ESG Report 2025
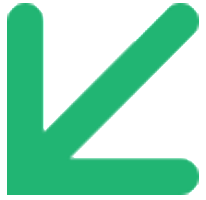
Environmental | Social | Governance

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tis

MESSAGE FROM OUR **CEO** AND OUR **ESG** REPRESENTATIVE

Dear Stakeholders,

As we publish our ESG Report 2025 for the fiscal year running Jan 1st till Dec 31st 2024, we are pleased to share with you the progress we have made in our environmental, social, and governance initiatives. As a leading provider of financial software solutions, **we proudly embrace our responsibility to create lasting value** for our customers, employees, partners, society at large, and future generations. ESG principles are deeply integrated into our core values and operations. As we are on a clear path to reducing our carbon footprint, fostering diversity, equality, and inclusion (DEI), and supporting social as well as environmental projects, we are constantly strategically expanding our ESG performance and impact.

In this report, you will find detailed information on our **ESG strategy, objectives, initiatives, and outcomes**, as well as our **materiality assessment and risk management processes**. We are deeply grateful to every team member who contributed to the work outlined in this report, and to our community for joining us on this journey.

We welcome your feedback and suggestions on our ESG Report and our ESG performance.

Please contact us at esg@tispayments.com

Thank you for your continued trust and support.

Sincerely,

Erik Masing
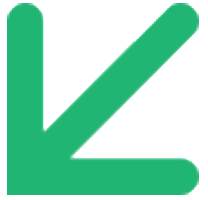CEO of TIS

Beyza Altinbas
Head of Global Workplace
& ESG Representative

**MESSAGE FROM OUR CEO
AND OUR ESG REPRESENTATIVE**

tis

WHAT WE STAND FOR

At TIS, we are committed to innovative fully cloud-native financial software solutions while also upholding the highest standards of diversity and inclusion, business ethics, anti-corruption practices, and regulatory compliance.

Furthermore, we strive to minimize our environmental footprint by adopting a business model that eliminates any negative impact due to excess waste, emissions, or energy consumption. By embedding ESG principles into our DNA, we aim to lead by example, inspire our employees, partners, and stakeholders, and contribute to a sustainable and inclusive future.

WHAT WE STAND FOR | tis

Diversity & Inclusion

We recognize that diversity and inclusion are key drivers of innovation, creativity, and long-term success. Our commitment is to foster a workplace that embraces individuals from diverse backgrounds, experiences, and perspectives. We value equality, respect, and fairness, ensuring that every employee has equal opportunities to thrive and contribute to our collective growth.

Business Ethics & Anti-Corruption

Integrity and ethical conduct are at the core of our business practices. **We uphold the highest ethical standards in all our interactions,** maintaining transparency and honesty throughout our operations. We have zero tolerance for any form of corruption, bribery, or unethical behavior and have zero recorded incidents or issues in this regard. By establishing robust internal controls and compliance mechanisms, we ensure our actions are aligned with the highest standards of business ethics.

WHAT WE STAND FOR | tis

Regulatory Compliance

We understand the importance of complying with all applicable laws, regulations, and industry standards. Our commitment to regulatory compliance spans across all areas of our business, including data privacy, financial regulations, and consumer protection. **We continually monitor and adapt to evolving regulations**, ensuring our software solutions are designed and developed in accordance with the latest requirements. We have never had any incident regarding non-compliance or breaches of regulatory policy in any region or country.

Environmental Sustainability

At TIS, we believe in the urgent need to protect and preserve our environment. We have developed **a business model that prioritizes sustainability and mitigates any negative impact on the environment.** Our software solutions and office spaces are designed to minimize energy consumption, waste generation, and environmental pollution. We actively seek renewable and eco-friendly alternatives. And, by enabling our clients to move a substantial part of their global finance operations from their legacy on-premise software systems to the fully cloud-native TIS services, we are also actively supporting them in reducing emissions and saving energy.

Our culture is based on a few simple organizational values.

We are a dynamic, fast-growing organization that values:

✅ **CUSTOMER VALUE OBSESSION**

✅ **EMPOWERED COLLABORATION**

✅ **DATA-DRIVEN IN ALL WE DO**

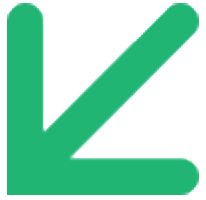✅ **CURIOSITY**

✅ **AUDACITY TO CLAIM VALUE**

✅ **AUDACITY TO BE PRESCRIPTIVE**

✅ **RESPECT & MODESTY**

✅ **AMBITION**

WHAT WE STAND FOR | tis

PEOPLE

People are the foundation of our innovation.

We are committed to building a diverse and inclusive workplace that values and respects the unique perspectives of our employees, customers, and partners. We believe diversity and inclusion are key to fostering creativity and maintaining a competitive edge. By promoting a culture of respect and belonging, we aim to create an environment where everyone feels comfortable bringing their authentic selves to work.

PEOPLE

People and Diversity

234 PEOPLE

Age
- 18 - 26
- 27 - 35
- 36 - 45
- 46 - 55
- 56 - 64

234 PEOPLE

Your Gender
- Female — 38%
- Male — 58%
- Other
- Prefer not to say — 4%
- Unknown
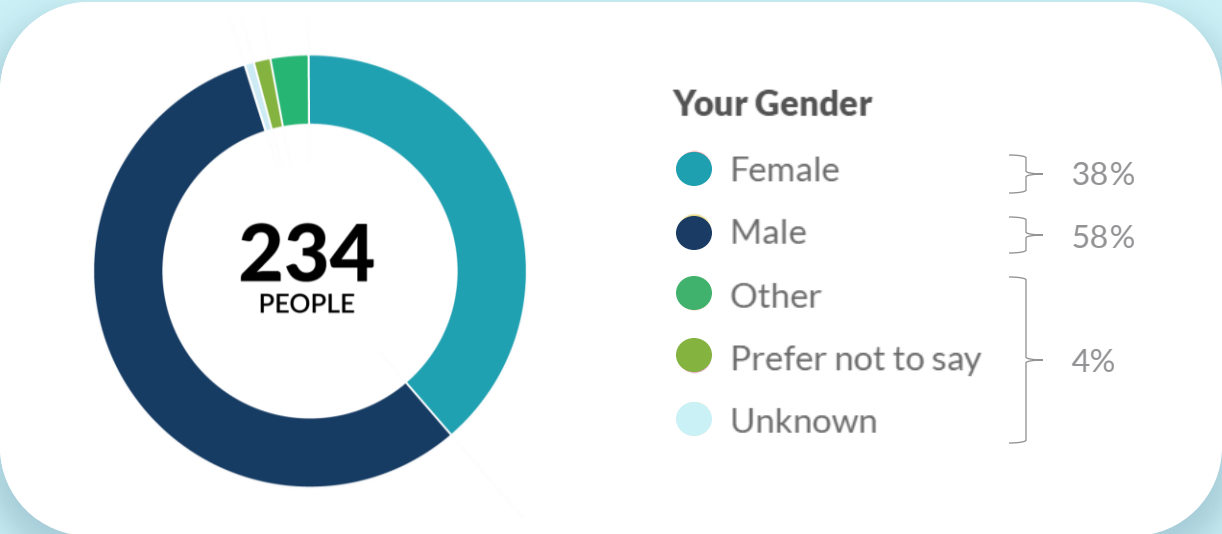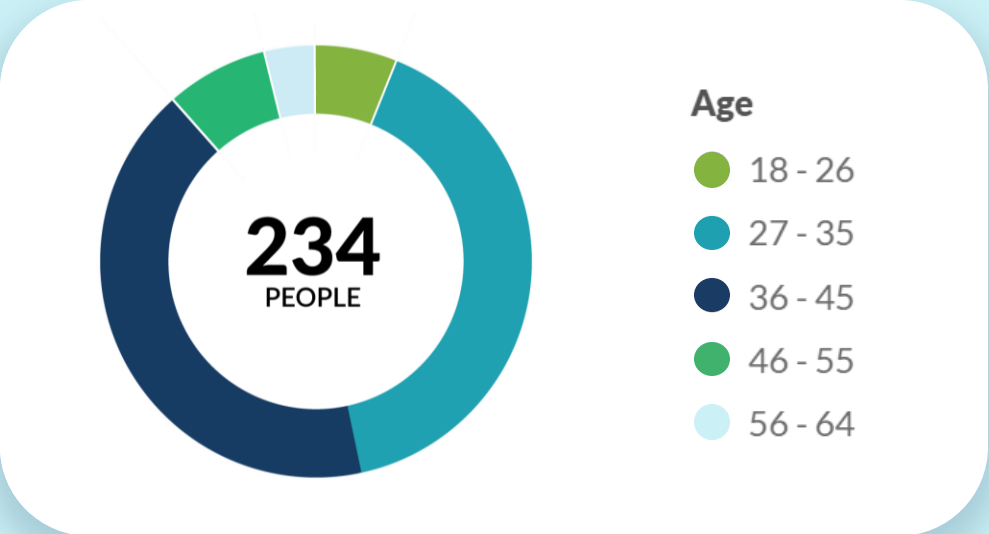
We have 38% female employees at TIS.

This is 13 % above the industry average*

*Women In Tech Stats: How The Industry Can Provide Equal Opportunities (forbes.com)

PEOPLE | tis

People and Diversity

New Employees

Unknown: 1 (2,8%)

Female: 17 (47,2%)

Male: 18 (50,0%)

36
PEOPLE

● Female ● Male ● Unknown

Managers

Male: 28 (67%)

Female: 14 (33%)

42
MANAGERS
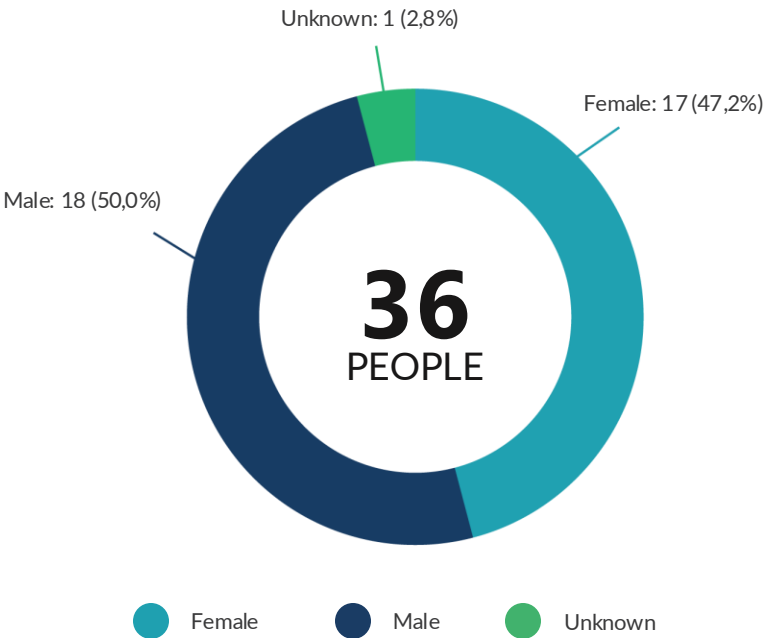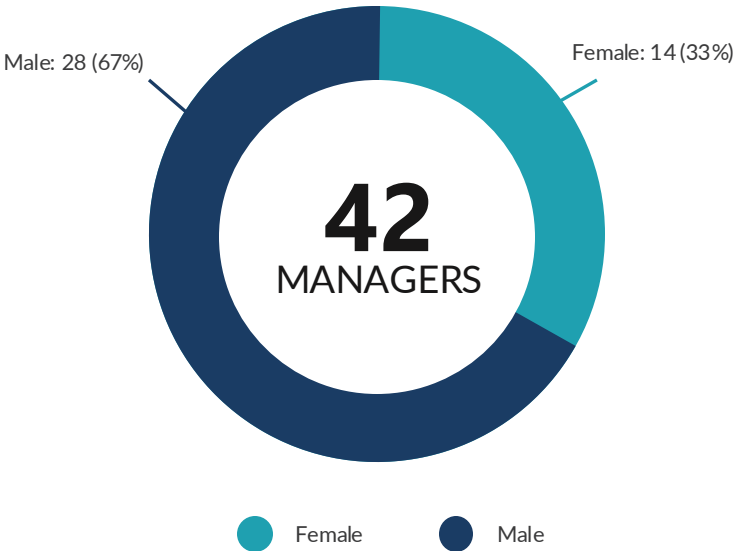
● Female ● Male

Average data from 01/08/2023 to 31/07/2024

50% of new hires are male. 47% are female.

PEOPLE | tis

People and Diversity

With 29 different nationalities,

our team embodies our **commitment to creating a diverse and inclusive workplace** where multiple perspectives, various cultural and professional backgrounds, fuel innovation.

Supplier Diversity

At our company, we place a strong emphasis on diversity and inclusion, not only within our workforce but also among our suppliers. We believe that collaborating with diverse suppliers fosters innovation, strengthens our competitive edge, and enhances our commitment to social responsibility. As part of our ongoing efforts, we actively seek to partner with businesses owned by under-represented groups.

To ensure alignment with our values, we have incorporated an Environmental, Social, and Governance (ESG) questionnaire into our Vendor Form.
This tool enables us to assess and understand our suppliers' ESG initiatives.

Employees physical and mental health

Employee health is a key priority for our company. We know that healthy employees are more productive, creative, and satisfied with their work. That's why we offer comprehensive benefits, flexible work arrangements and safety initiatives to support our employees' physical and mental well-being. We have given our employees the opportunity to set up their home office ergonomically via a marketplace and carry out an annual online risk assessment of their workplace.

By investing in employee health, **we aim to enhance the quality of life of our employees and their families, as well as the performance and reputation of our company.**

We also have a whistleblowing system that allows anyone to report any suspected or actual violations of our Code of Conduct, without fear of repercussion.

PEOPLE | tis

Employees Physical and Mental Health

Our benfits

- 🔒 Established company in a future-proof industry
- 🕐 Flexible working hours
- 🏠 Remote first company
- 💰 Additional net payments
- (in) Unlimited access to LinkedIn Learning
- 🖥️ Leasing budget for setting up your home office
- 🤝 Teamevents and great team spirit
- 🎁 And many other location-specific benefits

Attrition rate ●
Attrition rate rolling 12 months ○

Chart values:
- Jan 2024: 13%, rolling 0.5%
- Feb 2024: 11.3%, rolling 0.4%
- Mar 2024: 10%, rolling 0%
- Apr 2024: 8.5%, rolling 0%
- May 2024: 6.3%, rolling 0.4%
- Jun 2024: 6.3%, rolling 0.4%
- Jul 2024: 5.6%, rolling 0%

Attrition rates in tech companies tend to be remarkably higher compared to other industries.* **The attrition rate at TIS significantly outperforms the industry average.**

Zero recorded incidents of workforce discrimination.

2024 Employee Survey Result:

ABOVE – AVERAGE SATISFACTION

The score of 3.84 out of 5 indicates that employees are generally satisfied with their working conditions, policies, or other aspects covered in the survey

https://content.techgig.com/technology/attrition-rate-in-big-tech-companies-returns-to-normal/articleshow/104645701.cms

PEOPLE | tis

Learning & Development

One of the key factors that contributes to our employees' happiness and satisfaction is learning and development. We believe that our company is a place where people can grow, learn new skills, and achieve their full potential. That is why we have introduced LinkedIn Learning as a platform for to access thousands of online courses on various topics, such as leadership, communication, creativity, and technology.

We encourage our employees to take advantage of this opportunity and invest in their professional development.

PEOPLE

Learning & Development

Learning Scorecard

|	Monthly Average	Peer Comparison
Activation Rate Volume: 143 Activated Seats	65%	12%
% Logging In Volume: 143 Monthly Avg. Log Ins	100%	28%
% Repeat Learners Volume: 85 Monthly Avg. Repeat Learners	59%	56%
Videos per User Volume: 1,345 Monthly Avg. Videos Viewed	9.4	15.7
Hours per User Volume: 53 Monthly Avg. Hours Watched	0.4	0.7

Top Developed Skills

Skill	Value
Artificial Intelligence (AI)	12
Java	10
Artificial Intelligence for Business	9
Python (Programming Language)	7
Machine Learning	6
Amazon Web Services (AWS)	6
Project Management	6
Generative AI	6
Leadership	6
Team Leadership	6

Between 1st of March 24 and 31st of August 24: Over 83 % of TIS employees completed LinkedIn Learning Courses.

To foster knowledge growth, personal development, and intellectual exchange across the various teams, a book club was started in 2024. The book club offers a platform for us to socialize, share interests, and thoughts. Moreover, it aligns with our commitment to sustainability by encouraging book-sharing, the reuse of resources.

PEOPLE | tis
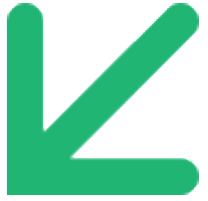
PLANET

We have committed to reducing our greenhouse gas emissions by 20 % over the next 3 years and to achieving net-zero carbon emissions by 2037.

We want to save energy and reduce waste, not only in our own working environment, but also globally. On our journey there, we're focused on transitioning to renewable energy sources, practicing responsible resource management, and empowering our clients worldwide to save energy by moving their cash and payments operations to the cloud.

PLANET | tis

green project

Sustainability Report 2024

EMISSIONS

Total Emissions

7

Mtons $CO_{2\ eq}$

Emissions Intensity

0.034

Mtons $CO_{2\ eq}$ / employee

Emissions Intensity

0.001

Mtons $CO_{2\ eq}$ / square foot

Emissions Avoided

SINCE 2024

254

Mtons $CO_{2\ eq}$

EQUIVALENT TO:

Carbon Sequestered

305

ACRES OF FOREST

Electricity for

46

HOUSES

Annual Emissions

55

CARS

PROGRESS TOWARDS SUSTAINABILITY

20 %

emission reduction over the next 3 years

PLANET | tis

Sustainability Report 2024

green project

Our Carbon Savings Come From The Following:

Operational Savings

65%
of total savings

Operational savings result from implementing changes to procedures, vendors, and equipment, such as upgrading buildings to be more efficient, purchasing renewable energy, switching to electric vehicles, reducing waste, choosing more sustainable suppliers, and reducing employee travel.

Carbon Offset Projects

35%
of total savings

A carbon offset is a certificate representing the reduction of a metric ton of carbon emissions. Offsets provide funding for projects like constructing wind farms, implementing sustainable agriculture practices, building out clean infrastructure in disadvantaged communities, and more. We purchase high quality carbon offsets through Native Energy Native Energy's offsets are certified by third-party auditors to meet standards for permanence, verification of emissions reduction, and additionality.

PLANET | tis

Environmental change through product innovation

Our **TIS solutions are fully cloud-native**, empowering clients to transition substantial parts of their finance operations from outdated, on-premises systems to the cloud. This shift significantly reduces energy consumption and positively impacts their carbon footprint, supporting both efficiency and sustainability goals.

On-premises data centers are estimated to be approx. 29 % less efficient in average in their use of power compared to a typical large cloud provider that leverages energy-saving designs, state-of-the-art cooling systems, and workload-optimized equipment.[1] Amazon claims that their infrastructure is even 4.1 x more energy efficient than on-premises.[2]

[1]Source: Wikipedia: Power usage effectiveness
[2] Source: https://sustainability.aboutamazon.com/products-services/aws-cloud

PLANET | tis

TIS AWS Carbon Footprint

TIS moved fully to the AWS cloud.

Already by March 2022 **we migrated to the AWS Cloud**, which allowed us to shut off most of our local servers. By April 2023 we fully transitioned our workload. As a result, **>15 systems could be fully shut off**.

AWS leverages 100% renewable energy, which fully aligns with our sustainability goals.*

Your AWS carbon emission statistics

| Month | Quarter | Year |

Carbon emissions (MTCO2e)

Path to 100% renewable energy
Based on your current AWS usage, this chart represents projected changes in your yearly emissions as AWS works toward its goal of powering our operations with 100% renewable energy. Note: The date range you choose in the previous section doesn't impact the chart results.

Carbon emissions (MTCO2e)

PLANET | tis

Sustainable Workplaces

At TIS, our offices consistently incorporate measures for sustainability. Smart heaters at our main offices are set to turn off automatically during specific times in the winter, resuming operation in the morning. We've arranged with our cleaning services to exclusively use eco-friendly cleaning agents.

Our operational procedures have been extensively digitized, promoting a predominantly paperless work environment. Additionally, we make use of reusable tableware and bottles only, and employees are encouraged to practice waste separation in the kitchen, sorting items into provided bins for general waste, recyclable plastics, paper, and organic waste.

Workplace Sustainability Example: Charity initiative at TIS Sofia.

Office **"Caps for the Future"** ("Капачки за бъдеще") is a charitable initiative in Bulgaria that collects and recycles plastic bottle caps. The funds raised from recycling are used to purchase medical equipment, such as incubators for hospitals and ambulances for small towns.

The initiative helps both protect the environment and improve healthcare in Bulgaria. **The TIS office in Sofia is actively supporting this initiative since more than 5 years**.

PLANET

Employee Commuting, Travel, and Work-from-Home-Policy

As a remote-first company, TIS recognizes that work from home is a significant factor in reducing emissions. Studies show that employees who work exclusively from home often generate about half the greenhouse gas emissions compared to their in-office counterparts. Specifically, U.S.-based remote workers were estimated to cut work's emissions by up to 58% in comparison to those commuting to an office.*

GERMANY

>90%

Fully Remotely

BULGARIA

ca.80%

Fully Remotely

BELGIUM

ca.70%

Fully Remotely

US

ca.99%

Fully Remotely

OTHER COUNTRIES

100%

Remotely

*https://www.pnas.org/doi/full/10.1073/pnas.2304099120

PLANET

tis

Space & Travel

We utilize a shared desk concept in our offices to maximize space efficiency and reduce unnecessary resource use.

We consistently monitor workspace occupancy and adjust our setup as needed to ensure optimal use. For example, we moved our office in Sofia in 2024 to a smaller space and completely replaced office in Heidelberg with on-demand co-working spaces in 2023.

When commuting to one of our offices, we encourage our employees to use public transportations.

In Germany, we offer monthly rail tickets or assist our employees with obtaining rail passes. Additionally, our Travel and Expense Policy emphasizes the environmental impact as a critical factor to consider during the planning phase of any business trip. This commitment reflects our dedication to reducing the carbon footprint associated with corporate travel, aligning with our broader sustainability objectives.

PLANET | tis

Reusing of old hardware

Reusing is a priority for us. Our approach includes organizing a raffle to sell off our used hardware, and we ensure that all profits from this initiative are given to charitable causes. This enables us to benefit the environment while directing funds to where they are most necessary.

PLANET

Ecofriendly, sustainable production & carbon-friendly shipments

Our marketing materials prioritize eco-friendly, sustainable materials and production processes wherever possible.   We aim to source and produce locally, reducing delivery distances and minimizing environmental impact.

Materials: Opting for recycled paper, biodegradable plastics, and renewable resources.

Production: Preferring suppliers with environmentally certified production processes.

Local Partnerships: Collaborating with local businesses to keep delivery routes short and carbon footprints low.

These choices reflect our commitment to sustainability and help ensure that our brand leaves a positive impact on the environment.

Most of our marketing-related shipments within Europe are managed by DHL, the first global logistics provider to establish a measurable climate protection target in 2007. We exclusively use their GoGreen climate-neutral shipping service, helping us to minimize our environmental impact with every delivery.

PLANET | tis

Employees drive positive environmental change

Our team is encouraged to engage in social and environmental initiatives, including charity runs, fundraising efforts, and community projects. Through these efforts, we foster a culture of giving back and making a positive impact on our communities and the environment.

For example:

Planting trees

In 2024, TIS team colleagues planted 350 trees, followed by a check-up on "their" trees later that year to prepare them for the winter.


Charity runs

Our team strives to participate in numerous charitable events. In 2024, our team members in Bulgaria joined two charity runs, contributing to the support of philanthropic organizations.

Wizz Air Sofia Marathon

Donations

In addition to our active participation in charitable events, we also donate to non-profit organizations and, on specific occasions and topics, we also match every donation made by our employees . This initiative amplifies the impact of our collective efforts, ensuring that our contributions make an even greater difference in the communities we support.

PLANET
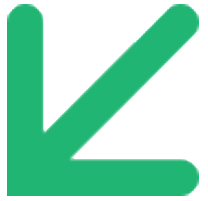
ETHICS

We adhere to rigorous governance standards that guide our actions and decisions to promote a culture of trust, integrity, and responsibility.

- 100 % of employees are aware of the Code of Conduct
- Strong policies for anti-bribery, corruption, & data privacy are in place
- We work together closely with a Consultant for Data Protection and Information Security
- We encourage open communication and transparency
- We have tools for performance reviews, where everyone can share their feedback freely and securely
- We ensure the highest level of transparency in feedback meetings and performance reviews
- We have a secure and anonymous place to whistleblow, to report harassment or other issues in the company - YourVoice.
- Via numerous surveys we constantly ask employees for their (anonymous) feedback
- During the performance review one of the mandatory steps are the 1:1s-
- In 2025, collective and company goals will be set to further drive collaboration, integrity, and responsibility.

ETHICS | tis

Risk Management

We are committed to conducting our business with integrity and responsibility, preventing any form of bribery, corruption, or data breach in our operations. We have established robust policies and procedures to ensure compliance with applicable laws and regulations, and foster a culture of ethical behavior among our employees, partners, and suppliers. We provide regular training and communication on our Code of Conduct, which outlines our expectations and responsibilities for upholding the highest standards of integrity and professionalism. We monitor and audit our risk management practices regularly, and take corrective actions when necessary. By doing so, we protect our reputation, our stakeholders, and our long-term value.

ETHICS | tis

Data Responsibility

As part of our data responsibility, we ensure that we collect, store, use, and share data in a secure, transparent, and respectful manner. We respect the privacy and preferences of our customers, employees, and other stakeholders, and comply with the relevant data protection laws and regulations in the countries where we operate. We implement appropriate technical and organizational measures to safeguard data from unauthorized access, misuse, loss, or alteration. We also promote data literacy and awareness among our employees and provide them with the necessary tools and guidance to handle data responsibly.

tis

Data Responsibility

Our **ISO27001 certification**, **SOC 1**, **SOC2** and **TISAX reports**, as well as our **SWIFT assessment** underscore our adherence to rigorous standards and our dedication to safeguarding data. Here are the key aspects of our approach:

1. **Secure Software Development and Coding Practices:** We prioritize security throughout the software development lifecycle. We ensure that development, testing, and production environments remain separate. Additionally, each programming language follows secure coding practices, and security requirements are integrated during specification and design phases. Regular security testing, including penetration testing and code scanning, is conducted, and personnel receives necessary training.

2. **Secure Cloud Operations:** Our cloud operations adhere to the highest industry standards, ensuring data confidentiality, integrity and availability. We ensure all changes are reviewed and approved. We perform security patching, use threat intelligence to inform security decisions, and implement proper identity and access management.

3. **Data Loss Prevention:** We employ best practices to prevent data breaches, from awareness to data classification, encryption and least privilege accesses. Our developers do not have access to production.

ETHICS | tis

Data Responsibility

TIS submits to voluntary audits to verify the successful implementation of this approach, with 9 internal audits and intrusion tests in 2024, in addition to numerous customer-led audits throughout the year.

Additionally, our TIS solutions support our customers in meeting their global data compliance goals, by enabling them to define clear roles and access rights to specific data sets, eliminating manual steps, closing process gaps, and providing an immutable audit-log in relevant places, which can even be easily exported for external reporting. The various compliance-enhancing functions and solutions in our TIS product offering around data management reflect the international footprint of our customers' and our own operations.

ETHICS | **tis**

Human Rights

We uphold the fundamental human rights, as defined by the Universal Declaration of Human Rights and other international standards. We respect the dignity, diversity, and equality of all people, and do not tolerate any form of corruption, discrimination, harassment, or violence. We support the rights of workers to fair wages, and safe and healthy working conditions. We also recognize the rights of indigenous peoples, local communities, and vulnerable groups, and seek to engage with them in a respectful and inclusive manner. We believe that human rights are essential for sustainable development and social justice, and we strive to contribute to their protection and promotion.

As anti-money laundering (AML) efforts are essential in the global fight to uphold human rights—since money laundering often funds activities that threaten human dignity, like human trafficking, drug trafficking, terrorism, and corruption—we're proud that **our TIS payments screening solutions enable clients to protect themselves against inadvertently supporting these activities and to strengthen their compliance efforts.**

ETHICS

tispayments.com

FOLLOW US
ON LINKEDIN

Question, Comments, Feedbacks:

PLEASE CONTACT US.

esg@tispayments.com