



ESG Report 2026

Environmental | Social | Governance



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Message From Our **CEO** And Our **ESG Representative**



Dear Stakeholders,

We are pleased to present our 2026 ESG Report, covering the fiscal year from January 1 to December 31, 2025. This report highlights the meaningful progress we have made across our environmental, social, and governance (ESG) initiatives.

As a leading provider of financial software solutions, we take pride in our commitment to creating long-term value for our customers, employees, partners, communities, and future generations. ESG principles are deeply embedded in our values and daily operations. From reducing our carbon footprint to advancing diversity, equity, and inclusion (DEI), and supporting impactful social and environmental projects, we continue to expand our ESG performance with strategic intent and purpose.

This year, we were also honored to participate in the **Tour of Democracy**, an initiative that allowed us to actively engage in promoting democratic values, civic awareness, and responsible societal participation. Taking part in this event was both inspiring and energizing, and we are truly proud of our team's commitment to fostering a more inclusive and empowered community.

Inside this report, you will find comprehensive insights into our ESG strategy, goals, initiatives, and achievements. It also includes our materiality assessment and risk management practices. We are sincerely grateful to every team member who contributed to these efforts and to our broader community for walking this path with us.

We welcome your thoughts and feedback on both the report and our ESG journey.

Please feel free to reach out to us at esg@tispayments.com.

Warm Regards,



Zlatko Vucetic

CEO of TIS



Sustainability is not a trend for us, but a core part of our corporate responsibility.

Through our ESG strategy, we implement targeted measures to reduce environmental impact, strengthen social responsibility, and ensure transparent and ethical governance. We continuously work to make our processes more sustainable, support the well-being of our employees and further develop our governance structures.

For us, ESG is a long-term journey that we shape together with all stakeholders.



Beyza Altinbas

ESG Representative





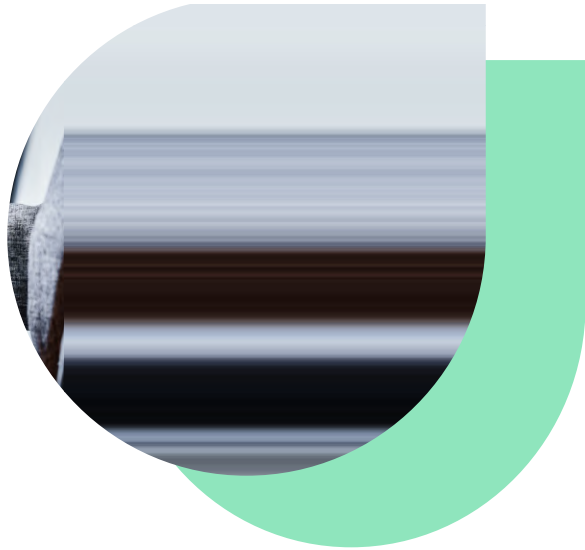
WHAT WE STAND FOR



At TIS, we focus on **delivering innovative, fully cloud-based financial software solutions** while upholding the highest standards in diversity and inclusion, ethical business conduct, anti-corruption measures, and regulatory compliance.

We are also committed to reducing our environmental impact by operating a business model designed to avoid waste, emissions, and excessive energy consumption. By embedding ESG principles deeply into our company culture, we aim to lead by example, inspire our employees, partners, and stakeholders, and actively contribute to a sustainable and equitable future.





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.



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.





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 voluntarily engaged in any action that would breach 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:





PEOPLE

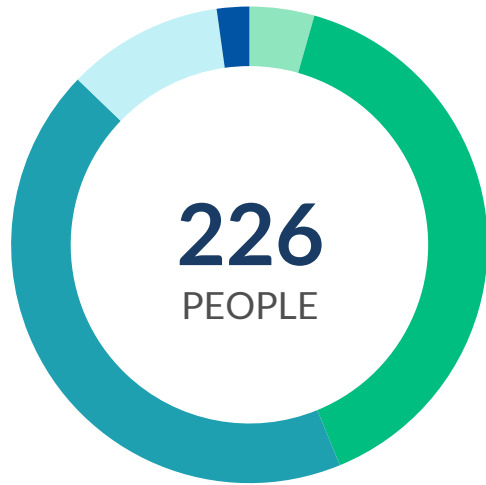


People are the foundation of our innovation.

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.

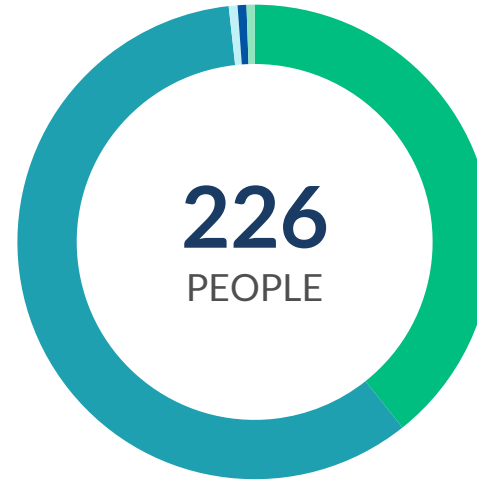


People and Diversity



Age

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



Your Gender

● Female } 39,3%
● Male } 58,95%
● Other }
● Prefer not to say } 1,75%
● Unknown }

We have 39,3% female employees at TIS.
This is 12 % points above the industry average*

People and Diversity

New Employees



Managers



Average data from 01.01.2025 to 31.12.2025

61% of new hires are male. 39% are female.

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

Our company is committed to fostering diversity and inclusion across both our workforce and our supplier network. Partnering with diverse and responsible suppliers strengthens innovation, competitiveness, and our broader social responsibility efforts.

To support this commitment, we have integrated an Environmental, Social, and Governance (ESG) questionnaire into our supplier onboarding process. Additionally, we introduced a link-based Supplier Form to streamline and standardize the submission of all required vendor information, including ESG disclosures.

✔ **2025 Progress:**

In 2025, **80% of newly onboarded suppliers confirmed compliance with local labor laws and standards** and demonstrated a commitment to fostering a culture of ethics and compliance among their employees and stakeholders.

✔ **2026 Focus:**

While the same cohort did not yet report active environmental practices, this insight informs our next step. **In 2026, we aim to increase engagement with suppliers that promote environmental awareness and best practices**, encouraging stronger environmental responsibility across our supplier network.





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.



Employees Physical and Mental Health

Our benefits



Established company in a future-proof industry



Flexible working hours



Remote first company



Additional net payments



Unlimited access to LinkedIn Learning



Leasing budget for setting up your home office

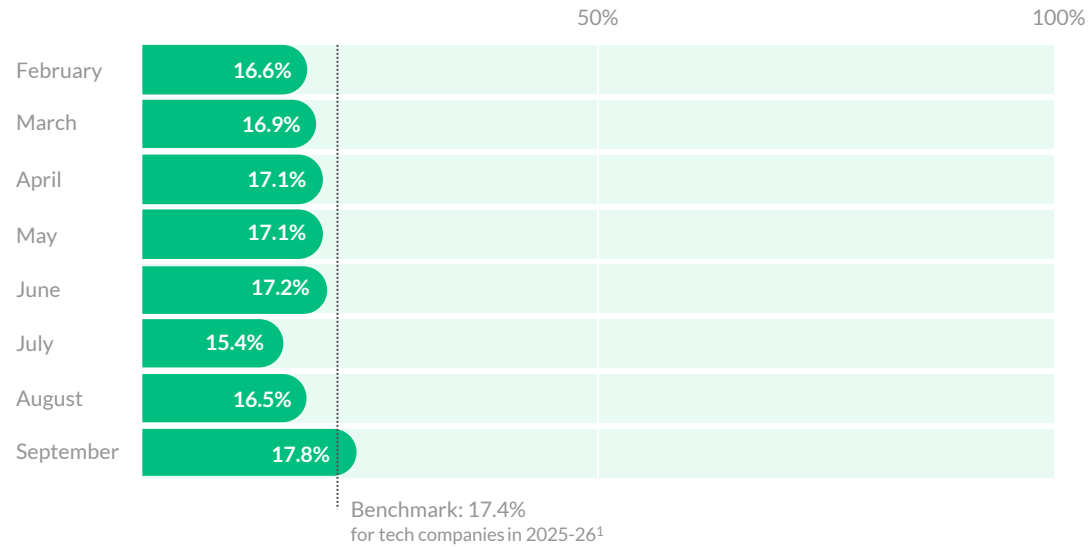


Teamevents and great team spirit



And many other location-specific benefits

ATTRITION RATE 2025



Attrition was slightly above benchmark (17.4% in tech); trends are being monitored as part of our ongoing people strategy.

Zero recorded incidents of workforce discrimination.

2025 Employee Survey Result:

ABOVE - AVERAGE SATISFACTION

The score of 3.88 out of 5 indicates that employees are generally satisfied with their working conditions, policies, or other aspects covered in the survey



Learning & Development

At TIS, Learning & Development is a core enabler of scale and performance in a fast-moving, international environment. We invest in strengthening key capabilities across the organization through structured development processes, leadership support and targeted programs such as **Insights Discovery**, designed to enhance communication and collaboration across teams. Our annual review cycle further supports continuous growth by linking performance, feedback and career development opportunities.





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.



EMISSIONS



PROGRESS TOWARDS SUSTAINABILITY

20 %
emission reduction over the next 3 years



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. Amazon claims that their infrastructure is even 4.1 x more energy efficient than on-premises.¹

¹ Source: <https://sustainability.aboutamazon.com/products-services/aws-cloud>



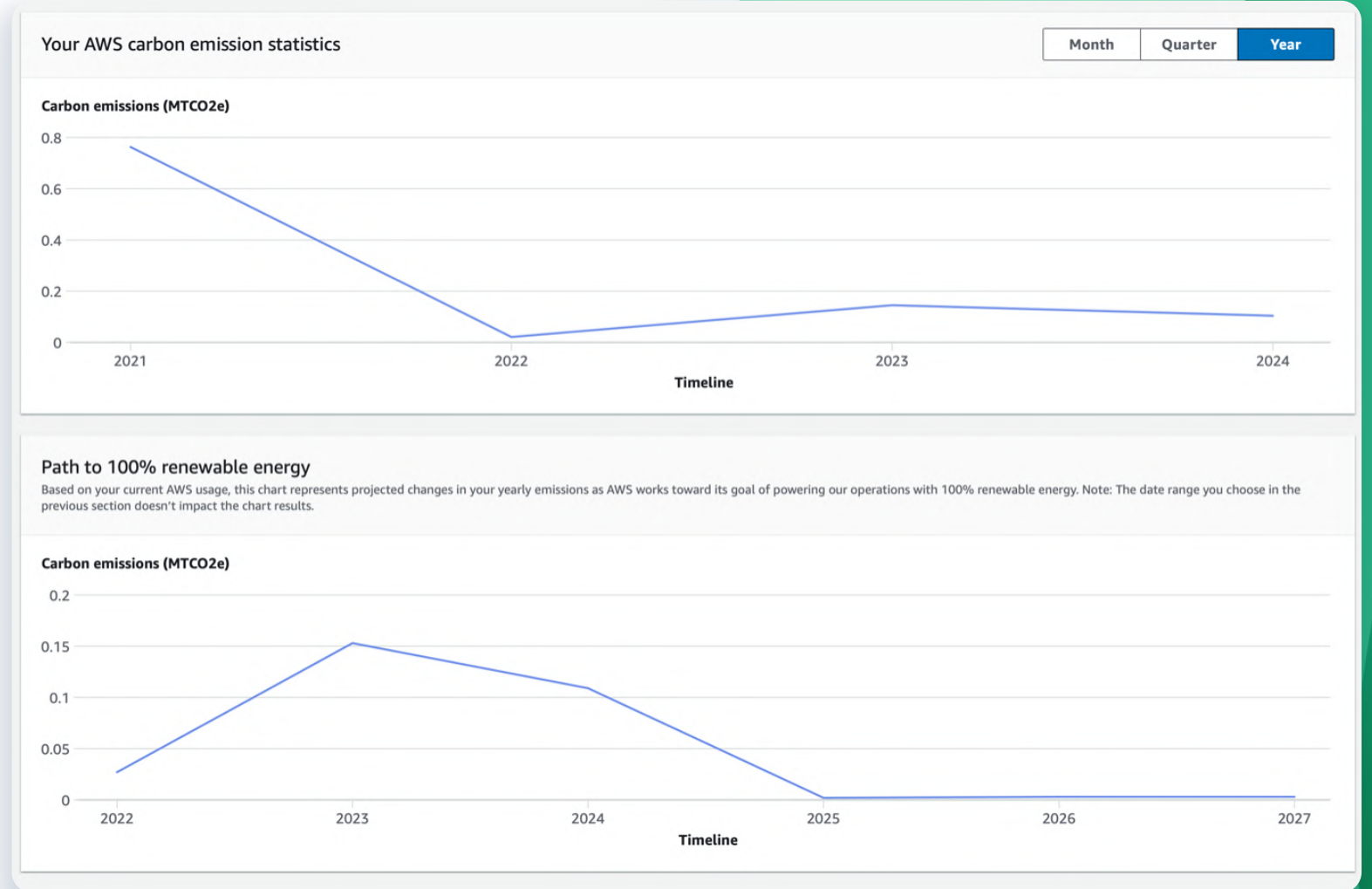


TIS AWS Carbon Footprint

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.*



*Source: <https://www.goclimat.com/knowledge/servers>



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.**



Tour for Democracy

TIS proudly took part in the Tour for Democracy – an inspiring initiative that sends a strong message in support of democracy, tolerance, and social cohesion.

Our colleagues hopped on their bikes and joined many other participants to show that standing up for democratic values matters – not just at work, but out in the community. 💪

The tour was not only physically energizing but also emotionally uplifting. Connecting with other companies, organizations, and citizens reminded us once again: diversity is our strength, and democracy thrives on active participation – every single day.



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

As a hybrid work company, TIS recognizes that work from home is a significant factor in reducing emissions. Research indicates that hybrid and remote employees can substantially lower their environmental impact, as reduced commuting leads to far fewer greenhouse gas emissions than traditional office-based work. In the U.S., for example, employees who work remotely for part or all of the week have been shown to decrease work-related emissions by up to 58% compared with those who commute daily 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



Space & Travel

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.



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.

7.100€ have been donated to this day through this initiative





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.



Employees drive positive environmental and social change

Our team is encouraged to actively engage in a wide range of environmental, charitable, and community-driven initiatives.

Through these efforts, we foster a culture of giving back and making a positive impact on our communities and the environment.

On the right: Berlin Team colleagues participating in the "Gemeinsame Sache 2025" civic engagement day



PLANET

tis



Environmental Initiatives

In 2025, we strengthened our environmental impact through two key initiatives: **planting 200 trees**, with each tree representing a completed customer survey to link feedback to positive environmental action and delivering four large bags of plastic caps from the Sofia office to the **Caps for the Future** campaign, supporting the purchase of life-saving medical equipment for children nationwide.



Community Support & Donations

Our teams supported local communities through a range of volunteer and donation initiatives. In Berlin, colleagues participated in the “**Gemeinsame Sache 2025**” civic engagement day, repainting rooms and removing outdated furniture at the Schöneberger Insel day care center to improve the environment for elderly individuals and people in need of care. The Sofia office contributed through several humanitarian donations, including providing kitchen furniture for children in sheltered housing via the “**Give Time**” foundation, and supporting the National Fund St. Nikola, which assists children without parental care, people with disabilities, and vulnerable groups.

During the Christmas Charity initiative “**A Moment of Humanity**”, our team collected 16 large boxes of food, providing warmth and dignity to **more than 30 elderly individuals** in need over the holiday season.



Charity Runs

TIS colleagues participated in several charity runs in 2025. Our team members in Bulgaria joined **Edenred RUN 2025** to help raise funds for a local hospital. For the second consecutive time, our colleagues also took part in **Fireflies RUN**, a nighttime event that brings together runners in support of Eyes on Four Paws Foundation and National Library for the Blind.



Inclusive Partnerships

In 2025, we strengthened our social impact efforts through a new partnership with **Biskvitkite Workshop in Kazanlak**, an enterprise dedicated to supporting young adults with special needs by offering a safe workplace, skills development, and meaningful social inclusion.

These initiatives celebrate our commitment to community, inclusion, and meaningful impact.





ETHICS



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

KEY HIGHLIGHTS

- 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



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.





Data Responsibility

In line with our commitment to data responsibility, we handle the collection, storage, use, and sharing of data securely and transparently. We honor the privacy and choices of our customers, employees, and other stakeholders while adhering to applicable data protection laws and regulations in the regions where we operate. To protect data from unauthorized access, misuse, loss, or modification, we employ suitable technical and organizational safeguards. Additionally, we develop awareness among our staff, given them the tools and guidance they need to manage data responsibly.



Security & Compliance

We undergo voluntary audits to confirm the effective implementation of our security measures, including six internal audits and intrusion tests in 2025, alongside customer-led audits conducted throughout the year. Holding ISO27001 certification, together with SOC 1, SOC 2, and TISAX reports, as well as a SWIFT assessment, highlights our commitment to stringent standards and data protection. Security requirements are incorporated early during specification and design stages. We follow modern secure software development and coding practices, ensure that non-production environments never contain production data, and limit developer access to the minimum necessary. Data is encrypted, and we conduct regular security testing to ensure the effectiveness of our protections.





Helping Customers Meet Compliance Goals

Our TIS solutions help customers meet their worldwide data compliance and security goals. With TIS, they can centrally manage authentication and authorization through Single Sign-On, adhere to Zero-Trust principles, and define specific roles and access permissions for particular data sets. TIS also provides an immutable audit log to satisfy compliance standards. The variety of compliance-related features in our TIS product suite underscores the global reach of both our customers' operations and our own.



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.**



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esg@tispayments.com