



# UK Environmental Impact

## 2018 Review and 2019 Targets

Version 1.0  
April 2019  
Prepared by Julie Jones

## Document Information

### Disclaimer

This document describes a generic product or service and should be read in conjunction with other documents relevant to the configuration of any specific system. The recipient of this document is responsible for ensuring that the products and/or services described herein meets its own requirements. The information contained in this document is subject to change without notice and should not be taken as a commitment by TSYS. TSYS assumes no responsibility for any errors that may appear in this document.

### Document Publication Details

Area	Description
Title	Environmental Impact
Subject	
Released Date	April 2019
Version	1.0
Author	Julie Jones
Owner	Julie Jones

### Document Version Control

Version	Date	Comments
1.0	April 2019	Original document

### Contact Person

Julie Jones  
Associate Facility Director  
TSYS  
York  
Tel: + 44 (0) 1904 562578  
Fax: + 44 (0) 1904 562038  
juliejones@tsys.com  
www.tsys.com

Copyright © 2019 Total System Services, Inc. All rights reserved worldwide.

Total System Services, Inc.® and TSYS® are federally registered trademarks of Total System Services, Inc. in the U.S. and in other countries. All other products and company names are trademarks or registered trademarks of their respective companies.

# TABLE OF CONTENTS

<b>Document Information</b> .....	<b>2</b>
<b>2018 Review</b> .....	<b>4</b>
<b>Carbon Footprint</b> .....	<b>5</b>
<b>Our 2019 Targets</b> .....	<b>8</b>

## 2018 Review

In 2018, TSYS celebrated our 35<sup>th</sup> anniversary and we continued our commitment to 'doing the right thing' and, as our Customer Covenant declares, we hold ourselves to uncompromising standards.

We were named in Ethisphere's World's Most Ethical Companies list in 2018. This is the sixth time in the last seven years that TSYS has achieved this honor, which underscores our commitment to leading ethical business standards and practices.



Certificate Number 8729  
ISO14001  
OHSAS18001  
ISO50001

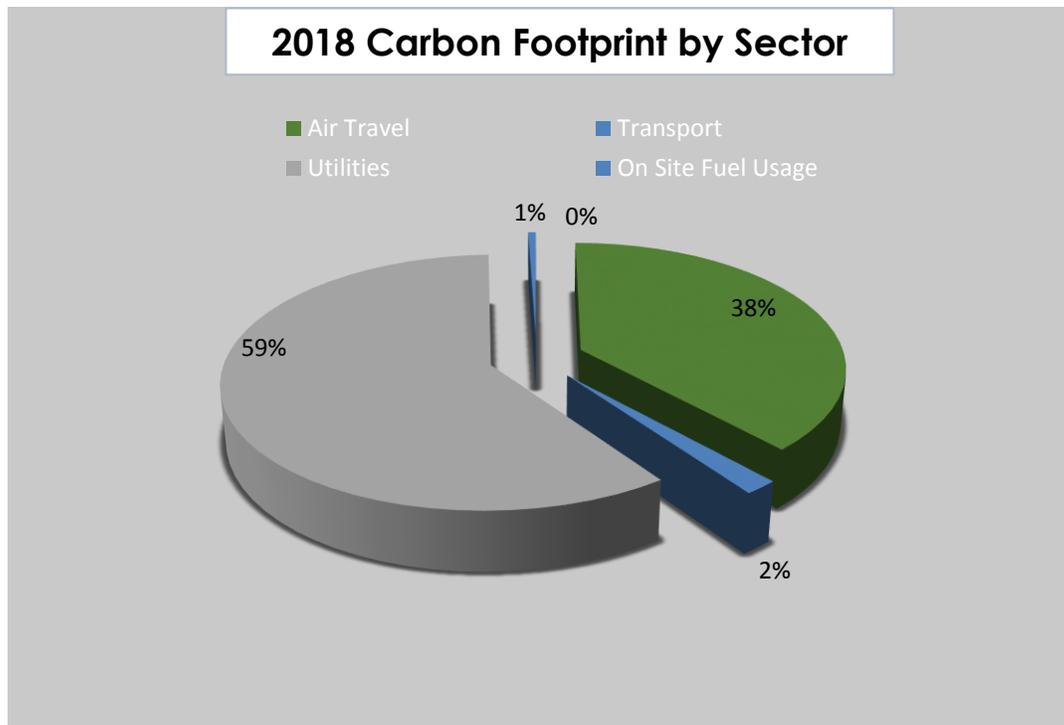
Throughout the year we underwent successful surveillance audits for our ISO50001: 2011 Energy Management, ISO14001:2015 Environmental Management and BS OHSAS 18001: 2007 Health & Safety Management Standards which are held by our York, Knaresborough and London offices. Preparation is also underway to migrate over to the new ISO 45001 standard, which supersedes the existing BS OHSAS 18001 standard.

Early in 2019, Troy Woods, our Chairman, President and Chief Executive Officer, took part in the Business Roundtable CEO challenge, where he discussed what TSYS does to embrace sustainability. Troy's message reinforced our commitment to putting people at the center of every decision we make. We aim to do this by improving the environmental performance of our facilities, investing in energy efficiency in our offices across the world, and by ensuring our people are motivated to keep their impact on our planet at the top of their minds. To watch Troy's video in full and hear more about our environmental efforts, visit [www.businessroundtable.org](http://www.businessroundtable.org) and click on the Embracing Sustainability links.

## Carbon Footprint

This year's carbon footprint is based on information for the calendar year 2018.

We have amended the formulae used to calculate our Carbon Footprint to reflect the UK Government GHG Conversion Factors for Company Reporting (2018). Using these latest conversion factors, our carbon footprint shows an overall decrease from 4200 eCO<sub>2</sub> (tonnes) in 2017, to 3568 eCO<sub>2</sub> (tonnes) in 2018.



## Energy Usage

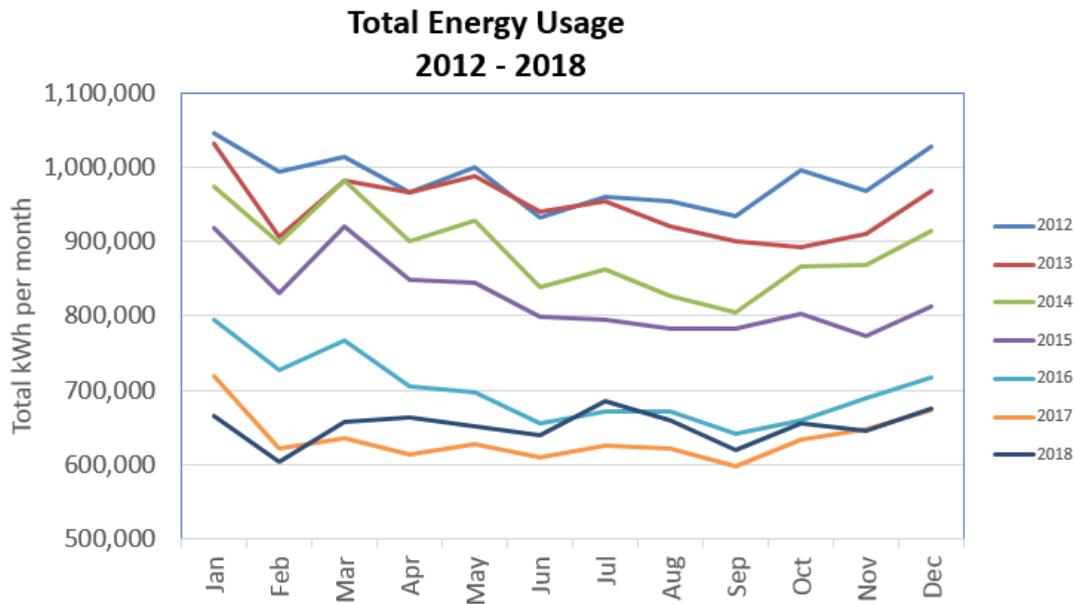
Our target was to reduce our total energy usage by 6.65 %, measured by comparing transaction volume (LPLEX) against electricity consumption to provide a kWh per transaction. This allows us to reflect business growth while still providing an accurate, demonstrable metric.

Total energy usage increased in 2018 when compared against 2017, up from 7,621,257 kWh to 7,816,500 kWh. This increase was due to:

- the very high temperatures experienced across the UK from May to end August and the increased cooling requirements this generates both in terms of office accommodation but also, more significantly, within the York and Knaresborough data halls
- the extreme weather conditions as the start of the year when we experienced prolonged cold spells triggering increased heating requirements across the buildings

In 2017 our total energy kWh per LPLEX transaction was 0.2610. In 2018 our total energy kWh per transaction has reduced to 0.2595 kWh/LPLEX job, a reduction of 0.59%. This means we did not achieve our target for 2018.

However, 2018 saw the completion of the two-year full refurbishment of our York office. During this project we occupied just over half the building and as such, significantly reduced our energy usage during this time. Now we are back in full occupation of the building we have seen our in-year energy usage rise slightly. However, if we compare energy usage in 2018 to 2016 (when we last occupied the full building) energy consumption has fallen by 10.8%.



Our Energy Management Committee continue to meet regularly to review our progress against targets and items on our Combined Energy, Carbon and Environmental Action Plan.

In 2008 TSYS started to purchase 'green' electricity, meaning 100% of our consumption comes from good quality combined heat and power sources, supported by Renewable Energy Guarantees of Origin (REGO) certificates. In 2018 we extended our commitment to source 100% of our electricity supply from renewable generation through to March 2021.

## Water Usage

Our target was to reduce water usage by 2.5% across our York and Knaresborough offices where we have direct control of water usage.

Water usage in 2017 was 3865m<sup>3</sup> in 2017, which equated to 8.91m<sup>3</sup> per person per annum. 2018 has seen a reduction to 8.31 m<sup>3</sup> per person per annum, a reduction of 6.72%. 2018 was the first full year of benefitting from our investment in new water reduction technologies in our York office washrooms and we are looking to introduce similar technologies into our Knaresborough office during 2019.

## Waste Management

Our waste target for 2018 was to divert 100% of our waste away from landfill. We achieved this target in full through a combination of:

- recycling our confidential waste (after secure on-site shredding), cardboard, plastics and glass with our general waste management companies
- recycling electrical (WEEE), battery and toner cartridge through specialist waste contractors
- sending our food waste for anaerobic digestion
- ensuring any remaining waste that is not recyclable is disposed of through waste to energy incineration

We were unable to reduce our waste by volume by 5% as hoped, so will focus our efforts in this area in 2019.

# Our 2019 Targets

## Energy Usage

TSYS recognises that energy usage is our largest single environmental impact and also the main contributory factor in our overall carbon footprint.

As part of our compliance to ISO50001, energy targets are not limited to purely electricity usage. They now combine electricity with gas and on-site fuel (diesel) usage to provide a total energy target.

Following the completion of major renovation work at our York office in 2017, we are resetting our energy baseline year to 2018, starting at 7,816,500 kWh, to reflect this significant change in our energy usage.

We are also taking this opportunity to amend our measurement metric. Since we began measuring our total energy usage against LPLEX the company is now processing many more transactions across multiple platforms, some of which are not picked up by our LPLEX metric.

To accurately measure our energy usage we use the following indicator:

- We will measure total transaction volume against total energy consumption to provide a kWh per transaction. We will set our target to be a percentage reduction in this kWh figure, per total transaction volume. This measure continues to allow for business growth to be accurately reflected, but at the same time recognizes the multiple platforms the company now processes across.

## Our Energy Target

Our Energy Management Committee have reviewed our projected usage across all sites. They have taken into account major infrastructure projects and planned technology changes and considered the projected transaction growth for 2019. They have agreed a reduction target of 17.9% against the 2018 kWh/total transaction metric of 0.00250.

In addition, we will:

- maintain our accreditation to ISO50001 and use this standard to effectively manage our future energy use.
- continue to work with our team members to reduce electricity wastage and introduce new technologies.
- continue to secure adequate and reliable energy supplies at the most advantageous rates and implement contingency plans to protect operations from energy supply interruptions.
- commit to procuring 'green' electricity which is supported by Renewable Energy Guarantees of Origin (REGO) certificates

## Water Usage

TSYS recognises that water is a limited resource and we should ensure that we use this resource wisely within our buildings.

For all our UK premises where we have control of the water supply (so excluding common areas within multi-tenanted buildings) we will measure our water usage in m<sup>3</sup> against the number of employees on site (m<sup>3</sup> per FTE).

## Our Water Target

We aim to reduce water usage by 2.5% in 2019 by working with key suppliers, monitoring our water management systems and encouraging our team members to be aware of and continue to reduce water wastage.

We are also due to commence a refurbishment of our Knaresborough office and plan to introduce the same water saving technology here, that we recently fitted in our York office.

## Waste Management

We will measure our waste management by the amount of waste we recycle, the percentage of waste diverted from landfill and the overall amount of waste generated by our offices by weight.

## Our Waste Management Target

By working with our key waste management providers, we will support and invest in new technologies to maintain 100% of waste being recycled or diverted from landfill via waste recovery.

We also commit to reducing the volume of waste recycled across our York, Knaresborough and London offices by 3%, based on our 2018 total waste weight of 83.6 tonnes.