2013
CORPORATE CITIZENSHIP REPORT
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18 ABOUT THIS REPORT
We are on an exciting journey to transform SunGard into an even stronger company driven by organic, sustainable growth. It’s what we call the Next SunGard. From investing more in technology leadership to better aligning our resources with industry needs and opportunities, we are more dedicated than ever to creating greater value for our customers and empowering them to achieve more.

As a part of that mission, and our own role as a global corporate citizen, we try to align our efforts with an uncompromising commitment to the highest ethical standards and core values across our businesses. We believe that our environmental, social and governance practices help to advance these goals, and that, as a leader in the industry, our size and influence can help raise these standards globally.

Over the past year, we increased the scope of our corporate citizenship initiatives, maintaining our commitment to sustainability, efficient operations and corporate governance, while expanding our efforts around diversity and inclusion, community volunteerism and supply chain management. In fact, in 2013, our employees held over one hundred community events around the world to support these various causes. I commend all those who drove these projects and volunteered their time and energy.

We also continued to make progress with our environmental performance. As a result of SunGard’s global operational efficiency initiatives, we are pleased to report that we further decreased our greenhouse gas emissions related to the company’s energy use and employee travel.

We are excited about making the Next SunGard a reality. As a company that is focused on sustainable organic growth, continuous improvement in all aspects of our business and helping our clients achieve more, we are well positioned to take our corporate citizenship efforts to the next level. If you have ideas for our program as you read through the report, I encourage you to reach out and provide your feedback with us.

Sincerely,

Russ Fradin
President and Chief Executive Officer
SunGard®
We believe we have an obligation to use our size and influence to help raise ethical, social and environmental standards wherever we do business – and to lead by example. Here are some of our highlights from the past year.

**Improving Our Environmental Performance, Reducing Our GHG Emissions**
SunGard continued to decrease Scope 2 GHG emissions from our electricity consumption in our offices and data centers by eight percent between 2012 and 2013, and decreased Scope 3 GHG emissions from our employee airline travel by six percent between 2012 and 2013.

**Working Towards Operational Excellence with ENERGY STAR Data Centers**
Two of SunGard’s largest Financial System data centers, in Voorhees, NJ and Hopkins, MN, gained ENERGY STAR certification in 2013. This places them in the top 25 percent for energy efficiency performance in the United States amongst similar buildings, based on the Environmental Protection Agency’s (EPA’s) facility benchmarking and ranking system.

**Reducing Waste and Managing Our Electronic Assets**
Sungard Availability Services* U.S. electronic asset management program prevented 379,452 lbs of electronic waste from entering the solid waste stream through asset disposition, recovery, resale and reuse. SunGard Financial Systems is also currently adopting this program in the U.S.

**Supporting Alternatives to Employee Travel**
Continued investments in advancing communications technology allowed employees to connect globally without the need for travel, through over 13 million peer-to-peer instant messaging sessions, 4.6 million minutes of video conferencing across three platforms, and 52.7 million minutes of webinars.

**Growing Our Employee Resource Groups**
Employee Resource Groups grew to include SunGard Pride and SunGard Volunteers, in addition to our Sustainability Action Network, Women’s Initiative Network.

**Investing in Our Communities**
SunGard employees held over 120 community events globally around learning and development, volunteerism, team building and athletic events.
SunGard is one of the world’s leading software and technology services companies, with annual revenue of about $2.8 billion. SunGard provides software and processing solutions for financial services, education and the public sector. SunGard serves approximately 16,000 customers in more than 100 countries and has more than 13,000 employees. On March 31, 2014, Sungard Availability Services was split off from SunGard and became a separate, independent company.*

**Financial Systems**

SunGard Financial Systems provides mission-critical software and IT services to institutions in virtually every segment of the financial services industry. The primary purpose of these systems is to automate the many detailed processes associated with trading, managing investment portfolios and accounting for investment assets. These solutions address the processing requirements of a broad range of users within financial services, including asset managers, traders, custodians, compliance officers, treasurers, insurers, risk managers, hedge fund managers, plan administrators and clearing agents. We also provide professional services that focus on application implementation and integration of these solutions, custom software development and managed services.

**K-12 Education**

SunGard K-12 Education software serves over eight million students or one out of six students nationwide. We serve almost 1,400 public, charter and private schools throughout the United States.

At SunGard K-12 Education many staff are former K-12 employees, including education technologists, superintendents, business managers, principals, teachers and other school employees. We are all part of a team dedicated to providing innovative technology that is making a difference in the lives of students every day. Our experience, combined with our ongoing commitment to technology research and development, means our customers can be assured that their investment in our products will benefit their schools and their students for years to come.

*Note: On March 31, 2014, Sungard Availability Services was split off from SunGard and became a separate, independent company. If you are looking for information on Sungard Availability Services, please visit www.sungardas.com.
ABOUT THE COMPANY

Public Sector
SunGard Public Sector is a leading provider of software and services for local governments, public safety and justice agencies and nonprofits. More than 115 million citizens in North America live in municipalities that rely on our products and services. Our experience is unparalleled; over the course of more than thirty years, we’ve seen the evolution of technology from green-screens to touchscreens. We continue to embrace the latest technology trends, from mobile products to business intelligence and cloud computing. Through every shift in technology, SunGard Public Sector’s greatest asset remains its employees, a group of hard-working problem solvers who are passionate about our customers success.

Management
Our management team has a long track record of operational excellence and a proven ability to strategically lead organizations to greater levels of growth and performance. They help to foster SunGard’s innovative culture and are highly committed to the company’s long-term goals. Learn more about our leadership team here>>

SUNGARD CEO FEATURED IN THE BUSINESS ROUNDTABLE’S ANNUAL SUSTAINABILITY REPORT
Business Roundtable’s sustainability report - “Create, Grow, Sustain: How Companies Are Doing Well by Doing Good” features narratives from 147 CEOs on how their companies are “doing well by doing good”, aiming to improve the quality of life while driving economic growth and job creation. SunGard’s President and Chief Executive Officer, Russ Fradin, was featured in the report, sharing SunGard’s story around sustainability and corporate citizenship in 2013.

Read Russ Fradin’s statement here>>
At the center of SunGard’s corporate citizenship efforts is our commitment to manage and make progress against our environmental, social and governance (ESG) targets and goals. Our performance in these areas is both an indicator of the way we do business and our ability to succeed long term. By effectively managing our ESG risks and opportunities, we improve our competitiveness and create value for our stakeholders, including our customers, employees, private equity sponsors and the communities in which we operate. From the beginning, sustainability and environmental performance have been central focuses of these efforts, with an emphasis on our energy use and GHG emissions related to the operations of our data centers, offices and employee travel.

Measuring Progress Against Targets

In 2012 SunGard announced targets to reduce energy use in our software and processing business offices 15 percent by 2015 and our air miles per employee 10 percent by 2014. Through strategic changes to our operations and travel policy, and enhancement of our communications technology, SunGard successfully achieved our employee air mile reduction target ahead of schedule in 2012 and remains on track to achieve our energy reduction targets.

Between 2012 and 2013 we achieved an eight percent decrease in our Scope 2 GHG emissions from our electricity consumption in our offices and data centers, and a six percent decrease in our Scope 3 emissions from employee airline travel. Overall, SunGard decreased our combined Scope 2 and Scope 3 GHG emissions by eight percent between 2012 and 2013.

Charts “Performance Summary: Scope 2 GHG Emissions” and “Performance Summary: Scope 3 GHG Emissions” below provide a summary of our GHG emissions from 2010 to 2013.

Performance Summary: Scope 2 GHG Emissions

<table>
<thead>
<tr>
<th>SCOPE 2 GHG EMISSIONS (TONNES OF CO₂e)</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVAILABILITY SERVICES*</td>
<td>355,539</td>
<td>430,279</td>
<td>416,293</td>
<td>394,291</td>
</tr>
<tr>
<td>FINANCIAL SYSTEMS</td>
<td>58,473</td>
<td>62,055</td>
<td>53,911</td>
<td>39,974</td>
</tr>
<tr>
<td>PUBLIC SECTOR &amp; K-12</td>
<td>6,894</td>
<td>7,070</td>
<td>4,753</td>
<td>4,413</td>
</tr>
<tr>
<td>TOTAL</td>
<td>420,906</td>
<td>499,404</td>
<td>474,957</td>
<td>438,678</td>
</tr>
</tbody>
</table>

* On March 31, 2014, SunGard Availability Services was split off from SunGard and become a separate, independent company. This data will be removed in SunGard’s 2014 GHG Emissions data.

Performance Summary: Scope 3 GHG Emissions

<table>
<thead>
<tr>
<th>SCOPE 3 GHG EMISSIONS (TONNES OF CO₂e)</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL</td>
<td>40,600</td>
<td>42,181</td>
<td>30,959</td>
<td>28,907</td>
</tr>
</tbody>
</table>
GHG Emissions Data Management

In addition to making progress against our targets, we aim to elevate the quality of the data in our Corporate Citizenship report annually. In 2012 SunGard’s Corporate Audit Team reviewed the company’s GHG emissions data collection process and report content for its accuracy and identified opportunities for improvement. These recommendations were implemented in 2013, and included the development of a new energy and environmental management system, improved data collection process and launch of regular facility manager sustainability calls. Through these changes we were able to increase the quality and amount of data collected in 2013, and enhance our ability to analyze the results.

With the migration of our data to a new energy and environmental management platform, we expect a six percent average variance in the data provided from our previous and current platform, due to a change in methodology for calculating our GHG emissions. The platform continues to use certified carbon calculations as defined in the Greenhouse Gas Reporting Protocol, and aligns with reporting frameworks, as required by the Environmental Protection Agency (EPA), Global Reporting Initiative (GRI) and the Carbon Disclosure Project (CDP).

In our 2014 report, we plan to restate our GHG emissions baseline to reflect the split-off of Sungard Availability Services and changes in our methodology related to the energy and environmental management platform. Sungard Availability Services data is included in this report to show our comprehensive environmental performance in 2013. In 2013, Availability Services accounted for over 80 percent of SunGard’s Scope 2 GHG emissions, primarily from energy use related to data centers. This impact is displayed in the chart “Scope 2 GHG Emissions Related to Availability Services” below.

Scope 2 GHG Emissions Related to Availability Services

<table>
<thead>
<tr>
<th></th>
<th>AVAILABILITY SERVICES</th>
<th>FINANCIAL SYSTEMS, PUBLIC SECTOR, K-12 EDUCATION</th>
<th>TOTAL 2013 SCOPE 2 GHG EMISSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABSOLUTE SCOPE 2 EMISSIONS</td>
<td>394,291</td>
<td>44,387</td>
<td>438,678</td>
</tr>
<tr>
<td>EMISSIONS PER EMPLOYEE</td>
<td>23.19</td>
<td>2.6110</td>
<td>25.80</td>
</tr>
<tr>
<td>EMISSIONS PER REVENUE DOLLARS (BILLIONS)</td>
<td>0.0000962</td>
<td>0.0000108</td>
<td>0.0001070</td>
</tr>
</tbody>
</table>
Employee Travel and Communications

Employee business travel is the second largest contributor to our carbon emissions at SunGard, represented in the Performance Summary: Scope 3 GHG Emissions table (p.6). We identified this as a key area to improve in 2011, and established a target to reduce our air miles per employee by 10 percent by 2014. In 2012 we surpassed this goal ahead of schedule, with a seven percent reduction in Scope 3 GHG emissions between 2011 and 2012. Between 2012 and 2013 we saw continued success in these efforts, driving Scope 3 GHG emissions from employee travel down an additional six percent over the year.

Much of this is a result of our focus on smarter operations, and investment in communications technology across our offices and businesses. In 2013, SunGard implemented new high definition video conference systems across our offices, significantly decreasing the need to travel, especially amongst our executives who use these technologies to connect with our customers. A look at some of the technology we use is provided in the table below.

**COMMUNICATIONS TECHNOLOGY USED IN 2013**

<table>
<thead>
<tr>
<th>Technology</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>INSTANT MESSAGING</td>
<td>13,087,794 million peer-to-peer sessions</td>
</tr>
<tr>
<td>VIDEO CONFERENCING</td>
<td>4,668,660 million video conferencing minutes across three platforms</td>
</tr>
<tr>
<td>WEBINARS</td>
<td>52,742,540 million webinar minutes</td>
</tr>
</tbody>
</table>

When employees do travel, SunGard’s travel booking system allows employees to view their estimated carbon emissions before booking a flight, and provides the option to book low or zero emission car rentals for corporate and personal use. SunGard’s global hotel directory also highlights hotels with sustainability offerings.
Investing in our Data Centers

Our data centers are critical to the support of our products and we recognize the value of investing in their technology and efficiency. We are on track with our integration of new technology and optimization plans, including the installation of high efficiency UPS equipment, new power distribution and higher efficiency CRAC units. We are also in the midst of a real estate consolidation program designed to reduce the need for some of our smaller data centers, and allow us to migrate equipment and processing to our higher efficiency, ENERGY STAR rated locations. This will help SunGard to lessen our data center footprint, energy consumption and GHG emissions.

In 2011, we set the goal to measure the efficiency performance of our largest data center in Voorhees, NJ through the US Environmental Protection Agency’s (EPA’s) ENERGY STAR rating system and gain ENERGY STAR certification by 2014. We surpassed this goal ahead of schedule in 2013, when two of our largest Financial System data centers, in Voorhees, NJ and Hopkins, MN, gained ENERGY STAR certification. Both data centers achieved this performance through the implementation of efficiency best practices, new technology and the optimization plans applied at their sites. This certification places the data centers in the top 25 percent for energy efficiency performance in the U.S. amongst similar buildings, based on the EPA’s data center benchmarking and ranking system.

Managing our Electronic Assets, from Reuse to Recycling

SunGard’s businesses depend on having access to the best technology, and we know that this comes with the proper management of our electronic assets across our offices. From distribution, maintenance and security, to end-of-life recycling and disposal, our businesses closely monitor and manage our assets from beginning to end of use. You can see our full Information Security practices and policies outlined in the Governance and Ethics section of this report.

In addition to SunGard’s in house management practices, Sungard Availability Services and SunGard Financial Systems in the U.S. participate in a third-party electronic asset management program. Through this, we are able to track our equipment, identify opportunities for equipment reuse or resale amongst our offices and confirm that equipment is properly recycled and disposed of at the end of its product life. A certificate of secure disposal is provided for each asset managed through the process.

Within Sungard Availability Services’ program in 2013, the company was able to prevent 379,452 lbs of electronic waste from entering the solid waste stream and landfills globally.
Our employees have a tremendous impact when it comes to our ability to create positive change and we believe their ideas and feedback are critical to the management of our company. Whether it is through our annual employee survey, Employee Resource Groups (ERGs) or town halls with our executive leadership, employees are shaping the next SunGard and the communities they reach across the world.

Supporting Our Communities
At a corporate level, SunGard provides employees resources to support local volunteer initiatives and organizes global efforts to support disaster relief work and microfinance opportunities in developing economies.

Disaster Relief
In 2013, following the damage of Typhoon Haiyan, SunGard raised over U.S. $75,000 to support relief efforts in the areas impacted. Employee’s donated over U.S. $50,000 to leading relief agencies, and SunGard matched the first U.S. $25,000 with a donation to the American Red Cross, our long-time disaster relief partner. SunGard’s office in Manila collected local donations of food, water, clothing and critical supplies alongside this effort.

Microfinance
Since 2006, SunGard has provided pro bono services for Mifos, an open source information management platform for microfinance institutions, to increase access to microfinance and technology and provide opportunities for economic advancement.

Mifos is used by eight microfinance institutions (MFIs) across India, Tunisia, Kenya, the Philippines and Senegal that serve more than 800,000 clients. It also provides services directly to MFIs that operate in key microfinance markets such as India, East Africa and Southeast Asia. Employees provide these institutions with SunGard expertise in both financial systems and information technology.

In addition, SunGard provides discounted professional services to key Mifos customers, including Grameen Financial Services Private Ltd (Grameen Koota), which is one of the ten largest Indian MFIs in terms of number of customers served, and Adhikar Microfinance Private Ltd, the second largest Mifos customer in India, with 120,000 members. SunGard developed an IT strategy and architecture roadmap for Grameen Koota and continues to provide production support, reporting and Mifos upgrades for Adhikar Microfinance.

Engaging Our Employees
Each year SunGard conducts a global all-employee survey to gather feedback from our employees about their experience working at SunGard. We know that engaged employees enjoy their work, connect with their peers and always strive for the best results, delivering better services and products to our clients.

By listening to our employees and developing a comprehensive action plan with our business leaders, we have increased our engagement score each year since the survey started in 2012. We consistently hear from our employees about the sense of accomplishment they gain from their work, their appreciation for the diversity of working at an international company and their enjoyment of their co-workers. From the results, we have also moved key engagement items forward, such as providing enhanced resources for our employees’ development, career growth and ability to be innovative in the workplace.
Employees have actively engaged in various initiatives to promote diversity and sustainability. Here are some highlights:

Women’s Initiative Network, “Rising Star” program

As a member of the Women’s Bond Club (WBC), each year SunGard nominates a woman in the early stages of her career for the ‘Rising Star’ award. The program recognizes women who are expected to be future leaders committed to fostering a diverse and inclusive work environment, and provides mentorship to help to advance their careers.

Sustainable South Bronx

SunGard and KKR’s metro-New York employees joined together to support the local non-profit Sustainable South Bronx (SSBx), an organization that provides green job training, community sustainability programs and social enterprise work to address economic and environmental issues in the area. Employees cleaned a local greenway and garden, painted rain barrels, and added green walls, window boxes and murals to the organization’s education space.

J.P. Morgan Corporate Challenge

Each year SunGard employees in our Shanghai, New York, Chicago, Singapore, Frankfurt, Boston and London offices compete in the J.P. Morgan Challenge, a 3.5 mile run with colleagues and other corporations in the area. The race committee aims to implement the greenest road race in each city, and all proceeds are donated to local charities.

Employee Resource Groups

SunGard believes that the diversity of our employees is an important asset to our success, and supports a culture where employees are encouraged to bring their diverse ideas, experiences and skills to the work place every day. While these elements have long been a part of SunGard, in 2012 we launched formal Employee Resource Groups (ERGs) to enhance communication, networking and executive engagement around issues of importance to our employees. Today these groups include the Women’s Initiative Network, Sustainability Action Network, SunGard Pride and SunGard Volunteers.

Within our ERGs, employees build local community engagement, inform company policy and practices, build relationships and networks outside of SunGard, and have the opportunity to act as a leader outside of their “day job.” We are proud of the work our employees take on to support these groups, and throughout 2013 our employees hosted over 120 community events. We have highlighted some of their initiatives here.

SunGard Bangalore, Pune and Tunis Volunteers

“Community Initiatives Committee” Supports Local Education

Working with local non-profits and schools, employees raised funds and shared their skills to support over 250 students’ education and access to schooling in 2013. Focused on in-need communities and disabled students, the committee helped to cover school fees, text books, lunches and supplies such as wheelchairs.
Learning and Development

As a company that embraces change as opportunity, we aim to nurture a work environment that emphasizes continuous learning and growth. On-the-job learning opportunities at SunGard are a given, and we also believe in making an investment in our employees by providing them with the tools that can help to shape their careers. This includes access to manager and leadership development trainings, graduate programs and learning and development materials. In addition, the company offers a monthly education program, “SunGard Learning Days,” which features business leaders and expert speakers’ new ideas and best practices through webinars and workshops. Some of our program highlights are below.

MENTORSHIP AT SUNGARD

To support the development of our employees, SunGard provides access to mentorship opportunities from colleagues who have select skills, backgrounds and leadership experiences. Mentors and mentees meet to discuss career goals and identify opportunities to develop their skills and experience.

In addition, many of our employees act as mentors in their local communities and through non-profit organizations, sharing their experiences and skills with those looking to develop in their careers or start on their career path.

SUNGARD’S GLOBAL CODEATHON

Encouraging our culture of innovation, SunGard hosted the company’s first ever codeathon in 2013 — a 48 hour event in which programmers and others involved in software development collaborated intensively on projects to solve a common challenge through technology. Over 425 employees from 17 offices around the world participated in the event, with the common mission: to enhance the systems that underpin the world’s financial services industry.

SunGard’s developers innovated around nascent and emerging technologies for use in our products, functions and services, as well as for internal automations and efficiencies. The winning team created a risk solution for corporate actions, using new visualization tools that provide the user with a more intuitive and holistic view of risk.

SUNGARD NAMED BEST COMPANY TO SELL FOR

SunGard was named the #1 U.S. company to sell for in the 2013 Selling Power magazine’s annual rankings, and stands out as an employer of choice amongst our peers. All sales employees are provided training, tools and career development opportunities within their roles, and are encouraged to seek out career advancement and leadership development opportunities. SunGard was noted for our “relentless focus on building the most well-trained, supported and compensated sales organization in the industry.”

See more highlights of our accolades and awards on SunGard.com>>
Health and Wellness

SunGard is committed to providing employees with a positive work environment where independent, motivated people can develop their lives and careers. To support a better quality of life both at home and at work, SunGard offers dynamic benefits and programs that encourage employee health and wellness. This includes access to an online wellness and rewards program, employee assistance resources including emotional health and work life balance support, financial health coaching, and a tobacco cessation program.

Our online wellness and rewards program encourages employees to take action to improve their health by offering rewards for achieving wellness goals, participating in physical activities and increasing their education around healthy living. After signing up, employees receive a personalized health plan to help stay on track with exercise routines, quitting tobacco, losing weight or improving their nutrition. In addition, SunGard hosts annual wellness fairs at our offices that offer confidential on-site biometric screenings and flu shots.

While our programs support personal employee wellness, we also believe in cultivating a healthy workplace environment. Many employees participate in flexible work arrangements, and have the opportunity to telecommute. Outside the office, employees actively participate in office lead sports teams, corporate races and community activities, encouraging a healthy lifestyle and the opportunity to connect with colleagues.
Creating Supply Chain Standards

At SunGard, sustainability and corporate responsibility extends beyond our own operations, and includes the companies we work with as partners and suppliers. We continue to build our understanding of our suppliers environmental, social and governance (ESG) practices, so that we can better manage our performance, risk and global impact associated with their business. In 2013, we also saw an increasing amount of requests to share SunGard’s data with our own customers. We are committed to increasing our transparency around our supply chain performance, and communications with our suppliers around these topics.

Currently we apply a U.S. Supplier Code of Conduct, focused around the environmental performance of our suppliers. We have set the goal to apply our Supplier Code of Conduct globally by the end of 2014, and expand expectations to include human rights and social performance, health and safety and anti-corruption aspects.

In addition to encouraging these practices within our supply chain, we recognize the need to award business to diverse suppliers. We define diverse suppliers as businesses that are more than 50 percent owned and actively managed by a recognized minority and certified as minority-controlled by a certifying agency. In 2012, we implemented a system to track our business with diverse suppliers, and in 2013 increased our spend with diverse suppliers by eight percent.
At SunGard, effective corporate governance means a commitment to integrity above all, appropriate oversight, accountability and strong internal practices, policies and controls. The company is accountable to its employees, customers, stakeholders (including our private equity sponsors and bond holders), local governments, regulators and the communities in which it operates. Each employee, in turn, is accountable for his or her actions. We regularly communicate SunGard’s values and standards of conduct as a company, and our expectations for how we conduct ourselves are encapsulated in our core values and detailed in our Global Business Conduct and Compliance Program (GBCCP).

Global Business Conduct and Compliance Program

SunGard’s Board of Directors adopted a Global Business Conduct and Compliance Program (GBCCP) to provide employees with clear guidelines for conduct as a representative of the company. The GBCCP is a comprehensive, worldwide set of standards that applies to all employees, officers, directors and other representatives of the company without exception. All employees are asked to certify annually that they have reviewed and adhere to the GBCCP. Employees also participate in mandatory online compliance and business ethics training and education. Violation of the GBCCP by any party to which it applies may be grounds for disciplinary action, dismissal and/or the ending of a business relationship.

Anti-Corruption Practices

SunGard regularly conducts risk assessments that include an evaluation of the risk of corrupt practices across our business segments. We regularly update the criteria and methods used for these assessments and conduct targeted reviews to reflect current areas of perceived risk where warranted. SunGard requires that a risk based due diligence process be followed prior to engaging any third party agent, which includes mandating that the third party follow SunGard’s anti-corruption policies. In accordance with the GBCCP, if we detect possible corruption we will conduct a thorough investigation. We then mitigate any risks discovered through disciplinary action, training and any other remedial actions deemed appropriate to ensure that SunGard’s business practices are compliant with applicable anti-corruption laws and the company’s values.

Information Security

Information is integral to all SunGard products and services and is a critical asset of the company. SunGard is committed to ensuring the integrity, reliability, availability and confidentiality of its data and computer systems. To maintain this standard of excellence, SunGard considers information security to be of paramount importance and an essential cornerstone of its operations. Our security practices are based on the International Standards Organization 27001:5 standard, the most widely accepted information security standard. Our Information Security Steering Committee, Global Security and IT Risk department evaluate security vulnerabilities, maintain security-related policies and procedures, train personnel, monitor systems and design and implement technologies to mitigate information security risks.

Corporate Audit and Risk Management

SunGard’s 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. In addition, the department conducts an ongoing risk assessment for SunGard, 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, control and governance process, and all findings are communicated and shared with the appropriate level of management.
## CORPORATE CITIZENSHIP GOALS

### 2013 GOAL

<table>
<thead>
<tr>
<th>2013 GOAL</th>
<th>PROGRESS</th>
<th>FUTURE GOALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete full materiality assessment process by 2014</td>
<td>In process to complete materiality assessment process by 2014</td>
<td>Complete full materiality assessment process by 2014</td>
</tr>
<tr>
<td>Continue data assessment with SunGard’s Corporate Audit Team, and</td>
<td>Implemented recommendations from SunGard’s Corporate Audit team, elevating data quality</td>
<td>Continue data assessment with SunGard’s Corporate Audit Team</td>
</tr>
<tr>
<td>implement recommendations in 2013</td>
<td>In transition to GRI G4 guidelines in 2014</td>
<td>Transition report to GRI G4 guidelines for 2014 report</td>
</tr>
<tr>
<td>Continue reporting in alignment with the GRI Guidelines, transition report to GRI G4 guidelines for 2014 report</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evaluate sustainability targets and strategy with executive leaders</td>
<td>Establishing an executive sustainability sponsor to review program and provide feedback</td>
<td>Establish new sustainability targets in 2015</td>
</tr>
<tr>
<td></td>
<td>Continued participation in KKR’s Green Portfolio Program and TPG’s Sustainability Leadership Council</td>
<td></td>
</tr>
<tr>
<td>Continue implementing communications technology and operational best practices to minimize energy use and emissions</td>
<td>Instant messaging: Held 13.1 million peer-to-peer sessions</td>
<td>Continue supporting communications technology and operational best practices to minimize energy use and emissions</td>
</tr>
<tr>
<td></td>
<td>Video conferencing: Held 4.7 million minutes of video conferencing across three platforms</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Webinars: Held 52.7 million minutes of webinars</td>
<td></td>
</tr>
<tr>
<td>Achieve ENERGY STAR certification in the largest Financial Systems data center by 2014</td>
<td>Achieved ENERGY STAR certification at two largest Financial Systems data centers, surpassing 2014 target</td>
<td>Maintain ENERGY STAR certification, and engage additional data centers around energy efficiency best practices</td>
</tr>
<tr>
<td>Reduce energy use in our software and processing business offices 15 percent by 2015</td>
<td>Continued to reduce energy use in our software and processing business offices towards goal of 15 percent reduction by 2015</td>
<td>Establish new energy reduction targets in 2015</td>
</tr>
</tbody>
</table>
## 2013 GOAL

<table>
<thead>
<tr>
<th>2013 GOAL</th>
<th>PROGRESS</th>
<th>FUTURE GOALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Pursue expansion of electronic asset management program to Financial Systems by 2014</td>
<td>• Expansion of electronic asset management program to Financial Systems in progress.</td>
<td>• Complete expansion of electronic asset management program in early 2014</td>
</tr>
<tr>
<td>• Launch Employee Waste Management Guide and supporting resources</td>
<td>• Employee Waste Management Guide in progress</td>
<td>• Launch Employee Waste Management Guide</td>
</tr>
<tr>
<td>• Continue to expand Sustainability Action Network and supporting sustainability resources</td>
<td>• Grew Sustainability Action Network to 25 teams globally</td>
<td>• Grow Sustainability Council to include the global facility management leaders</td>
</tr>
<tr>
<td>• Establish annual employee Corporate Citizenship award by 2013</td>
<td>• Delayed launch of Corporate Citizenship award</td>
<td>• Develop Corporate Citizenship employee recognition initiative</td>
</tr>
<tr>
<td>• Conduct second all-employee survey in 2013</td>
<td>• Completed second all-employee survey in 2013</td>
<td>• Conduct third all-employee survey in 2014</td>
</tr>
<tr>
<td>• Expand Diversity &amp; Inclusion employee resource groups</td>
<td>• Introduced the SunGard Pride employee resource group, to support our LGBT community</td>
<td></td>
</tr>
<tr>
<td>• Establish a volunteer focused employee resource group</td>
<td>• Introduced the SunGard Volunteers employee resource group, to support community investment and volunteerism efforts</td>
<td></td>
</tr>
<tr>
<td>• Continue to measure the percentage of supplier dollars spent with diverse suppliers</td>
<td>• Increased the percentage of diverse supplier spend by eight percent</td>
<td>• Set goal to develop ESG indicators in our procurement process</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Set goal to develop Global Supplier Code of Conduct</td>
</tr>
</tbody>
</table>
ABOUT THIS REPORT

SunGard issues an annual Corporate Citizenship Report, to provide our customers, employees and various stakeholders transparency and updates around our environmental, social and governance (ESG) performance.

This is a Corporate Citizenship summary report intended to provide an overview of our environmental, social and governance programs and highlights over the past year. We will be transitioning to the GRI G4 reporting framework in 2014. All Sungard Availability Services data has been included in this report to show our comprehensive performance over the past year. Sungard Availability Services was split off from SunGard on March 31, 2014 and will not be included in future reports.

Our 2014 Corporate Citizenship Report following the GRI’s G4 framework will include our updated ESG goals and baseline, to reflect the split off.

A full list of our past reports can be found at SunGard.com.

Contact us at Elizabeth.Barthelmes@sungard.com.

Links to additional information:

› 2008 – 2012 Corporate Citizenship reports
› 2011 – 2014 Carbon Disclosure Project reports
› Sustainability Policy