We are pleased to release our fourth annual sustainability report, providing an update on the environmental, social and governance issues impacting our company, our customers and the communities in which we operate. Our focus on sustainability has allowed us to better understand the forces shaping our competitive environment and take proactive steps to capitalize on opportunities and mitigate risks in order to meet our business objectives.

In 2011, we invested in an energy management system to collect and consolidate energy data for SunGard facilities around the world, allowing us to develop a more comprehensive picture of our carbon footprint. For the first time, we set targets for our software and processing business offices to reduce energy consumption by 15 percent by 2015. Our ability to quantify performance and set sustainability targets is consistent with how we manage other aspects of our business.

With regards to our environmental performance in 2011, we continued to face the challenge of increasing energy usage and greenhouse gas (GHG) emissions related to growth in our business. One sign of progress, however, is that although we saw a rising trend in energy usage and emissions, we were able to slow the rate of growth. This change reflects, in part, our investments in technologies and best practices to maximize energy efficiency.

Furthermore, we saw positive results from energy efficiency efforts in our software and processing businesses. Our office in New York City achieved a 17 percent drop in energy usage, compared to 2010. We also achieved an eight percent reduction in GHG emissions in our Public Sector division, which we attribute to continued focus on efficiency in those facilities.

Last but not least, we are excited about the continued growth in employee interest in environmental stewardship initiatives and overall sustainability awareness. Our DO ONE THING initiative garnered over 3,000 pledges from employees around the world, and for the first time, employees embarked on an Energy Expedition at our K-12 Education headquarters office—finding new ways to save energy and money by teaming up to identify efficiency opportunities.

We have accomplished much over the past year, and I urge you to read about our many initiatives and programs in this report. As always, we invite your feedback on where we can improve and welcome the opportunity to learn from all our stakeholders.

Sincerely,

Russ Fradin

president and chief executive officer
SunGard®
2011 SUSTAINABILITY HIGHLIGHTS

› Increased virtualization efforts in the Financial Systems division, saving 1.5 million kWh of energy and $160,000 in energy costs and avoiding 1,100 metric tons of CO₂

› Reduced GHG emissions 8 percent from 2010 emissions in our Public Sector division

› Achieved a 17 percent drop in energy usage from 2010 in our Financial Systems office in New York City

› Consolidated approximately 110,000 square feet of office space in our software and processing businesses

› Increased use of web meetings from 60 million minutes to 75 million minutes

› Collected 230,000 pounds of obsolete SunGard equipment, including computers, servers and storage devices, for proper recycling and disposal

› Our DO ONE THING initiative received over 3,000 pledges from employees around the world

› Grew the Global Sustainability Council to include representatives from 8 countries and 10 US States across all SunGard businesses

Over the past three years, as measured through participation in KKR’s Green Portfolio Program, SunGard saved $12.1 million in avoided energy costs and achieved 87,000 metric tons of avoided CO₂ emissions
<table>
<thead>
<tr>
<th>2011 Goals</th>
<th>Highlights</th>
<th>2012 Goals</th>
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</thead>
<tbody>
<tr>
<td><strong>Transparency and Accountability</strong></td>
<td>› Completed stakeholder evaluation in preparation for the development of the 2011 Sustainability Report</td>
<td>› Complete full materiality analysis process</td>
</tr>
<tr>
<td>› Continue to improve the accuracy and relevance of sustainability reports and disclosures</td>
<td>› Implemented energy management system for improved data collection and increased data accuracy</td>
<td>› Continue reporting in alignment with the GRI Guidelines</td>
</tr>
<tr>
<td>› Improved data capture for air miles flown (Scope 3 GHG emissions)</td>
<td>› Applied Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines at the “B” Level</td>
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<tr>
<td>› Completed stakeholder evaluation in preparation for the development of the 2011 Sustainability Report</td>
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<td>› Implemented energy management system for improved data collection and increased data accuracy</td>
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<td>› Improved data capture for air miles flown (Scope 3 GHG emissions)</td>
<td>› Applied Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines at the “B” Level</td>
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<tr>
<td>› Applied Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines at the “B” Level</td>
<td></td>
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<tr>
<td><strong>Environment</strong></td>
<td>› Established quantitative targets for energy efficiency in software and processing offices</td>
<td>› Publish quantitative progress towards environmental performance targets</td>
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<td>› Improve accountability of SunGard business leaders regarding environmental risks and opportunities</td>
<td>› Global Sustainability Council grew to 45 members worldwide across all business divisions; representatives from eight countries and ten U.S. states</td>
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</tr>
<tr>
<td>› Global Sustainability Council grew to 45 members worldwide across all business divisions; representatives from eight countries and ten U.S. states</td>
<td>› Publish quantitative progress towards environmental performance targets</td>
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<tr>
<td><strong>Availability Services</strong></td>
<td>› Experienced a three percent increase in energy usage in Availability Services data centers in the United States from 2010 to 2011 resulting from regular business growth</td>
<td>› Continue implementing technology and operations best practices to minimize energy usage and emissions</td>
</tr>
<tr>
<td>› Experienced a three percent increase in energy usage in Availability Services data centers in the United States from 2010 to 2011 resulting from regular business growth</td>
<td>› Continue implementing technology and operations best practices to minimize energy usage and emissions</td>
<td></td>
</tr>
<tr>
<td><strong>Financial Systems</strong></td>
<td>› Virtualized 239 additional servers, bringing the total to over 1,300 virtualized servers, saving an additional 1.5 million kWh of energy, 1,100 metric tons of CO2 and $160,000 in energy costs</td>
<td>› Track Power Usage Effectiveness (PUE) at largest Financial Systems data centers</td>
</tr>
<tr>
<td>› Virtualized 239 additional servers, bringing the total to over 1,300 virtualized servers, saving an additional 1.5 million kWh of energy, 1,100 metric tons of CO2 and $160,000 in energy costs</td>
<td>› Achieve ENERGY STAR certification in the largest Financial Systems data center by 2014</td>
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<td>› Convened roundtable of Financial Systems data center managers to share best practices</td>
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### 2011 Goals Highlights 2012 Goals

#### Environment

<table>
<thead>
<tr>
<th>2011 Goals</th>
<th>Highlights</th>
<th>2012 Goals</th>
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<tbody>
<tr>
<td>› Reduce energy use and GHG emissions (Offices)</td>
<td>› Financial Systems office in New York City achieved a 17 percent drop in energy use</td>
<td>› Reduce energy use in our software and processing business offices 15 percent by 2015</td>
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<td></td>
<td>› Eight percent drop in GHG emissions in our Public Sector division</td>
<td>› Achieve LEED EB certification for Burlington, Massachusetts office</td>
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<td></td>
<td>› Consolidated approximately 110,000 square feet of office space in our software and processing businesses</td>
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<td></td>
<td>› SunGard’s K-12 Education headquarters in Bethlehem, Pennsylvania completed a pilot employee Energy Expedition</td>
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<tr>
<td>› Reduce energy use and GHG emissions (Business Travel)</td>
<td>› Emissions from employee travel increased by five percent. We believe the net increase is due to improved capture of travel data</td>
<td>› 10 percent reduction in air miles per employee by 2014</td>
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<td>› Enhanced travel booking tool to direct employees to alternatives to travel</td>
<td>› Develop and deploy a formal telecommuting program</td>
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<td>› Increased use of web meetings from 60 million minutes to 75 million minutes</td>
<td>› Install improved video conferencing facilities at the largest regional offices</td>
</tr>
<tr>
<td>› Promote environmental stewardship</td>
<td>› Collected over 230,000 lbs. of electronic waste for proper recycling and disposal</td>
<td>› Pursue materials conservation, reuse and recycling initiatives</td>
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<td>› Instituted Green Event Guidelines</td>
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<td>› Cultivate a culture in which employees understand, value and support SunGard’s commitment to sustainability</td>
<td>› Employee training: - Sustainability 101 - Leadership in Energy and Environmental Design (LEED)</td>
<td>› Launch global Sustainability Action Network to support local green teams</td>
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<td></td>
<td>› Do One Thing Pledge campaign</td>
<td>› Establish annual employee sustainability award</td>
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<td></td>
<td>› Continued growth of local green teams</td>
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<tr>
<td></td>
<td>› Energy Expedition at K-12 Education headquarters</td>
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### 2011 Sustainability Highlights

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<tr>
<th><strong>Employees</strong></th>
<th><strong>2011 Goals</strong></th>
<th><strong>Highlights</strong></th>
<th><strong>2012 Goals</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>› Support a culture within which people from all backgrounds can succeed</td>
<td>› The Diversity and Inclusion Council formed three working committees: Gender Diversity, Flexible Work Practices and Creating a Global Mindset to further promote employee engagement and inclusion</td>
<td>› Develop and conduct all-employee survey in FY12</td>
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<td>› Public Sector headquarters office in Lake Mary, Florida recognized with Alfred P. Sloan Award for Workplace Flexibility</td>
<td>› Create role for director of Employee Engagement and Global Diversity and Inclusion to lead diversity, inclusion and employee engagement programs</td>
</tr>
<tr>
<td><strong>Communities</strong></td>
<td>› Align <strong>pro bono</strong> work with SunGard’s specific technological skills and resources</td>
<td>› Provided support for Mifos, an open source information management platform for microfinance</td>
<td>› Establish a strategic community investment program aligned with SunGard’s business and technology expertise</td>
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<td></td>
<td>› Encourage and support employees in philanthropy and volunteerism efforts</td>
<td>› Donated funds to the American Red Cross for relief efforts related to the New Zealand and Japanese earthquake and tsunami</td>
<td>› Establish a formal SunGard volunteer program</td>
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<td>› See Reaching Out to Communities section of this report for additional examples of employee community engagements</td>
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<tr>
<td><strong>Supply Chain</strong></td>
<td>› Measure the percentage of supplier dollars spent with diverse suppliers</td>
<td>› Completed the initial measurement of diversity spend</td>
<td>› Increase spending with certified minority vendors</td>
</tr>
<tr>
<td></td>
<td>› Require suppliers with billings greater than $1 million to adhere to Supplier Code of Conduct</td>
<td>› Discontinued this practice because of lack of practical influence on suppliers’ actions</td>
<td>› Incorporate sustainability requirements into all requests for proposals over $1 million</td>
</tr>
</tbody>
</table>

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*Comparing Goals to Outcomes:* (Omitted for brevity, detailed in the report)
ABOUT SUNGARD

SunGard® is one of the world’s leading software and technology services companies. We provide software and processing solutions for financial services, education and the public sector. We also provide disaster recovery services, managed IT services, information availability consulting services and business continuity management software.

Through these services, we support mission-critical operations of financial institutions, businesses, local governments, public safety and justice agencies and educational institutions around the world. It is through our commitment to doing things the right way and doing them well that we have earned the continuing trust of our customers.

SunGard is a privately held company. In August 2005 it was acquired in a leveraged buy-out by a consortium of private equity investment funds associated with Bain Capital Partners; The Blackstone Group; Goldman, Sachs and Co.; Kohlberg Kravis Roberts and Co. (KKR); Providence Equity Partners; Silver Lake and TPG (formerly known as the Texas Pacific Group).

2011 Sales Distribution

For further information about SunGard’s business strategy and financial performance, please read the 2011 Form 10-K.

BY BUSINESS

- Availability Services: 32%
- Financial Systems: 63%
- Other(2): 5%

$4.5bn(1)

BY REGION

- Europe, Middle East, Africa: 27%
- Asia: 6%
- Americas: 67%

$4.5bn(1)

(1) Revenue for fiscal year ended December 31, 2011 was $4.499 billion. This figure does not include about $492 million in 2011 revenue from discounted operations, primarily from SunGard Higher Education, which was sold in January 2012.

(2) Includes Public Sector and K-12 Education

SUNGARD AT A GLANCE

SunGard is the largest privately held business software and services company

- More than 250 offices in 30 countries
- More than 17,000 employees
- Approximately 25,000 customers in more than 70 countries
- Approximately $4.5 billion in revenue
- Ranked 480 on the 2011 Fortune 500

SUNGARD CORE VALUES

- trusting our people
- taking pride in doing the right thing and doing it well
- making wise choices
- achieving value for our customers and stakeholders
SUNGARD BUSINESSES

Financial Systems

We take very seriously our mission to continually improve the software that underpins the world’s financial systems. The world’s leading financial services institutions rely on us.

› Provides mission-critical software and technology services to institutions in virtually every segment of the financial services industry. These solutions help drive our customers’ unique business strategies—whether that means increasing efficiency, improving customer service, complying with regulations or capturing growth opportunities through innovation.

› Serves approximately 15,000 clients in over 70 countries.

Availability Services

We help more than 9,000 organizations across North America and Europe ensure that their people and customers have uninterrupted access to the IT systems they need in order to do business.

› Offers a complete range of information availability solutions that include managed IT and professional and business continuity services. SunGard also provides technology and systems management services for application and data center outsourcing, as well as business continuity consulting services and planning software.

› Has five million square feet of data center and operations space.

NA=North America
Public Sector and K-12 Education

We provide solutions to meet the specialized needs of local, state and federal governments; public safety and justice agencies; public and private schools, utilities, nonprofits and other public sector institutions.

› More than 120 million citizens in North America live in municipalities that rely on SunGard's products and services.
› More than eight million K-12 education students are supported by SunGard’s software solutions.

Learn more about Our Businesses.

Business Changes in 2011

In 2011, SunGard sold its Higher Education business. Because the sale of the Higher Education business unit was not finalized until January of 2012, full-year information for the business unit has been included in this report. The Company still retains its K-12 Education business.

SunGard also acquired six businesses in 2011. The acquisitions were small and mostly software related. Consequently, they did not have a significant impact on SunGard’s sustainability performance. We have nonetheless included these newly acquired businesses within the scope of this report.

Please visit our website for more information about SunGard’s 2011 acquisitions.
MANAGING FOR SUSTAINABILITY

By effectively managing our sustainability 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. We seek to align our environmental, social and governance initiatives with strategic priorities, such as our emphasis on lean operation and creating a great employee experience.

Over the past few years, we’ve identified aspects of our operations that pose particular risks from an environmental perspective. Foremost among these risks are energy use and carbon emissions related to data centers in our Availability Services business. Our energy needs and carbon footprint dictate to some degree our exposure to energy prices and potential carbon regulations. Higher insurance premiums and physical vulnerability to extreme weather events associated with global climate change present additional risks.

We also know that we need to cultivate a talented, motivated and engaged workforce across all business divisions in order to grow globally and continue to deliver innovative solutions to our customers. We strive to make sustainability relevant to every employee, in order to create stronger personal connections to the work that we do and to build a foundation for long-term thinking and innovation.

Above all, we seek to be transparent and accountable. We made good progress in 2011 in centralizing operational responsibilities and improving data gathering. Although we still have work to do with regard to consolidating information across our company, we are implementing systems that will enable us to better measure, track and report on our environmental and social performance.

We communicate our progress with the publication of external sustainability reports based on the GRI Guidelines. We also publish internal newsletters to all employees and post updates on SunGard’s intranet and Internet sites to inform SunGard employees and other stakeholders about current efforts.
Establishing Formal Management Structures

In 2011, we instituted a more formal governance and management structure for SunGard’s sustainability efforts. Sustainability and Corporate Citizenship now sit within the human resources function, reporting to our vice president of Corporate and Internal Communications. We also have a Global Sustainability Council which includes volunteer members from across the company. The Council spearheads many of the company’s environmental initiatives. In the past year, the Global Sustainability Council became yet more inclusive with the addition of a dedicated sustainability contact for the EMEA (Europe, Middle East and Africa) region and additional members representing India and the Asia Pacific region.

The Sustainability and Corporate Citizenship team regularly communicates SunGard’s progress on sustainability issues to the executive team. It also engages with the company’s private equity investors’ sustainability program managers, who provide oversight and guidance on key issues. The executive team updates the board of directors annually and responds to any requests made by board members representing private equity investors to establish specific sustainability targets and supporting initiatives.

Policies and Commitments

We have established policies to ensure that all employees are aware of SunGard’s expectations and requirements for responsible operation. Our Global Business Conduct and Compliance Program provides an overarching framework for day-to-day decision-making and is supported by other policies, including:

› Sustainability Policy
› Privacy Policy
› Guide to Combatting Bribery and Corruption
› Global Diversity and Inclusion Statement
› Information Security Policy
› Facilities operations guidance

We also have policies and marketing guidelines on issues including privacy, zero spamming, truth in advertising and protecting client information and data.
The Sustainability and Corporate Citizenship team manages the day-to-day development and implementation of SunGard’s sustainability strategy. It regularly interfaces and collaborates with leaders from across the company, including the chief compliance officer and vice presidents and directors of procurement, travel, real estate and information technology.

The team also helps lead the initiatives instituted by SunGard’s Diversity and Inclusion Council to engage with and empower employees and foster a culture of global awareness and understanding.

SunGard’s Global Sustainability Council promotes sustainability internally. The Council is composed of approximately 45 members worldwide from across all business divisions; it includes representatives from eight countries and ten U.S. states. It meets monthly to share insights, establish priorities and organize awareness and training events.

In 2012, SunGard will launch a Sustainability Action Network to further engage employees in implementing local sustainability initiatives.
Understanding our Stakeholders’ Concerns

As part of the development of this report, we conducted a stakeholder evaluation to gain a clearer perspective on the environmental, social, governance and economic issues of highest importance to our stakeholders.

We first established a broad universe of issues relevant to SunGard and its sustainability performance. We then analyzed multiple sources of stakeholder input in order to arrive at a prioritized list of key issues. The stakeholder sources we used included customer RFPs and other information requests, employee feedback, trade association priorities, peer reports, ratings and rankings criteria and requirements related to global disclosure standards such as the Global Reporting Initiative (GRI) Guidelines.

We used the results of the evaluation to focus this report on the issues that are most material to our stakeholders. We will also keep these priorities in mind as we continue to develop goals and implement programs to promote sustainable operations at SunGard.

We were not surprised at the prominence of climate change and energy as issues our stakeholders care deeply about. Energy use and related carbon emissions are our most significant environmental impacts. We continue to focus on reducing energy use and investing in efficiency upgrades. We also work hard to manage our non-energy related environmental impacts, including recycling materials and properly disposing of electronic equipment at the end of its useful life. (Read more in the Environmental Performance section of this report)

Among other highly-ranked issues, employee satisfaction and engagement are critical for our ability to generate value for our customers and investors. We have renewed our emphasis on the employee experience at SunGard and are implementing stronger data tracking systems to ensure that we can clearly identify areas of opportunity and risk in managing our work environment and culture.

Similarly, we are identifying ways in which to better engage with our suppliers to ensure that vendors adhere to our expectations for sustainable operations. (Read more about employee and supply chain efforts in the Social Performance section of this report)

Engaging with Stakeholders

We interact with our stakeholders on multiple levels every single day. Some of these interactions are more formal than others, but all are important to our ability to identify issues and trends and respond in a timely and effective manner.

We do not track engagement by type or frequency for every stakeholder group. Some meetings are conducted on a set schedule, e.g., the Global Sustainability Council meets monthly; others occur as needed based on the organization or type of stakeholder.
<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Engagement</th>
<th>Strategic Relevance of Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Private Equity Sponsors</strong></td>
<td>Participation in TPG Capital’s Sustainability Leadership Council</td>
<td>We are owned by a consortium of private equity investors. We engage in frequent communication with our owners to ensure that the Company’s business strategy, goals and objectives are aligned with their expectations. We also participate in specific operational sustainability programs that are managed by some of our private equity investors.</td>
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<td></td>
<td>Participation in KKR’s Green Portfolio Program</td>
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<td>Regulatory filings, annual and quarterly reports</td>
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<td>Annual meetings, board interactions</td>
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<tr>
<td><strong>Customers</strong></td>
<td>Requests for Information</td>
<td>By maintaining open lines of communication with our customers, we can identify and address areas of weak performance, deliver innovations to meet customer preferences and better understand and anticipate changing market conditions.</td>
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<td></td>
<td>Conversations during the sales process</td>
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<td></td>
<td>Ongoing discussions through support service and account management</td>
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<tr>
<td></td>
<td>Collaborations to develop new products and services</td>
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<tr>
<td><strong>Employees</strong></td>
<td>Information provided to newly-hired employees, performance evaluations, professional development and training</td>
<td>Our continuous, two-way communication with employees ensures that we effectively set out expectations for performance, understand and respond to concerns and maintain a working environment that is inclusive, professional and productive.</td>
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<td>Quarterly internal newsletters</td>
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<td>SunGard Sustainability Council</td>
<td>In 2012, we will be rolling out a new way for employees to become even more involved in promoting sustainability at SunGard through the launch of our Sustainability Action Network.</td>
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<td>Emails; announcements; “SunGard Sustainability Works” intranet; and sustainability groups on our internal social media platform</td>
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<td>Events, including Wellness Fairs, the DO ONE THING campaign and Earth Month</td>
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<td>Energy-efficiency contests</td>
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<td>Sustainability training</td>
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<tr>
<td><strong>Communities</strong></td>
<td><strong>Pro bono and philanthropic projects</strong></td>
<td>We seek to be a responsible corporate citizen in the communities in which we operate. We build stronger ties with communities by encouraging employees to volunteer their time, skills and talents.</td>
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<td></td>
<td>Volunteer work</td>
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<tr>
<td>Stakeholder</td>
<td>Engagement</td>
<td>Strategic Relevance of Engagement</td>
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<tr>
<td><strong>Industry and Trade Associations</strong></td>
<td>Participation in trade associations and industry groups including:</td>
<td>We continued our membership in several industry groups and our work with non-governmental organizations in order to share knowledge and best practices on sustainability issues. By participating with these organizations, we benefit from the opportunity to work jointly on issues and gain new technical expertise and operational knowledge.</td>
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<tr>
<td></td>
<td>› Corporate Eco Forum</td>
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<td>› Environmental Defense Fund Climate Corps Fellowship</td>
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<td>› The Green Grid</td>
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<td>› Boston College Center for Corporate Citizenship</td>
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<td>› GreenBiz Executive Network</td>
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<tr>
<td><strong>Suppliers</strong></td>
<td>› Continuing dialogue through sales and procurement processes</td>
<td>Our stakeholders care not only about the impacts of SunGard’s own operations but also the sustainability of our overall supply chain. We are working to ensure responsible sourcing through conversations with our vendors and are seeking to embed sustainability requirements in our RFP process.</td>
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<tr>
<td></td>
<td>› Supplier diversity tracking program</td>
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SERVING OUR CUSTOMERS

SunGard products and services help our customers meet their commitments. They enable organizations to report to internal and external stakeholders, comply with laws and regulations, operate more efficiently and leverage networks for growth.

We continually seek out ways to provide more relevant and innovative solutions to our customers. We use a product management methodology to identify areas of high customer interest and develop solutions that best meet their needs.

SunGard Financial Systems Solutions Increase Transparency, Reduce Risk

SunGard’s flexible software solutions enable customers to better utilize environmental, social and corporate governance (ESG) data, effectively manage trading in energy commodities and futures and implement energy efficiency projects, including smart grid strategies, among others. Examples include:

› MarketMap - In 2011, ESG data was added to SunGard’s MarketMap global market data terminals. The information is based on daily screenings of media sources and an analysis that quantifies the data and assigns each company a global and reputational risk score. Using this tool, investors are able to compare companies’ sustainability performance and identify those poised to capitalize on attractive positioning as well as those facing greater ESG risks.

› Aligne and Kiodex - We have also developed products to help clients track, manage and hedge against future emissions regulations and volatile commodity prices. Our emissions trading and management module, Aligne, was originally developed for the EU trading scheme. It now supports all trading schemes and provides carbon futures tracking. Similarly, Kiodex, which currently provides airline emissions futures and commodity risk management for corporations, banks and hedge funds, is now being further developed to help airlines comply with emissions regulations.

› Smart Grid Strategies: One of the largest electric power companies in the United States, serving millions of consumers in numerous states, came to us after it won a Department of Energy (DOE) stimulus grant for the development of a smart grid program. SunGard researched each state’s regulatory landscape, then created state-specific stakeholder engagement plans based on local regulations, market needs and available resources.

› Smart Grid Implementation: SunGard helped a large utility meet a Public Utility Commission-mandated schedule for delivering data and messaging connectivity to a smart meter portal. We provided assistance on integrating new equipment and software into existing systems. We also supported the development and installation of the IT infrastructure needed to communicate, process and store data.
SunGard Availability Services’ IT Solutions Provide Data Storage, Reduced Environmental Impact

SunGard’s IT solutions provide clients with improved data storage reliability and flexibility while reducing related energy usage, costs and greenhouse gas emissions

- SunGard provides managed hosting, software and infrastructure as a service
- We also help clients manage the IT and data centers they operate themselves through consulting services regarding Green IT, data center infrastructure management and storage optimization

What’s the cost of your company’s paper billing footprint?

Sungard’s Electronic Payment Solution Saves Time, Money and Trees

By eliminating paper checks, envelopes and mailing, SunGard’s AvantGard PayNetExchange saves companies money while helping them meet their waste and energy reduction goals. It also decreases the amount of time needed to process payments and prepare for audits.
Focusing on 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.

SunGard internal information security practices are based on the International Standards Organization 27001:5 standard, the most widely accepted information security standard. SunGard’s senior management has mandated that information security be carried out as an ongoing operational function, with oversight by an Information Security Steering Committee and consisting of senior Corporate Officer representatives from our Legal, Finance, Compliance, Operations, HR and Information Security departments. Day to day technical and operational responsibilities are carried out by our Global Security and IT Risk department. This department consists of information security professionals located across each segment of our business in the Americas, Europe, India and Asia. They evaluate security vulnerabilities, maintain security-related policies and procedures, train personnel, monitor systems and design and implement technologies to mitigate information security risks.

Specific responsibilities include:

› Developing security policies, standards and procedures and other elements of an infrastructure to support information security.

› Applying information security and risk requirements emanating from external bodies, such as government agencies and standards setting groups.

› Developing, presenting and managing the dissemination of information security awareness and training materials.

› Investigating alleged information security breaches and if necessary, assisting with disciplinary and legal matters to support information security.

› Coordinating monitoring information security activities throughout the organization, including the preparation of periodic status and progress reports.

› Providing consulting assistance on implementation of information security controls (e.g. encryption system deployment, secure telecommunications and secure application system development procedures).

› Architecting control measures and independent security assessments to improve information security (including evaluating and selecting products and services).

› Serving as liaison between the various groups dealing with information security matters (e.g. with the legal, audit and compliance departments).

› Representing the organization on information risk matters to external groups.
ENvironMental PeRforManCe

Measuring Performance, Managing Risk

SunGard’s most significant environmental impacts are energy use and GHG emissions related to the Company’s data centers and offices. In order to develop effective strategies and programs to minimize these impacts, we need to be able to accurately measure and track energy use and emissions across our global operations.

In 2011, SunGard implemented an energy management system to consolidate data from facilities around the world. We used the implementation process as an opportunity to raise awareness of the importance of precisely tracking energy use and understanding exactly where our carbon emissions originate.

We know that data centers in our Availability Services division account for approximately 85 percent of SunGard’s energy use and GHG emissions. Accordingly, one of our goals is to continue to increase the efficiency of these data centers and apply best practices in infrastructure and operations where feasible. Given the nature of the managed services and colocation businesses, this represents our greatest sustainability challenge.

As part of our commitment to transparency around energy use and GHG emissions, SunGard has reported to the Carbon Disclosure Project since 2009. Our latest response is available at the Carbon Disclosure Project website.

With greater precision in measurement comes a greater ability to manage risk. For example, SunGard is subject to local and national laws, policies and regulations related to mitigating carbon emissions and other environmental impacts. In the UK, SunGard’s exposure to the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme means that if we use more than a certain amount of electricity, we will need to pay for related emissions.

Another example is the UK Climate Change Levy (CCL)—a charge on energy usage for business and the public sector that was introduced to encourage energy efficiency. Climate Change Agreements (CCAs) under the CCL allow energy intensive organizations a discount on the levy if they achieve energy efficiency targets. In order to manage our risk exposure, we are exploring opting into an alternative CCA with our industry peers, via an industry body that will lobby the UK Government.

In addition to our emphasis on reducing energy use and GHG emissions, we continue to work with our private equity sponsors, including TPG and KKR, to implement best practices and owner-specified sustainability programs. For example, we have participated in KKR’s Green Portfolio Program for the past three years; our results include savings of $12.1 million in avoided energy costs and 87,000 metric tons of avoided CO2 emissions.

For more information about SunGard’s participation in KKR’s Green Portfolio Program, please visit: http://green.kkr.com/results/sungard.

Challenges to Energy and GHG Reduction in Availability Services

The majority of our energy and climate impacts are linked to data centers in our Availability Services business. Although SunGard implements energy efficiency practices in our data centers, some impacts are not under our direct control. For example, as part of our Managed Services solution, we host customer equipment at our data centers, thus assuming the energy and emissions footprints of the equipment. In most cases, this equipment is not under our direct control, and we therefore are not able to dictate its level of efficiency. Growth in our business directly translates to additional customer equipment that consumes more energy.

Another complicating factor in determining the appropriate level of investment in energy efficiency efforts and facility and equipment upgrades is that SunGard has publicly expressed its intent to spin off the Availability Services business at some point in the natural course of private equity investment in SunGard. The uncertainty surrounding the sale of the business affects decisions relating to the time horizon of investments and anticipated return.

Despite these challenges, we can work towards improving the infrastructure that supports the IT equipment, including cooling and lighting efficiency. We continue to explore new technology and best practices to improve data center efficiency.
Performance Summary: Energy and GHG Emissions

In 2011, SunGard’s total Scope 2 CO\(_2\)e emissions (emissions related to purchased electricity) and the amount of energy used from continuing operations both increased by 2.4 percent. Scope 2 CO\(_2\)e emissions related to SunGard’s Availability Services data centers increased 2.1 percent, with a three percent increase in total energy use as measured in kWh.

Despite overall increases over the past year, the pace of emissions and energy use has slowed. This trending points to the opportunity to reverse growing GHG emissions and reduce SunGard’s impact in future years.

Over the past year, our systems for measuring and tracking the company’s carbon footprint have improved. Specifically, we have corrected an error in emissions calculation that resulted in an overstatement of 2010 emissions by approximately 20,000 tons. The figures cited in the tables reflect the correct, restated emissions.

From this point forward, we will be using 2010 emissions data as our baseline for energy and GHG emissions reduction goals. This approach will provide a higher degree of accuracy, reliability and completeness than using data gathered in previous years.

<table>
<thead>
<tr>
<th>Tons of Scope 2 CO(_2)e Emissions</th>
<th>Availability Services (primarily data center space)</th>
<th>Financial Systems, Higher Education, Public Sector, K-12 Education, Corporate (primarily office space)</th>
<th>Total Company-Wide Emissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absolute emissions</td>
<td>469,223</td>
<td>76,371</td>
<td>545,594</td>
</tr>
<tr>
<td>Emissions encompass all direct and indirect energy consumption-related emissions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emissions per employee</td>
<td>150.2</td>
<td>4.4</td>
<td>26.9</td>
</tr>
<tr>
<td>Emissions per revenue dollars (millions)</td>
<td>321.2</td>
<td>25.1</td>
<td>121.3</td>
</tr>
</tbody>
</table>

*Public sector figures for 2011 reflect a decrease partially due to the sale of the Public Sector UK business in December 2010. The eight percent reduction in GHG emissions is independent of the sale.
Performance Summary: Energy and GHG Emissions

Travel-based Scope 3 GHG emissions for 2011 were 23,737 mtons of CO₂e, or approximately 1.17 tons/employee. In 2011, we improved our ability to capture the total amount of miles flown. This improvement in data measurement has resulted in a year-over-year increase of approximately five percent in air travel-related emissions. Despite the overall increase, we saw a steady movement away from short-haul to more-efficient long-haul flights, resulting in a downward trend of GHG emissions per mile traveled.
FOCUS ON EMPLOYEE ENGAGEMENT

Turning Passion into Action

SunGard employees care deeply about SunGard’s commitment to environmental stewardship. We therefore afford them the opportunity to both learn about and participate directly in the Company’s sustainability efforts through:

› A Global Sustainability Council
› Intranet with tools and resources and a quarterly newsletter
› Conversations through internal social media
› Local green teams
› Employee Energy Expeditions
› Earth Month and other local events
› Web-based and classroom sustainability training

In 2012, we will launch a Sustainability Action Network as a way to formalize efforts currently undertaken by local green teams and provide additional ways for employees to get involved.

Our employees’ top two sustainability concerns align with SunGard’s priority impacts: climate change and energy use. Over the course of the past year, SunGard has specifically focused on providing employees with opportunities to engage on these issues. For example, SunGard participated in its third year with the Environmental Defense Fund Climate Corps fellowship, developing an employee program aimed at enhancing energy efficiency in Company offices. As part of this program, a team of employee volunteers embarked on an “Energy Expedition” to identify energy saving opportunities in their office.

SunGard also launched an Employee Solar Program in the United States and several countries in Europe. Through the program, employees can learn more about choosing a solar power system for their homes, obtain a free home assessment and receive a home solar discount or rebate.

We take advantage of existing Company events to further educate our employees on sustainability issues. For example, the sustainability team hosted an information table at our largest employee event of the year. We relaunched the sustainability portal on the Company’s intranet with expanded features and resources. We also provided Sustainability 101 training live at Earth Day events in New York; Wayne, Pennsylvania; and at the SunGard Public Sector Employee Conference in Lake Mary, Florida. Employees not present at these events were encouraged to download the recorded training from our Intranet.

In 2011, more than 3,000 SunGard employees from 150 locations pledged to take one sustainability or wellness action as part of the Do One Thing challenge. View the video at: Do One Thing

EMPLOYEES USE SOCIAL MEDIA TO DEBATE SUSTAINABILITY ISSUES

SunGard employees are encouraged to participate in internal online discussions of sustainability issues and ideas. Our social media channel hosted numerous conversations in 2011, ranging from employees volunteering information on their DO ONE THING pledge, to impassioned debates on the merits of carbon offsets. We will continue to use internal social media to drive awareness and create connectedness around sustainability at SunGard.
Energy Expedition Delivers Savings

Energy Expeditions allow SunGard employee volunteers to help improve operational efficiency, reduce costs and minimize environmental impacts. Expeditions are month-long investigations of key energy uses in an office, including heating and cooling systems, lighting, office equipment operation and employee behavior. The resulting report identifies the net energy and cost savings of potential energy projects, along with recommendations for next steps.

SunGard’s K-12 Education headquarters in Bethlehem, Pennsylvania was the first to complete an Energy Expedition. A team of 16 passionate employees dug into the energy use at their office over the month of October 2011, uncovering 15 recommendations that can provide direct energy and cost savings. Of the projects recommended, five were identified for immediate implementation, including power-save settings on computers and monitors, energy-saving devices on vending machines, “de-lamping” and replacing inefficient lights. The team also made recommendations for bigger and longer-term changes, such as moving to a managed print services solution, which could result in savings in both paper and energy use.

View the Energy Expedition video.

Canary Wharf Team Spurs Action

The annual two-day Citi Environmental Expo at Canary Wharf in London, England hosted over 1,000 of the Citigroup Centre’s tenants, local authority representatives and environmental sponsors. Participants presented environmentally related information, educational campaigns and materials on sustainability in an effort to raise awareness and exchange ideas. SunGard’s Canary Wharf Sustainability Team drew almost 300 SunGard employees alone to their booth, which highlighted current sustainability projects and ways to act more sustainably.

Through this event, the Sustainability Team was successful in increasing the visibility of energy-saving initiatives and office recycling programs. SunGard also partnered with local firms to offer employees free home solar consultations and discounts and information on Cyclescheme, the UK tax-free bike purchase program. In a follow-up survey, almost 85 percent of employees who attended the Expo agreed they had a better understanding of how to reduce their environmental impact in the office.
SunGard Employees Complete Green Building Training

In 2011, SunGard offered two rounds of a Leadership in Energy and Environmental Design (LEED) Green Associate course to facility managers and employees. This green building training program develops an understanding of how to operate energy and resource efficient offices, improve indoor environmental quality and implement sustainability best practices. Five employees have achieved LEED Green Associate credentials, including facility managers at three of the largest offices and data centers in the Financial Systems division.

SunGard India Demonstrates Environmental Stewardship on Earth Day

SunGard employees in Pune and Bangalore, India enthusiastically showed their support for the environment through various activities on both World Environment Day and Earth Day 2011. These events included the 12 Kilometer Annual Pune Pedal Power Cycle Rally and the 10-Kilometer Marathon Challenge in Bangalore. Employees also organized the second annual Tree For All program, bringing together employees and their families to revisit seedlings planted in November 2010 and plant still more trees in the same area. This unique ongoing program is conducted in collaboration with local nonprofit organizations Green Hills Group in Pune and I Own a Tree in Bangalore.

Both locations also launched the Vehicle Pooling 2.0 program in 2011. The positive response to basic car-pooling services introduced in 2010 prompted the launch of the improved initiative. This program, accessible on the intranet, matches employees with similar car-pooling needs and offers new incentives and benefits to encourage car and motorcycle sharing. More than 100 employees have adopted vehicle-pooling to date, with the number expected to rise even higher in the future.
ADDRESSING OUR ENERGY AND CLIMATE IMPACTS

SunGard continues to pursue three primary strategies to reduce its energy use and related GHG emissions:

<table>
<thead>
<tr>
<th>1. Improve operational efficiency in data centers</th>
<th>2. Reduce energy waste in offices</th>
<th>3. Decrease business travel impacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>SunGard has approximately five million square feet of data centers</td>
<td>SunGard has about three million square feet of office space</td>
<td>SunGard employees traveled 128 million air miles in 2011</td>
</tr>
<tr>
<td>› Consolidate data centers to the extent feasible</td>
<td>› Consolidate office space</td>
<td>› Use online collaboration tools and video conferencing to replace in-person meetings</td>
</tr>
<tr>
<td>› Use virtualization to minimize the number of physical servers (virtualization software enables multiple “servers” to use just one physical piece of hardware)</td>
<td>› Encourage employee Energy Expeditions to identify opportunities for efficiency</td>
<td>› Enhance travel tools to encourage alternatives to travel</td>
</tr>
<tr>
<td>› Use optimal hardware and software configurations to maximize energy efficiency</td>
<td>› Install energy-saving lighting equipment such as high-efficiency lamps, motion sensors and timers</td>
<td>› Preferentially select environmentally responsible airlines and car rental companies</td>
</tr>
<tr>
<td>› Re-commission data center equipment and HVAC systems for greater efficiency</td>
<td>› Implement policies and encourage employees to turn off lighting and electronic devices during periods of non-use</td>
<td>› Establish a formal telecommuting program to reduce the impact of daily commutes</td>
</tr>
<tr>
<td></td>
<td>› Utilize “green leasing” guidelines in real estate activities</td>
<td>› When feasible, site new facilities near mass transit</td>
</tr>
</tbody>
</table>
**IMPROVE OPERATIONAL EFFICIENCY IN DATA CENTERS**

**Measuring and Managing Energy Efficiency**

We continue to explore opportunities to improve the energy efficiency of our data centers. One metric that we use is Power Usage Effectiveness (PUE), a ratio of a data center’s total energy use as compared to the energy used just for IT equipment. The theoretical best PUE is 1.0; currently, the average PUE of our Financial Systems data centers is estimated at 1.75.

We assess the feasibility of any given practice or technology based on total overall value including projected return on investment, energy savings potential and alignment with SunGard’s overall strategic direction. For example, we beta-tested cold aisle containment at a large data center in Philadelphia, Pennsylvania. We determined through a cost analysis, however, that this solution is not cost-effective in facilities already outfitted with optimal air return configurations. We also installed eco-chillers (equipment that takes advantage of natural outdoor conditions for cooling) in our Philadelphia, Pennsylvania data center and will be evaluating performance data in 2012 to determine if retrofitting other buildings is warranted. In another project, we replaced two large HVAC units in our largest Financial Systems data center in late 2011 with more efficient units. Additional investments are detailed below.

**Server Virtualization in Financial Systems**

The Financial Systems data center virtualization project began in 2009 in order to save equipment, space, energy and money. In 2011, we completed the final phases of the project, enabling the Financial Systems business to consolidate 25 data centers into just five.

<table>
<thead>
<tr>
<th>2011</th>
<th>Total Since 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of virtual servers</strong></td>
<td>239</td>
</tr>
<tr>
<td><strong>Annual energy savings</strong>&lt;br&gt;(server use + air conditioning)</td>
<td>1,580,044 kWh</td>
</tr>
<tr>
<td><strong>Annual cost savings</strong>&lt;br&gt;(physical hardware + energy costs)</td>
<td>$970,604</td>
</tr>
<tr>
<td><strong>Annual CO₂ emissions avoided</strong></td>
<td>1,135 metrics tons</td>
</tr>
</tbody>
</table>

**NEW FACILITIES OFFER OPPORTUNITIES TO IMPLEMENT GREEN IT**

We expanded the Availability Services Philadelphia, Pennsylvania data center to accommodate the growing demand for SunGard’s portfolio of cloud computing, colocation and managed IT services. The data center features many green IT capabilities including two 500-ton eco-chillers for free cooling in the winter months, hot aisle containment via a chimney cabinet solution, central humidification system for improved efficiency over traditional HVAC humidification, zone motion sensors for lighting and nitrogen oxide reduction for the backup generators.

We closely monitor energy usage in the data center to help identify inefficiencies and gauge the effectiveness of sustainability efforts.

**VARIABLE FREQUENCY DRIVES: A RECIPE FOR EFFICIENCY**

The data center at SunGard’s former Higher Education* headquarters office in Malvern, Pennsylvania was upgraded with variable frequency drives (VFDs) to reduce energy use and save an estimated $21,000 annually.

Variable frequency drives work by changing the frequency of the power supplied to an electric motor, causing the motor to speed up and slow down depending on system demand. Three different Variable-Air-Velocity (VAV) air handlers, added during the building’s recent roof renovation, will feed information to a sensor that regulates the speed of the fans. This feedback system allows the VAV air handlers to deliver the proper amount of air to cool servers in the data center.

*SunGard’s Higher Education Business was sold in January 2012
REDUCE ENERGY WASTE IN OFFICES

Managing our Building Portfolio

SunGard operates more than three million square feet of office space worldwide. Our energy use at these facilities has a significant impact with regard to our operating expenses and our environmental footprint. By creating high-performing facilities, we can save money, reduce our impact and provide more comfortable and productive workplaces for SunGard employees.

SunGard’s Energy Efficiency Handbook, internal Green Leasing Guidance and Green Retrofit Guidance provide detailed recommendations to help SunGard facility managers and employees improve the company’s environmental performance through facilities management and daily office operations. We also seek to maximize our space utilization, and in 2011, consolidated 110,000 square feet of office space across our software and processing businesses (i.e., exclusive of Availability Services).

One long-term goal is for facilities to achieve the equivalent of LEED silver rating or higher. Our office in Burlington, Massachusetts is pursuing LEED EB (existing building) certification and will be:

- Conducting an employee survey to determine commuting patterns and indoor environmental quality issues
- Improving the building’s recycling program and adding a composting component to handle biodegradable waste
- Evaluating the possibility of switching to LED lighting throughout the building

Since we occupy primarily leased space, we seek to partner with the management companies and owners of the buildings in which we lease offices to pursue efficiency opportunities and other improvements. In 2012, we will partner with Liberty Property Trust and PECO Energy in their “Smart Future Greater Philadelphia” project. Partially funded by the United States Department of Energy’s Smart Grid Investment Grant, this project will examine the use of smart meters in commercial office buildings in order to reduce peak energy load. A SunGard headquarters building in Wayne, Pennsylvania will be one of the first to benefit from the installation of advanced building system technology to optimize energy efficiency, enhance the comfort of our employees and save money on operating expenses.
DECREASE IMPACTS OF BUSINESS TRAVEL

Reducing Travel, Reducing our Footprint

Employee business travel comprises a small percentage of our total GHG emissions. Nonetheless, we continually look for ways to ensure effective communication and collaboration while minimizing environmental impacts. We have invested in a suite of tools, including technology for online meetings, desktop sharing, web conferencing and video conferencing to enable employees to connect with each other, customers and business partners without the need for travel. We also plan to establish a more formal telecommuting program in 2012 to allow employees the flexibility to work from remote locations rather than at SunGard offices. The program will encompass a telecommuting policy, guidance for managers and employees and an online community to support telecommuters.

Use of collaboration technology 2011

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video Conferencing</td>
<td></td>
</tr>
<tr>
<td>Events</td>
<td>1,780</td>
</tr>
<tr>
<td>Participants</td>
<td>4,070</td>
</tr>
<tr>
<td>Participant hours</td>
<td>2,676</td>
</tr>
</tbody>
</table>

Web Meetings 2011 2010 2009

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total minutes (all participants)</td>
<td>75,014,120</td>
<td>60,876,666</td>
<td>49,224,771</td>
</tr>
</tbody>
</table>

NEW TRAVEL BOOKING SITE OFFERS TRAVEL ALTERNATIVES

To help support our sustainability goals, SunGard has implemented enhancements to a new travel booking system to encourage travel alternatives including web meetings, unified communications and video conferencing, directly from the bookings portal. Video conferencing provides high quality alternatives to conference calls and travel, reducing both our costs and emissions from air travel. If travel is planned between two offices with video conferencing facilities, the booking system will provide an alert that video conferencing is available, with a link for scheduling a session.

As an additional feature, the booking system also displays the carbon emissions of potential flight routes. A flight’s carbon emissions are generally based upon the length of the flight, model of the plane(s), loading factors, operation factors and flight class.
SunGard’s Global Environmental Stewardship

At SunGard, environmental stewardship doesn’t end with energy and climate initiatives. We are mindful of our other impacts, including paper and materials use, reuse, recycling and disposal; water conservation; and the proper decommissioning, recycling or disposal of electronic waste.

Below are just a few of the initiatives that local offices around the world have implemented to enhance the sustainability of our operations.

› In 2011, SunGard’s 595 E. Swedesford Road facility transitioned to single stream recycling, and the management company eliminated plastic liners in trash receptacles at workstations and desks.

› SunGard has introduced Green Event Guidelines to provide guidance for SunGard event teams in selecting environmentally preferable venues and implementing sustainable practices. The guidelines address six key areas: general environmental performance, energy and water, food and beverage, waste and recycling, transportation and fleet and toxins.

› SunGard Switzerland offices in Zurich, Geneva and Winterthur are moving to the use of recycled paper.

› As part of our Oxford, England office relocation, furniture was diverted from the local landfill and re-used at other SunGard offices, saving disposal costs and reducing office waste.

› In Bethlehem, Pennsylvania, employees elected to install Pure Water Technology water filtration systems to eliminate bottled water costs and waste. The office estimates they will save over 12,000 water bottles from entering the waste stream in 2011. Employees have also pledged to bring re-usable bottles to the office instead of using disposable cups.

› Building management at our Burlington, Massachusetts facility sponsored opportunities for SunGard employees to bring in old or obsolete equipment through events such as an Electronic Waste Drive and an Appliance Drive.

› The U.S. offices in our Financial Systems business transitioned to an entirely paperless payroll system through a collaborative effort between the Human Resources, Benefits and Payroll teams.

RESPONSIBLY MANAGING ELECTRONIC WASTE

Through internal reuse, donations to charitable organizations and disposal agreements with computer manufacturers, we ensure that SunGard’s IT equipment is used to the fullest extent possible, and then appropriately recycled and disposed of at the end of its life.

In 2011, our electronic waste recycling program collected over 230,000 pounds of obsolete SunGard equipment from locations in North American, including computers, servers and storage devices.
WE VIEW employee engagement as a critical pillar of our business success and a key avenue for the implementation of many of our social and environmental initiatives. We further value a diverse workforce as one that can deliver the variety of perspectives and insights necessary to ensure our continued global competitiveness.

**Engaging Our Employees**

To succeed, we need to attract and retain talented employees by creating a work environment that rewards performance, provides development opportunities, reinforces our values and taps into the passions of our people—in a word, a culture that fully “engages” our workforce. We have thus established employee engagement as a priority area of focus for 2012 and beyond.

We plan to offer programs and initiatives that simultaneously reflect what employees care about most and facilitate the achievement of SunGard’s strategic objectives. For example, many employees have told us that they care deeply about the environment—specifically, climate change, energy conservation and waste minimization—and that they want to contribute to their local communities. Employees are also interested in advancing their careers through access to training and in achieving a better balance between their work and home obligations.

In recognition of SunGard’s continued growing global presence, SunGard formed three new working committees in 2011 under the Diversity and Inclusion Council:

- Gender Diversity
- Flexible Work Practices
- Creating a Global Mindset

In 2011, these committees met monthly to design programs and provide recommendations to SunGard’s Diversity and Inclusion Council. For example, in 2012 the Flexible Work Practices committee will be helping SunGard develop a formal telecommuting policy, guides for telecommuters and an online community to connect and support telecommuters. Together, these tools will enable more individuals to effectively telecommute and help support managers in implementing the policy fairly.

We also plan to conduct an all-employee survey in 2012 to gather more detailed information about employees’ interests, needs and concerns and to assess overall levels of satisfaction.
Providing Opportunities for Learning

It is our intention that employees continually learn “on the job” by taking on new responsibilities and working on challenging projects that stretch their existing skillset. To complement and support this everyday learning, SunGard offers structured development programs, including coursework on performance management, leadership, communication and collaboration. Courses include:

› Management Essentials – training for first-time line managers on the key elements of success in their new position
› High Potential Leadership Program – a course that accelerates the development of talented employees through workshops, interaction with other high potential peers and applied learning on the job
› Individual training modules – online courses that show employees how to polish specific skills such as negotiating, making executive presentations and selling solutions
› Library of eLearning courses – archived training materials that employees can access on demand

Qualifying employees can also receive tuition reimbursement for completing coursework at approved institutions, and in some countries, go on sabbaticals.

In line with employee interest in environmental issues, SunGard offered sustainability training at a number of events in 2011 (See the Focus on Employee Engagement section of this report for further details). We are also developing additional coursework and programs based on identified needs and interests. In 2012, we intend to create a training program specifically geared towards providing resources to “managers of managers”.

Rewarding Performance

SunGard provides fair compensation and rewards excellence. We regularly review our compensation programs and pay levels against industry peers to ensure our pay is competitive within each market where we operate.

In addition, we provide benefits such as discounted insurance programs, retirement and education savings plans, tuition reimbursement and occupational health and safety insurance where applicable.
Promoting Health and Wellness

SunGard is committed to helping employees reach their health and wellness goals. In the United States, our “Wellness Works” program encourages employees to take a proactive approach to managing health risks. Our program includes free annual flu vaccinations, an opportunity to track and improve overall health by completing a health assessment, disease management programs, activity-based rewards program and wellness fairs that offer biometric screenings. Outside of the United States, we offer similar programs where practical and have implemented an Employee Assistance Program in many countries.

As a continuing effort to enhance the Wellness Works program, SunGard added the following Wellness Works benefits in 2011:

- Tobacco Cessation Program for employees and spouses/domestic partners – In SunGard’s U.S. operations, over 1,000 employees and spouses/domestic partners self-reported tobacco use. Almost 800 of these individuals have enrolled in the program with a reported quit rate of 71 percent.
- Free monthly financial and emotional health webinars – SunGard partnered with ValueOptions EAP, Citibank, Vanguard and Corporate Benefits to offer employees 26 webinars to provide tools and resources that support and improve overall health and wellness.
- One hundred percent coverage for medical and dental preventive care for employees enrolled in SunGard plans – By encouraging regular preventive care, employees can stay informed of their changing health status and identify any possible risk factors in their early stages.
- Healthy Rewards Program – SunGard employees in the United States can earn financial incentives for completing one or more healthy actions, such as estimating medical expenses as a way to select the most appropriate healthcare plan, updating a health assessment or receiving an annual preventive physical. In 2011, employees completed more than 11,000 healthy actions under this new program.
STRENGTHENING OUR SUPPLY CHAIN

Engaging in Responsible Sourcing

At SunGard, our understanding of sustainability extends beyond our own operations to include the companies we work with as partners and suppliers. We are increasingly hearing from our stakeholders that they care about our vendors’ sustainability. Therefore, we are implementing processes to assess our suppliers not only on price and service, but also on their environmental, social and governance practices. Current efforts for this still-evolving program include the development of standards and evaluation systems, conversations with suppliers and internal education regarding vendor-related risks and opportunities.

As SunGard does not sell physical products, the company does not own or outsource manufacturing capabilities. We purchase a variety of items, however, such as IT equipment and office supplies, and many services, including travel, hotel accommodations, event hosting and real estate management.

In past years, we have asked our suppliers with billings greater than $1 million to read and affirm their adherence to a Supplier Code of Conduct. In 2011, we discontinued this practice because we felt it had little practical influence on our suppliers’ actions. We are now exploring the possibility of incorporating sustainability performance requirements into the process by which we select and contract with our vendors. We believe this approach will have a more meaningful impact on those suppliers wishing to do business with SunGard, and that it will facilitate greater accountability.

The Sustainability and Corporate Citizenship team meets regularly with procurement category directors on internally focused issues such as travel, paper use, managed print services and electronic waste, as well as supplier diversity. In turn, these category directors have begun discussions with some of SunGard’s largest suppliers. To date, SunGard’s Green Events policy has been incorporated into the venue selection process for events. In addition, we have assessed all global hotel providers against certain sustainability criteria and have incorporated relevant data into our intranet-based travel booking service.

Supporting Supplier Diversity

Similar to our desire to maintain a diverse employee base, we seek 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 2011, we continued to work on building out our supplier diversity tracking system. We are now able to generate quarterly reports on suppliers with diversity credentials. This system allows us to accurately assess the percentage of total spend with diverse suppliers and use this information as the basis for increasing our use of certified minority vendors.
REACHING OUT TO COMMUNITIES

SunGard and its employees contribute to their local communities through volunteer work, *pro bono* work and donations. SunGard encourages employees to volunteer with and donate to local organizations on their own as well as through initiatives organized at SunGard’s offices. We also support emergency relief efforts following natural disasters. For example, in 2011, SunGard and its employees donated over $130,000 (including a $50,000 company match) to the American Red Cross after the New Zealand and Japan earthquakes and tsunami.

Our *pro bono* efforts are designed to align closely with SunGard’s key strengths and expertise in order to maximize our positive impact. For that reason, much of our work with charitable organizations involves the provision and management of technology resources.

**Supporting Microfinance Institutions**

SunGard has provided *pro bono* services for *Mifos*, an open source information management platform for microfinance institutions (MFIs), for more than two years. Mifos is used by eight microfinance institutions across India, Tunisia, Kenya, the Philippines and Senegal that serve more than 824,000 clients. We also provide services directly to MFIs that operate in key microfinance markets such as India, East Africa and South East Asia. These efforts benefit from our expertise in both financial systems and information technology.

SunGard provided 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 continued to provide production support, reporting and Mifos upgrades for Adhikar Microfinance.

**SUNGARD GAINS RECOGNITION FOR MICROFINANCE WORK**

In 2011, long-time SunGard client, Morgan Stanley, nominated SunGard for a ComputerWorld award in the category of Economic Development. The nomination centered on SunGard’s work with the Grameen Foundation’s Mifos platform. In early 2012, we learned that SunGard had been named a 2012 Computerworld Honors Laureate for its support of microfinance initiatives.

*View a video highlighting SunGard’s India microfinance work with Grameen Koota.*
Meeting Local Needs

Individual SunGard offices organize charitable events that reflect community needs and employee interests. Examples from 2011 include:

- SunGard’s team in Cape Town, South Africa, facilitated a partnership between SunGard and IT training provider, Working Technologies, to launch a Java Developer Academy which will help create a pipeline of junior developers. The program will officially launch with seven students from under-represented and disadvantaged backgrounds undergoing intensive training as Java developers.

- SunGard’s Wayne, Pennsylvania headquarters sponsored 167 children through the Delaware Valley Children’s Charity, an increase from the 106 children sponsored in 2010. The Charity helps children and families in need throughout the Delaware Valley by providing assistance ranging from heating oil to hearing aids, as well as winter coats and Christmas toys.

- Our Burlington office supported the Second Chances Clothing Drive. A total of 721 pounds of clothing, shoes and accessories were donated by SunGard employees, friends and family. The drive ran for a week in May and we encouraged other tenants in the building to participate.

- Eighty employees from SunGard’s New York City office took part in the 35th annual JP Morgan Corporate Challenge to benefit New York’s Central Park Conservancy. This road race, which aims to be the “greenest” one in the world, also educated participants on the value of environmental practices.

- The Malvern, Pennsylvania and Rochester, New York offices sponsored a food drive to collect canned and boxed goods for local food banks, hungry school children and individuals serving in the military. Employees at these offices collected over 1,800 items of food plus monetary donations. Donations were sent to the Backpack Program, a project that provides children in need with a bag of nutritious food for weekends and school holidays, and the “Summer for Soldiers-Beat the Heat” drive which collects items for U.S. service men and women stationed overseas.

- Employees in India used their holiday shopping to support several local NGOs that address environmental problems or help under-privileged children. Selected organizations were invited to sell goods in order to raise project funds during SunGard’s December Family Day and Employee Day events.

- Individuals from SunGard’s London office tutor primary school children on reading and other subjects once a week.
Promoting Education

There were also many achievements in SunGard’s Higher Education division, which we sold in January of 2012. In 2011, our Higher Education volunteer efforts focused on furthering the business’s central goal of supporting education. For example:

› A team in Mexico collected items such as books, school supplies, toys, clothing and blankets for the SOS Children’s Village of Tehuacan.

› Offices in Frisco, Texas; Malvern, Pennsylvania and Rochester, New York collected more than 1,200 school supplies and packed them into 150 backpacks for disadvantaged school children. SunGard also worked with Planting the Seed Foundation on “Stuff the Bus” school supply drives with local school districts around the country.

› SunGard employees in India auctioned off used company cell phones to raise money for Swadhar, an NGO that helps pay tuition, books, transportation and other expenses so that under-privileged girls can go to school. After the auction, SunGard provided a matching donation, enabling SunGard and its employees to help thirty-five girls.

› In New Orleans, SunGard employees worked with the ReNEW Charter Management Organization to repair a school that was devastated by Hurricane Katrina.

SunGard also matched employee contributions (up to $500 annually) to non-profit education organizations.

RECYCLED COMPUTERS BENEFIT AT-RISK CHILDREN

SunGard’s Houston office launched a recycling initiative benefiting both the environment and members of the community. Old computers are donated to a local individual who mentors at-risk children by teaching them computer rebuilding skills. The newly functioning computers are then sold to two local organizations: Unleasing Potential, which provides after-school tutoring and mentoring and Homes with Hope, which provides foster families with computers as part of foster parent outreach. The proceeds are used to purchase new parts so that more kids can be mentored and more computers refurbished.

SunGard’s Houston office plans to display rebuilt computers at future fundraising events so guests can “sponsor” further refurbishments in order to expand the positive impact generated by this program.

Collecting school supplies for students in need

Helping to restore a New Orleans School

Cleaning the local community
GOVERNANCE AND ETHICS

Corporate Governance

SunGard corporate governance structures and ethics practices support the company’s sustainability efforts. SunGard is accountable to its employees, customers, investors, local governments, regulators and the communities in which it operates. Each employee, in turn, is accountable for his or her actions.

Board of Directors

› Nine directors (eight men and one woman), including one director from each of the seven private equity sponsors
› SunGard’s president and chief executive officer serves as a director
› The board chair is a representative of one of our private equity owners

Nominating and Corporate Governance Committee

› Identifies, recommends and recruits qualified director candidates
› Oversees corporate governance matters

Audit Committee

› Oversees all aspects of the company’s accounting, auditing (including internal audits) and financial reporting processes in order to ensure the integrity of SunGard’s financial systems and statements
› Supervises the company’s compliance with legal and regulatory requirements

Compensation Committee

› Reviews and administers compensation packages, including merit-based bonuses, for SunGard executives

Data Center Oversight Committee

› Oversees the audit and integrity of the company’s data centers and internal information technology infrastructure

For more information about our corporate governance practices, please see SunGard’s 2011 Form 10-K.
Ethics

SunGard’s Global Business Conduct and Compliance Program (GBCCP) communicates the company’s ethical conduct standards and policies to employees, executives, directors and business partners.

Topics addressed by the GBCCP include:

› Protection of proprietary information and customers’ confidential information
› Expectations of ethical conduct
› Conflicts of interest and conflict of duty
› Equal employment opportunity and antidiscrimination policies
› Anti-corruption and anti-bribery practices
› Legal responsibilities in every country in which employees work
› Workplace health and safety

The audit committee of the board of directors oversees the implementation of the GBCCP by the chief compliance officer. The compliance program committee—comprising representatives from compliance, legal, finance and human resources—also provides direction. Employees, officers and contractors must annually certify that they have reviewed the GBCCP, have fully complied with it and are not aware of any unreported violations.

Employees and directors must report all actual or suspected violations of the GBCCP. To make a confidential report, they may use the company’s Alertline, an anonymous toll-free telephone and web-based reporting portal. Reports can also be made by personally contacting SunGard’s chief compliance officer, any member of the compliance program committee, the chief legal officer, chief financial officer, chair of the audit committee or any SunGard supervisor. The identity of complainants wishing to remain anonymous or confidential is protected as permitted by local law, and to the extent possible given the need to conduct a full investigation. SunGard investigates every report and takes appropriate remedial action consistent with SunGard policies and local law.

Violation of the GBCCP by any party is grounds for disciplinary action, dismissal and/or the ending of a business relationship.
Ethics and Compliance Training

To help ensure that employees and third-party representatives with access to our systems understand and comply with SunGard’s policies, they must regularly complete online compliance and business ethics trainings.

In 2011, more than 90 percent of employees completed nearly two hours of general compliance training, on such topics as:

› Anti-corruption and anti-bribery
› Conflicts of interest
› Whistle-blowing protections and managerial responsibilities
› Information security policies and procedures
› Revisions to the GBCCP

Anti-Corruption Practices

Each year, SunGard conducts a thorough risk assessment that includes an evaluation of the risk of corrupt practices. We regularly update the criteria and methods used for this assessment and conduct targeted investigations to reflect current areas of risk. For example, in 2011 SunGard examined business transactions in particular geographic locations considered to be at higher risk for corrupt business practices.

In accordance with the GBCCP, if we detect possible corruption, we will conduct a complete investigation. We then take any needed disciplinary action and take any other remedial or legal steps necessary to ensure that SunGard’s business practices are compliant with applicable anti-corruption laws and the company’s values. During the reporting period, SunGard declined certain business opportunities because the third parties involved did not meet the business practice standards we required.
ABOUT THIS REPORT

SunGard developed this report using the Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines. It presents the sustainability performance for our global operations during the 2011 calendar year. Unless otherwise indicated, the information provided is for the company as a whole, all monetary amounts are reported in U.S. dollars and tons are metric tons.

With regard to the scope of this report, we have not included information on subsidiaries or other operations that are not fully owned by SunGard. We have, however, included environmental data from leased office facilities because more than 90 percent of our office space is leased. Our carbon footprint also encompasses some of our customers’ IT-related GHG emissions, as we host customer equipment in SunGard data centers as part of our Availability Services operations.

SunGard announced the planned sale of its Higher Education division in late 2011. We have included full-year information for this business unit as the sale closed in January 2012.

As our reporting matures, we continue to build out and refine internal systems for data collection, tracking and verification. For example, this past year we expanded our travel program and improved data capture of total air miles flown globally. We believe that this more precise measurement accounts for an approximate increase of eight percent in air travel-related GHG emissions.

In order to keep the report succinct and focused on the most significant developments of the past year, we have responded to several GRI indicators in the GRI Content Index which is accessible at www.sungard.com. Additional supporting information and materials, including SunGard’s Sustainability Policy and 2010 Sustainability Report, are also available on our website.

We welcome your feedback on our sustainability reporting and performance. Please send comments and suggestions to:

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