:** Over 95% of employees completed their Code of Conduct and Cybersecurity Basics annual training



ENVIRONMENT

Planet

With operations in nine countries, we understand the responsibility to protect environmental assets for future generations. We encourage our employees to explore and implement, where feasible, environmentally positive and sustainable solutions. Renewable energy and optimization of technology and cooling practices are some examples of ways in which we strive to reduce our greenhouse gas emissions. Implementation of such initiatives also demonstrates our dedication to continuously integrating and improving sustainability practices into our workplace and business operations.



People

The customers we do business with and the communities we do business in are increasingly affected by sustainability issues such as climate change. In response, we promote a 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. This requires engaging our employees and partners to adopt practices that reduce our environmental impact.

Promoting Sustainable Practices

We strive to integrate sustainability practices into all aspects of our company. Through strategic divestments of office and data center locations, we have been able to reduce our physical footprint and carbon emissions associated with commuting, while not compromising the quality of the service we provide our customers. We also encourage employees to prioritize sustainability either in their workplace practices or lifestyle choices. In the workplace, where feasible, employees leverage online collaboration tools like Microsoft Teams to connect with colleagues and customers. In some cases, some workplace practices also transfer to their lifestyle choices. Employees in the UK can further reduce carbon emissions associated with their travels by participating in the Cycle to Work Scheme that alleviates taxes incurred during the purchase of bikes and safety equipment. In addition to the environmental benefits provided, this program also contributes to improved health and fitness levels.

Partners in Sustainability

Key to our success of having a 40 year track record of delivering resilient and highly available hybrid IT solutions is partnering with suppliers, vendors, contractors, service providers and consultants that commit to act ethically and conduct its business with integrity. We expect all suppliers to conduct their business relationship with Sungard AS using sound sustainability practices. Suppliers must be committed to reducing their environmental impact. This includes continuously integrating sustainability practices into their workplace and business operations which results in a reduction of greenhouse gas emissions. We expect suppliers to maintain total transparency in their progress towards environmental sustainability. In return, we also strive to reduce our environmental impact in the way we conduct business and maintain total transparency on our sustainability challenges and opportunities.

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Energy Efficiency in Our Facilities

Our customers partner with us to guide them through all stages of their business, especially during periods of rapid change. They maintain resiliency, protection and agility with our suite of production and recovery solutions that secure their environment and drive digital transformation. Our customers' trusts guides us as we work to ensure that we are creating a sustainable company for the long term and embedding sustainability factors into the core operation of Sungard AS' business. Since most of our carbon footprint is caused by the energy consumption in our data centers, where feasible, we work to reduce our environmental impact by implementing energy efficiency best practices like airflow management and purchasing renewable energy.

Performance Optimization

Our Data Center Operations team understands the importance of operating our facilities in the most efficient and eco-friendly manner to ensure high availability and reliability. They continuously seek ways to optimize the performance by undertaking initiatives like equipment replacement and airflow management. While many of our global data centers continue to benefit from previous performance optimization initiatives, some locations in Europe implemented new initiatives in 2021. Our LTC location in the UK underwent a rebalancing



of the floors as well as isolation of some direct expansion air conditioning (DX) units. Similarly, our Contern location in Luxembourg replaced an Uninterruptible Power Supply (UPS). These types of initiatives increase efficiency and assist in reducing the energy consumed in our data center locations.

Renewable Energy

We look to make use of renewable energy as a key component in delivering a sustainable and highly efficient service to all our customers. In the UK, we continue to make use of renewable energy within data centers via the Renewable Energy Guarantees of Origin (REGO) scheme. This Scheme provides transparency to consumers about the proportion of electricity that suppliers source from renewable energy. We not only have a REGO backed contract that matches expected electricity demand with electricity generated from renewable wind sources, but also have a 20% guaranteed buffer for any expansion of usage. In 2021, we also took our first step in renewable energy in the US by obtaining

renewable energy credits (RECs) for our 1500 Spring Garden location. Acquiring such credits allows us to reduce indirect emissions from energy consumption and our environmental impact.

“ Our customers’ trusts guides us as we work to ensure that we are creating a sustainable company for the long term and embedding sustainability factors into the core operation of Sungard AS’ business. ”

Sungard AS Solutions

Backed by a global, high-performance network, our leading portfolio of solutions drives digital transformation, secures our customers' environment, and delivers business agility and resilience. Customers can grow and adapt with complete commercial flexibility across our colocation, fully managed production, cloud, recovery, and workplace services. Through these solutions, Sungard AS employees are also able to reduce energy consumption or drive efficiencies within customers' own environments and/or Sungard AS' operations.

Connected Infrastructure

Our customers can gain a competitive edge by tapping into our high-performance network architecture and colocation facilities across the globe. We understand network optimization is the key to achieving a successful digital transformation. Our employees help customers be more agile, with strategies that make the most of their existing technology while quickly adopting new technologies. Connected Infrastructure also enhances our customers' employee and customer experience by connecting their people and application resources with high-performance network architectures and access to hundreds of network and cloud providers.



Connected Cloud

What ultimately gives businesses greater agility and a competitive edge is the ability to tap into unique skill sets, then quickly leverage the capabilities of the adopted tech stacks to enable greater standardization, automation, and scalability. Our cloud services helps customers boost business innovation and growth. We help them leverage advanced technologies, supported by next-gen managed services across scalable multi-cloud and hybrid IT infrastructure solutions. This increases agility and speed of development and minimize the constraints of their legacy infrastructure and business models, while maximizing flexibility and resilience.

Connected Recovery

Organizations understand the cost of downtime as well as the criticality and dependencies of their data, systems, and applications. By partnering with us, organizations can achieve complete business resilience by leveraging infrastructure and workplace recovery solutions—for both virtual and

physical assets. Our resiliency plans consider RTOs (recovery time objectives) and RPOs (recovery point objectives), based on the criticality of their data and applications. We customize their plan according to their risk tolerance for lost data, budget, service-level agreements with end customers, and workforce accessibility allowing them to thrive during disruptions and maintain a competitive edge.

Workplace Recovery Service

Our Workplace Recovery service ensures organizations stay up and running. Through enterprise-grade equipment coupled with high-speed connectivity, in addition to amenities such as conference and rest areas, organizations can seamlessly switch into our environment – even amid the turmoil of a disaster. We tailor our facilities to meet their regulatory and compliance requirements. With three tiers of service, we can balance costs and risks at a level that suits their needs. And our global reach – unmatched in the market – allows us to offer alternative facilities in the event of a crippling, widespread disaster.

Performance

Sungard AS is dedicated to implementing and maintaining a strong Corporate Citizenship Program that encourages socially responsible and sustainable business practices as well as allows us to meet marketplace expectations around governance and business ethics. We strive to maintain total transparency on our sustainability challenges and opportunities and share our experiences by participating in various assessments like EcoVadis and the Carbon Disclosure Project (CDP).

EcoVadis

As an independent sustainability rating platform, EcoVadis provides a global approach when evaluating Sungard Availability Services' corporate social responsibility efforts. They utilize international sustainability standards like the Global Reporting Initiative Standard and the ISO26000 Standard to assess our approach to sustainability. This includes evaluating our policies and action to understand how we manage our economic, social and environmental impacts as well as our relationships with our stakeholders. In its most recent review, EcoVadis awarded Sungard AS a Bronze medal in recognition of our sustainability achievement. The organization also highlighted our advanced management on ethics issues.



The resulting analysis not only places our Company among the top 50 percent of companies assessed by EcoVadis, but also verifies Sungard Availability Services ability to meet marketplace expectations.

CDP

As a global environmentally focused nonprofit organization, CDP encourages the measurement and disclosure of climate change related initiatives.

Their Climate Change program utilizes a questionnaire that prompts organizations to disclose topics such as: their greenhouse gas inventory, emission reduction initiatives as well as how they address climate related risks and opportunities. Annually, CDP evaluates these questionnaires and provides feedback in accordance with their scoring system. In response to customer inquiries, we voluntarily report to CDP. For the second year in a row, CDP scored Sungard AS within the Management level. This highlights our knowledge of impacts on and of climate change issues as well as our level of environmental

stewardship, and our actions associated with good environmental management, as determined by CDP and its partner organizations.

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. This inventory assists us in deepening our understanding of our carbon footprint and evaluating the necessary steps to reduce our environmental impact.¹

CO ₂ E (Metric Tons) By Region					
Reporting Year	Scope 1	Scope 2	Scope 3	Total	Percentage Change
Jan. – Dec. 2019	2,836.65	220,176.16	1,491.64	224,504.45	
Jan. – Dec. 2020	1,781.93	215,941.48	239.03	217,962.43	-2.91%
Jan. – Dec. 2021	2,163.33	163,633.77	256.36	166,053.46	-23.82%

CO ₂ E (Metric Tons) By Region						
Reporting Year	Region	Scope 1	Scope 2	Scope 3	Total	Percentage Change
Jan. – Dec. 2019	Asia	107.42	2,435.68	-	2,543.10	
Jan. – Dec. 2020	Asia	21.63	1,550.15	-	1,571.78	-38.19%
Jan. – Dec. 2021	Asia	6.23	644.89	-	651.12	-58.57%
Jan. – Dec. 2019	Europe	742.34	52,927.22	-	53,669.56	
Jan. – Dec. 2020	Europe	668.18	49,313.26	-	49,981.44	-6.87%
Jan. – Dec. 2021	Europe	619.12	27,162.61	-	27,781.73	-44.42%
Jan. – Dec. 2019	North America	1,986.89	164,813.26	-	166,800.15	
Jan. – Dec. 2020	North America	1,092.11	165,078.07	-	166,170.18	-0.51%
Jan. – Dec. 2021	North America	1,537.98	135,826.27	-	137,364.25	-17.34%

¹Due to different landlord specific policies and procedures, this information is not available for some of our facilities and is not included in our reporting.

SOCIAL

Enriching the Workforce

As a leading provider of highly-available, cloud connected infrastructure, we pride ourselves on resilience, performance and delivering impact. These are the same traits we will support our employees with as a valued member of the Sungard AS team, allowing them to achieve and advance their career goals.

The Sungard AS Culture

Purpose-built for resilience and performance, backed by the scalable network capability our clients' applications demand, our employees' careers with Sungard AS includes working with customers to understand their business objectives, identify gaps in their current environment and tailor solutions to help them achieve their desired business outcomes.

Our Talent team actively partners with internal and external candidates as well as hiring managers to ensure the best fit for the candidate and the



Sungard AS team. This means finding individuals that are empowered and engaged. It also means finding team members that are not only technically capable, but are comfortable in making smart choices, continuing to learn and wanting to thrive in a dynamic environment. This culture comes in many forms, including well-being initiatives, skill development, time off for volunteering, plus competitive benefits packages relevant to their region. We strive to provide a diverse, productive and progressive environment for all team members. Within a community of like-minded professionals, they will have the opportunity to be productive, effect change and constantly develop as individuals as well as within a team dynamic.

Aspire to Wellness

For us resiliency does not exclusively relate to our customers and services. It also relates to our employees. We strive to provide our employees with the tools they need to be resilient in their personal and professional lives. Key to this is a robust wellness

program that provides employees a variety of tools, resources and support to help them stay healthy and well.

Our ASpire to Wellness program helps employees improve their physical and mental health. In response to the COVID-19 pandemic, our India team partnered with a hospital in Pune to offer vaccines to our employees and their dependent family members. We also hosted global events like the ASpire to Wellness Global Challenge. This virtual Challenge encouraged employees to participate as part of a functional or cross-functional team and log their physical activity of choice for a chance to compete for exciting prizes. Afterwards, our employees had the opportunity to attend the virtual Global Strive Health and Wellness Fair which featured live sessions with wellness experts, exhibit booths, recorded sessions, materials and resources. These wellness events reinforced the importance of attending to our physical, emotional and mental health.

Recognizing Talent

Employees play a critical role in delivering the best service to our customers. We appreciate our employees' efforts in ensuring that our customers achieve their goals. Our A*Star Global Reward and Recognition Program provides a framework and process for employees to recognize each other's contribution to the organization.

Accompanying this Program is an online platform where individual contributors and managers can award one of four award types to a colleague. When nominating someone for an award, the employee must select the award type and value that is most appropriate for the recipients achievement. The award types range from "Thank You" to "Impact." With a "Thank You" award, employees recognize a colleague who was timely, reliable and responsive. An "Impact" award recognizes a colleague who achieve significant results for their line of business, geography or global organization. These types of awards not only

reinforce the culture of recognition, but also highlights the collaboration among teams regardless of their geographic location.

“ Employees play a critical role in delivering the best service to our customers.”

Inspiring Change

We aim to strengthen our bond with the communities in which we conduct our business by supporting local, nonprofit community organizations with in-kind goods and services, volunteer support and occasional financial contributions.

Employee Resource Groups

Employee resource groups focus on fostering diverse and inclusive forums through which employees collaborate to deepen their understanding of what it means to be a corporate citizen. At a regional level, we encourage employees to discuss associated topics and devise initiatives related to areas such as: Community Resilience and Diversity. To guide these efforts, we embed relevant United Nations' Sustainable Development Goals into Employees Resource Group. These Goals provide insight as to how the Group's actions and discussion impact the greater good.

Inspired by United Nations Sustainable Development Goal 1: End Poverty In All Its Forms Everywhere, the Community Resilience Employee Resource Group focuses on ways in which we can help our community be more resilient. This includes topics such as environmental sustainability, education and community outreach. Through frequent meetings, the



Group members share initiatives that they can implement in their region as well as discuss potential nonprofit partners.

Our Diversity Employee Resource Group works to identify opportunities and organizations that accept and leverage differing perspectives. Members of this Group strive to influence the organization and local community. Inspired by United Nations Sustainable Development Goal 10: Reduce Inequality Within And Among Countries, they work together globally to foster a more inclusive work environment. Most notably, the Group held a global Valuing Differences Across Diverse Teams workshop that taught participants how to find common ground in an environment rich with varying opinions and perspectives and how embracing inclusion creates an environment leading to high performing teams.

Community Outreach

Our global footprint reminds us that we not only need to take into consideration the needs of our local community, but also the global community. We strive to strengthen our bond with the communities in which we conduct our business by supporting nonprofit community organizations with in-kind goods and services, volunteer support and occasional financial contributions.

As an organization with a legacy service of disaster recovery, our community outreach projects typically focus on increasing access to information technology services and supporting disaster relief efforts in the communities where we conduct business. We



supported global hunger relief efforts by donating to 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.

On a local level, our India team funded educational and clean water initiatives. The Team provided financial support to 20 underprivileged women pursuing a nursing career. The Team also commissioned a water vending station in a remote village of Pune. For a nominal fee, residents can obtain portal drinking water. This fee ensures that the machine remains self funded for future maintenance needs.

In Europe and North America, many of our employees continued to be actively involved in their communities through their participation in volunteer activities, organized and managed at a local level. We support their volunteerism by providing regular full-time employees 16 hours of

paid volunteer time, where permitted by local law. This Volunteer Time-Off program enables them to continue serving their communities by utilizing their skills to volunteer for recognized charitable organizations that directly enrich the lives and well-being of others in their communities.

“ We are proud of our employees who are actively involved in their communities through their participation in volunteer activities.

GOVERNANCE

Compliance Program

The Compliance and Business Ethics program provides policy level guidance to conform the Company's operations to an acceptable level of risk. In creating this policy level guidance, the Compliance team strives to enhance productivity through integrity and global coordination; facilitate better communication through transparency and centralized policy creation; and improve employee engagement and awareness through commitment.

Code of Conduct

One of the most critical elements of Sungard AS' Compliance and Business Ethics program is our Code of Conduct which sets forth our values and standards of acceptable behavior. The Code applies to all members of the Sungard AS team, including our Board of Directors and all employees, no matter where they may be located. Everyone is responsible for understanding the legal requirements that apply to their business units



and areas of expertise and responsibility.

A good ethical framework helps guide our company through times of increased stress and decreases our company's susceptibility to misconduct. To reinforce the Code, employees must participate in our on-line compliance training program. This Program delivers training and awareness content to Sungard AS employees globally to ensure their adherence to Sungard AS' Global Code of Business Conduct. We track and report training results to the Executive Team. Since 2014, we have delivered these courses successfully achieving 90-100% completion rates within the training period. The Legal Compliance team works with Human Resources to ensure all employees complete their annual training requirements. We also support requests from business functions to provide targeted training. Such training is offered, as an example, in support of remedial actions, or to provide additional awareness of key risk areas as

identified by local managers or Human Resources.

Data Privacy Program

Sungard AS and our affiliates worldwide take personal data privacy very seriously and set high internal compliance standards for Sungard AS personnel. It is everyone's responsibility to ensure that any data that the Company possesses, stores, process or transfers is handled with the utmost care, in accordance with our agreements and in compliance with Sungard AS' legal obligations. On an ongoing basis, Security, IT and legal personnel collaborate to evaluate and enhance Sungard AS' commitment to applicable data privacy principles.



Sungard AS' Compliance Office also monitors various privacy laws that impact our business to maintain customer's confidence and trust. The Team communicates separate privacy policies that may govern different activities carried out by Sungard AS. These policies give an overview of Sungard AS' compliance as it relates to a specific law like the EU General Data Protection Regulation. The policies also explain the roles and responsibilities of key individuals and groups in relation to common data protection and data privacy compliance tasks. The Compliance Office emphasizes the importance of employees familiarizing themselves with these policies and their related obligations. Every employee has a key role to play in spotting data protection issues as they arise, and in escalating them immediately to an appropriate individual or group.

Global Anti-Corruption & Bribery Program

We market our solutions based on our over 40-year track record for connecting businesses to solutions that drive digital transformation, secure

environments, and deliver business resilience. We have zero tolerance for corruption. No one—either employees or others acting on our behalf—is permitted to offer or accept a bribe or to make any improper payment to further Sungard AS' business. Regardless of local custom, industry practice or pressure to close a deal, we will not compromise our standards.

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 can have severe consequences for both Sungard AS and anyone involved in the conduct. In response, our Global Anti-Corruption and Bribery Program strives to provide Sungard AS employees with the right tools to avoid and prevent corruption and bribery. This Program consists of the Global Anti-Corruption Policy and several accompanying procedure and guidance documents that contain important information to help all employees detect, respond, and prevent corruption and bribery issues.

Creating Supply Chain Standards

We expect our business partners and suppliers to share our commitment to acting ethically. Suppliers must comply with all applicable laws and regulations and will also be expected to do what is right in any given situation. Sungard AS expects suppliers to adhere to both the letter and spirit of laws specifically those around safety, labor, environmental, export compliance, security, privacy, intellectual property and anti-trust laws and regulations.

UK Modern Slavery Act 2015 Compliance

In response to the UK Modern Slavery Act 2015 (the “Act”) which applies to our operations in the United Kingdom, we have taken steps to combat modern slavery by ensuring that products and services delivered to our customers or used in our business are sourced from suppliers, subcontractors and business partners who share our commitment to worker welfare and eradicating all forms of forced labor and human trafficking in their operations and supply chains. Annually, we post a Statement on our UK Website about our compliance with the Act. To remain compliant with the Act, we also delivered Human Trafficking awareness training to employees in areas that may be exposed to slavery and human trafficking practices. This training increases awareness of the human trafficking risk to our business operations and helps to preserve our reputation as a Company that deals fairly and ethically with our supply chain.



Security

Being ethically aware helps to maintain a positive corporate culture and upholds our reputation as a company that does business ethically. At Sungard AS, we strive to promote a culture of business ethics and security awareness by embedding these values into daily activities. We talk about the importance of an ethical and security aware culture and support one another in “doing the right thing.” We reinforce this message through our Information Security as well as our Corporate Audit & Risk Management programs.

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 & Risk Management

Sungard AS' 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 Managers.

“ We strive to promote a culture of business ethics and security awareness.”

Sungard Availability Services helps businesses optimize their IT environments, ensuring their data and applications are available, recoverable, and connected. Let us help you extend beyond data protection and into business resilience.

**If you are calling from
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