

# 2021 Corporate Responsibility Report

## ENVIRONMENTAL, SOCIAL, AND GOVERNANCE PRACTICES AT TYLER TECHNOLOGIES





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CORPORATE RESPONSIBILITY  
AT TYLER

RESPONDING WITH  
RESILIENCE

ENVIRONMENTAL  
SUSTAINABILITY

SOCIAL  
SUSTAINABILITY

GOVERNANCE

ABOUT THIS  
REPORT

APPENDIX

# Corporate Responsibility at Tyler





## LETTER FROM OUR CEO

If 2020 was about navigating uncertainty, 2021 was about seeing new possibilities. As I reflect on 2021 and the impact of the COVID-19 pandemic, I am encouraged by the way our team members have persevered through the past two years of societal uncertainty and disruption and the practical, collaborative way we have continued toward our goals. In the face of adversity, Tyler has remained resilient and demonstrated the ability to adapt our business strategy to be responsive and flexible to the needs of our clients, employees, and communities.

Even though the pandemic continued to create challenges, 2021 was a historic year for Tyler. We closed the largest acquisition in the company's history and created opportunities for collaboration and innovation by successfully integrating more than 1,000 new employees into Tyler's business and culture. We clearly articulated our shared mission, vision, and values, we made tremendous progress in advancing as a cloud-first company, and we continued to strengthen vital risk management initiatives in cybersecurity.

Corporate responsibility continues to be a major focus at Tyler, and I am proud of our continued commitment to integrating sustainability into our long-term business strategy. "Sustainability" goes beyond environmental impact: it is the capacity to endure across time and circumstances. Sustainability encompasses how Tyler has helped employees

navigate the pandemic, using resources, flexible work options, and added benefits. Through extensive communication efforts to keep employees informed, we were able to ensure safety and stability for our team members. Tyler has weathered many storms, and it is a testament to our resilience and commitment to our stakeholders that we continued to grow.

Tyler has made significant progress toward our sustainability initiatives. This year, we formalized our [Code of Social Responsibility](#) and [Environmental Policy](#), established Green Teams in multiple Tyler locations, and created an executive Diversity, Equity, and Inclusion (DEI) Council to spearhead new DEI initiatives.

You will see in this year's report a more detailed look at our sustainability efforts, how our culture defines who we are as a company, and how we responded with resilience to COVID-19 challenges. As we continue forward, we are committed to representing our values — accountability, integrity, focus, inclusion, community, and growth — in everything we do.

I am grateful for the strong relationships among our employees, clients, and partners and look forward to continuing to serve the public sector to create smarter, safer, and stronger connected communities.



**H. LYNN MOORE JR.**  
PRESIDENT AND CEO



## OUR CORPORATE RESPONSIBILITY JOURNEY

Sustainability is essential to achieving Tyler’s objectives toward greater transparency, accessibility, and inclusivity. At Tyler, we hold ourselves accountable for creating a safe workplace and believe that we have a responsibility to the communities and environments in which we operate.

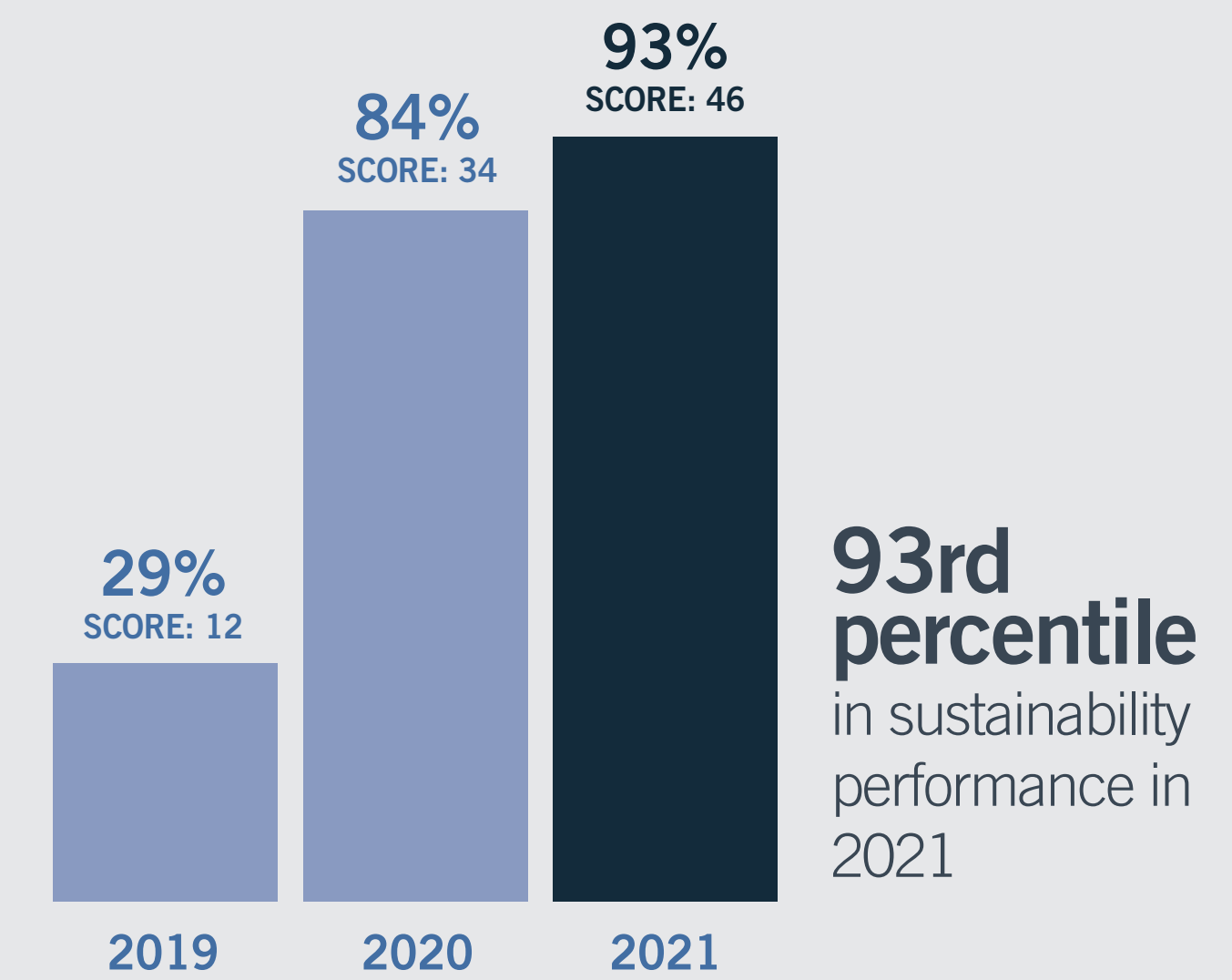
In 2021, Tyler Technologies participated for the second time in the [S&P Corporate Sustainability Assessment \(CSA\)](#), used to construct the [Dow Jones Sustainability Indices \(DJSI\)](#). DJSI is a widely recognized assessment that analyzes industry data and measures corporate environmental, social, and governance (ESG) progress. Participating in the survey is an opportunity for Tyler to measure engagement with internal and external stakeholders, improve corporate responsibility performance, and benchmark our ESG initiatives against our peers.

A record number of companies participated in the 2021 CSA, with the top-ranked companies within each industry being selected for inclusion in the DJSI North America family. This year, for the first time, Tyler is proud to be recognized by the DJSI as a top sustainability performer in the industry, ranking in the 93rd percentile, and qualifying to be included in the DJSI North America family.

We believe corporate responsibility is a long-term investment. We consider a diverse range of stakeholder voices and perspectives to shape our corporate responsibility initiatives and strategy. This year, Tyler received notable improvement scores from the DJSI in the areas of codes of business conduct, tax strategy, environmental reporting, and social reporting. This is a significant milestone for Tyler and reflects our commitment to integrating ESG principles and practices into long-term business strategy. You can read more about our ESG initiatives and environmental impact in the [ESG Council](#) and [Environmental Sustainability](#) sections of this report.

From supplying beneficial technology resources to supporting our communities in times of need, Tyler understands the power of technology and the responsibility to use our products and services to make a positive impact. Tyler’s journey in 2021 included an expanded focus on digital inclusion, minimizing our environmental footprint, and elevating health, safety, and wellness during another year of the COVID-19 pandemic. Please refer to the sections of our report titled [Responding with Resilience](#), [Closing the Equity and Access Gap](#), and [People and Culture](#) for a detailed discussion on these topics.

Recognized by DJSI as an industry top sustainability performer in North America





### OUR CORPORATE RESPONSIBILITY IMPACT: A YEAR IN REVIEW



## Environmental

- Remote implementation reduced carbon footprint by **22K metric tons** and **15,000** flights per year
- On site **electric vehicle charging stations**
- Established **Green Team** Framework
- 4 of 7** owned facilities signed onto renewable energy plans
- Adopted Environmental Policy

## Social

- 2,000+** talent organizations to increase diversity in recruiting
- 0** headcount reductions due to COVID 19
- 1,500+** employees participated in community events
- \$366,000+** in tuition reimbursement
- \$367,600+** in Tyler Foundation donations
- 7** "Best Places to Work" awards
- 100%** of employees participated in anti-harassment training



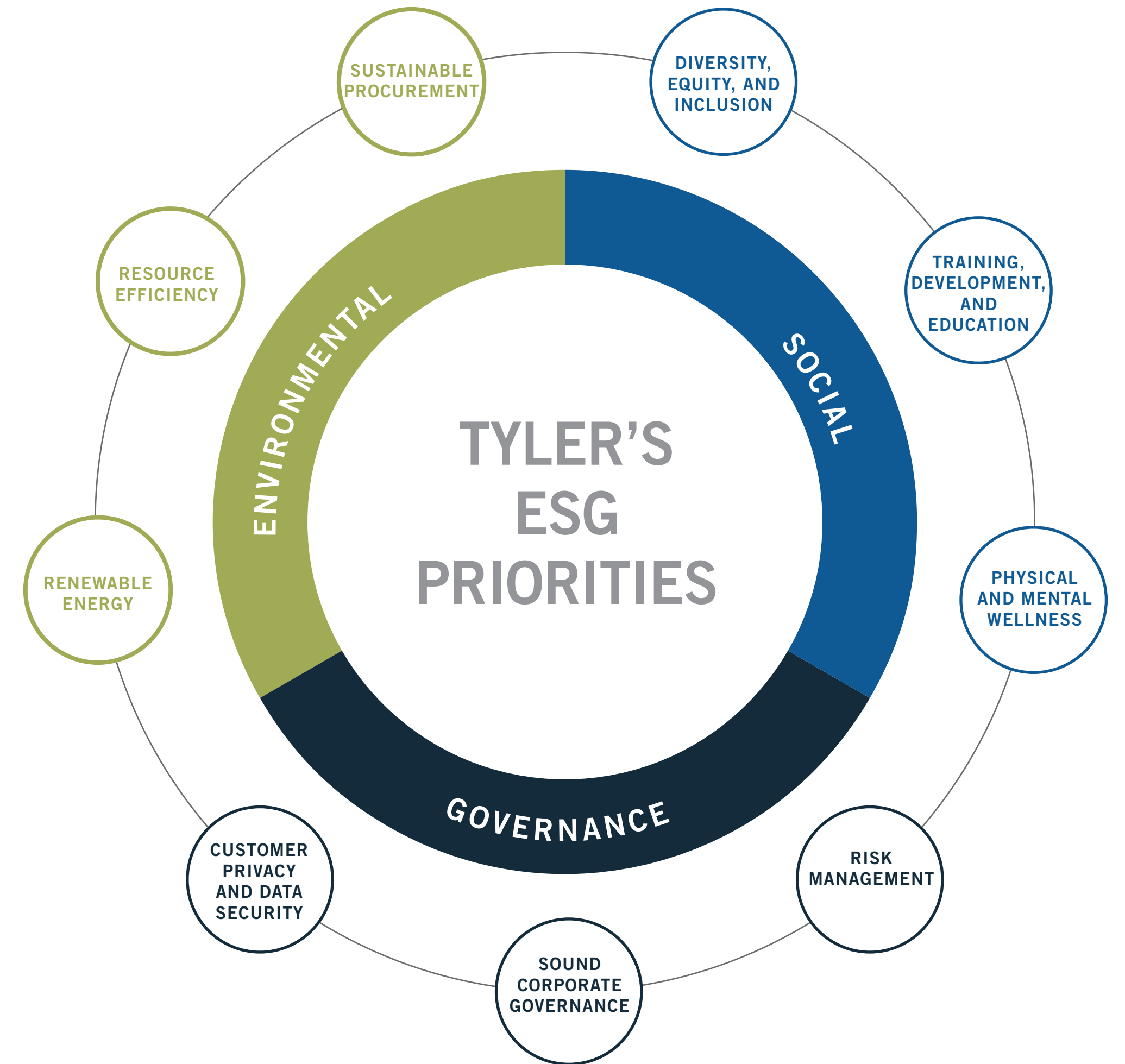

## Governance

- Formalized **Audit Committee's oversight** responsibility for information security matters
- Adopted **Code of Social Responsibility**
- 38%** Board diversity
- 100% of employees** completed annual Information Security Compliance training
- Established **chief privacy officer** role, reporting directly to chief legal officer



## TYLER'S ENVIRONMENT, SOCIAL, AND GOVERNANCE (ESG) COUNCIL

Tyler is committed to providing products and services for our clients and communities that create a positive environmental, social, and governance impact. Tyler's ESG Council is a collaborative group of nine executives and subject matter experts that operate under the guidance of the Nominating and Governance Committee of Tyler's board of directors. Through regular meetings, the council provides a forum for discussing best practices and key sustainability issues. The ESG Council aims to integrate stakeholder perspectives to establish a pragmatic and actionable ESG strategy, guide data collection and analysis, and educate internal and external stakeholders on company-wide sustainability initiatives. In 2021, we held interviews with investors and internal stakeholders to gain additional perspectives on our ESG strategy.





## Our Business

### WHO WE ARE

Tyler embarked on an extensive company-wide process to better articulate the mission, vision, and values that define our culture and to serve as a guiding lens for our strategies, programs, and practices that enable the growth of our team members and our business. This process engaged a broad, diverse cross-section of participants from each of Tyler’s solution areas and corporate functions in a series of focus groups.

In 2021, Tyler successfully rolled out to internal and external audiences clearly defined mission, vision, and values. The resulting statements were not new ideas, but rather the embodiment of Tyler’s actual culture for the past two decades. These clearly defined values were incorporated into all internal and external messaging and operationalized to ensure they are reflected in every area of our culture.

Our mission, vision, and values are more than words — they are reflected in how our team members and leaders live every day.



### OUR MISSION

We empower the public sector to create smarter, safer, and stronger communities.



### OUR VISION

A transformed public sector that serves thriving, connected communities.



### OUR CORE VALUES



**Accountability:** We deliver what we promise



**Integrity:** We do the right thing



**Focus:** We execute with intent



**Inclusion:** We respect and value each other



**Community:** We stand together



**Growth:** We invest in our future



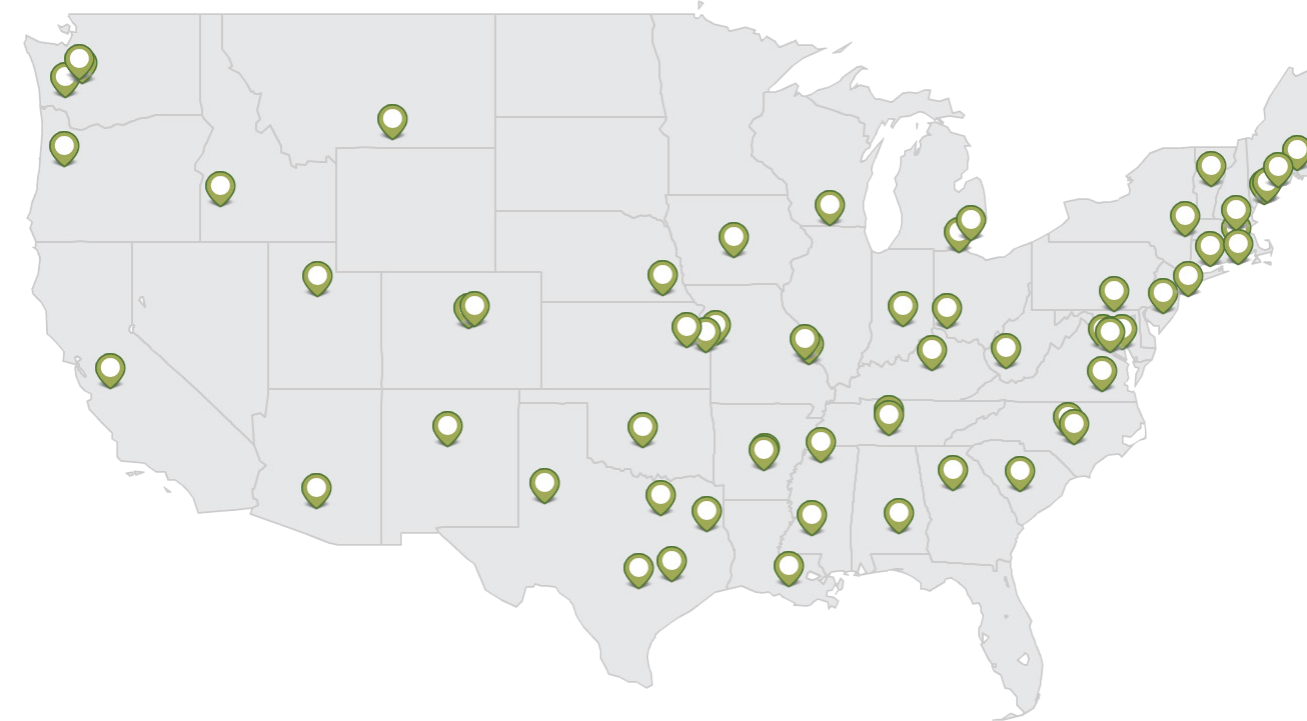


## COMPANY AND OPERATIONS

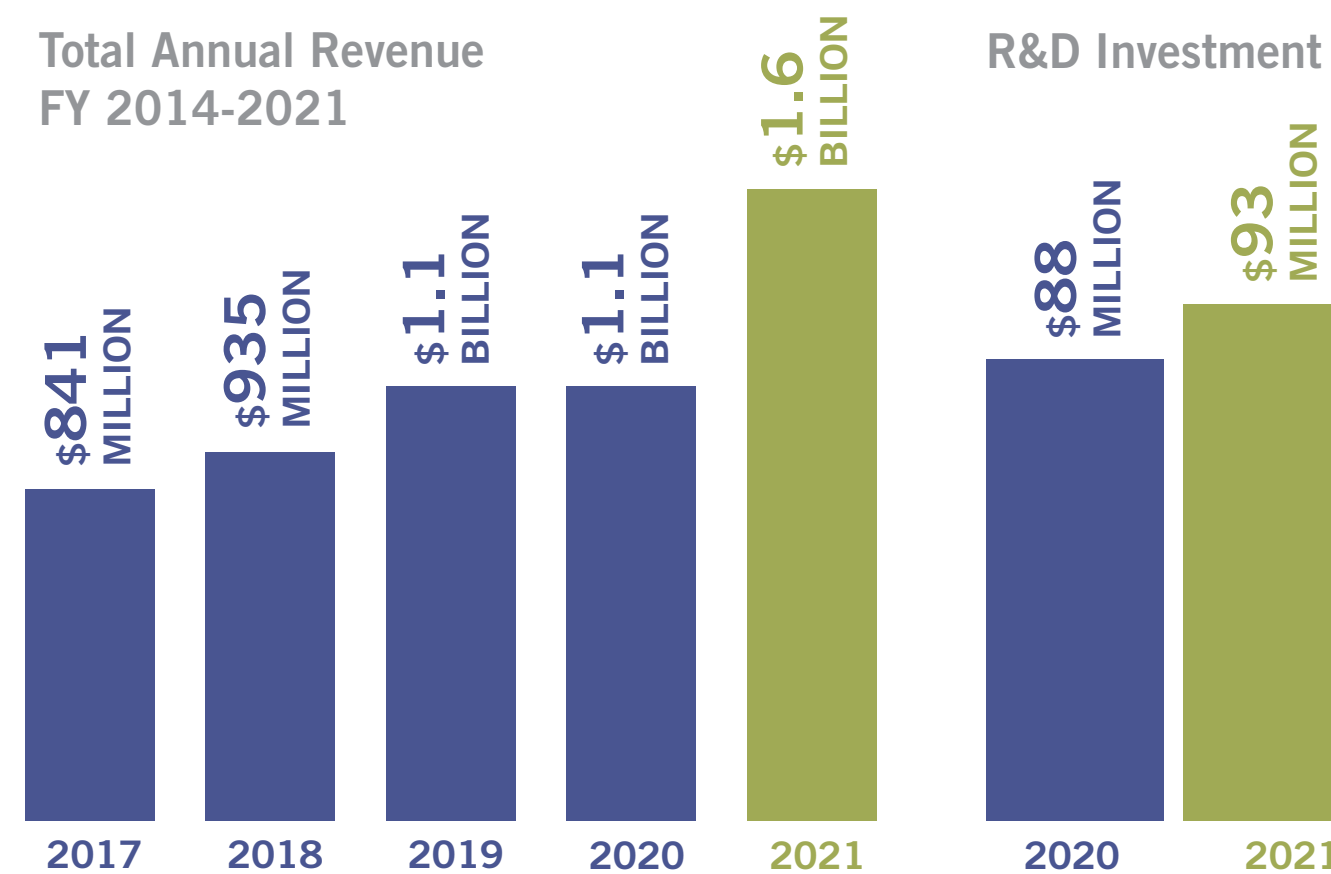
### What We Do

Tyler Technologies (NYSE: TYL) is a publicly traded company that provides integrated software and technology services to the public sector. Our solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions provide actionable insights that transform the way government can help solve problems in communities.

2021 Revenue breakdown	2021
Total Revenue	\$1.6 billion
Operating Profit	\$180.7 million
Net Income	\$161.5 million
Diluted Earnings Per Share	\$3.82
Operating Cash Flow	\$371 million



Total Annual Revenue FY 2014-2021



### COMPANY AND OPERATIONS

- More than 6,800 employees
- 40% of team members have worked in the public sector
- 37,000 successful installations across 12,000 locations
- Nearly 90 offices in the United States, Canada, and Phillipines
- Headquartered in Plano, Texas





## Connected Communities

Tyler's Connected Communities vision allows government agencies, school districts, cities, counties, and states to share data and processes across geographical and organizational boundaries. By connecting essential services, information flows seamlessly between departments and across jurisdictions, allowing public sector leaders to make informed decisions, provide safer communities, increase governmental transparency, and support citizen engagement.

Tyler continues to prioritize research and development investments in our Connected Communities initiatives. These public administration and justice solutions enhance online citizen engagement capabilities, create new functionality, cross-office integrations, and data insights.

In 2021, the Public Administration team developed more than 50 integrations encompassing 20 applications with the sole purpose of enhancing the client experience. Additionally, our Justice team focused efforts on streamlining the delivery of Connected Communities, which resulted in a new infrastructure model that utilizes AWS' GovCloud to distribute relevant data and workflows to subscribing Tyler solutions. The first version of this new model is expected to be delivered in 2022.

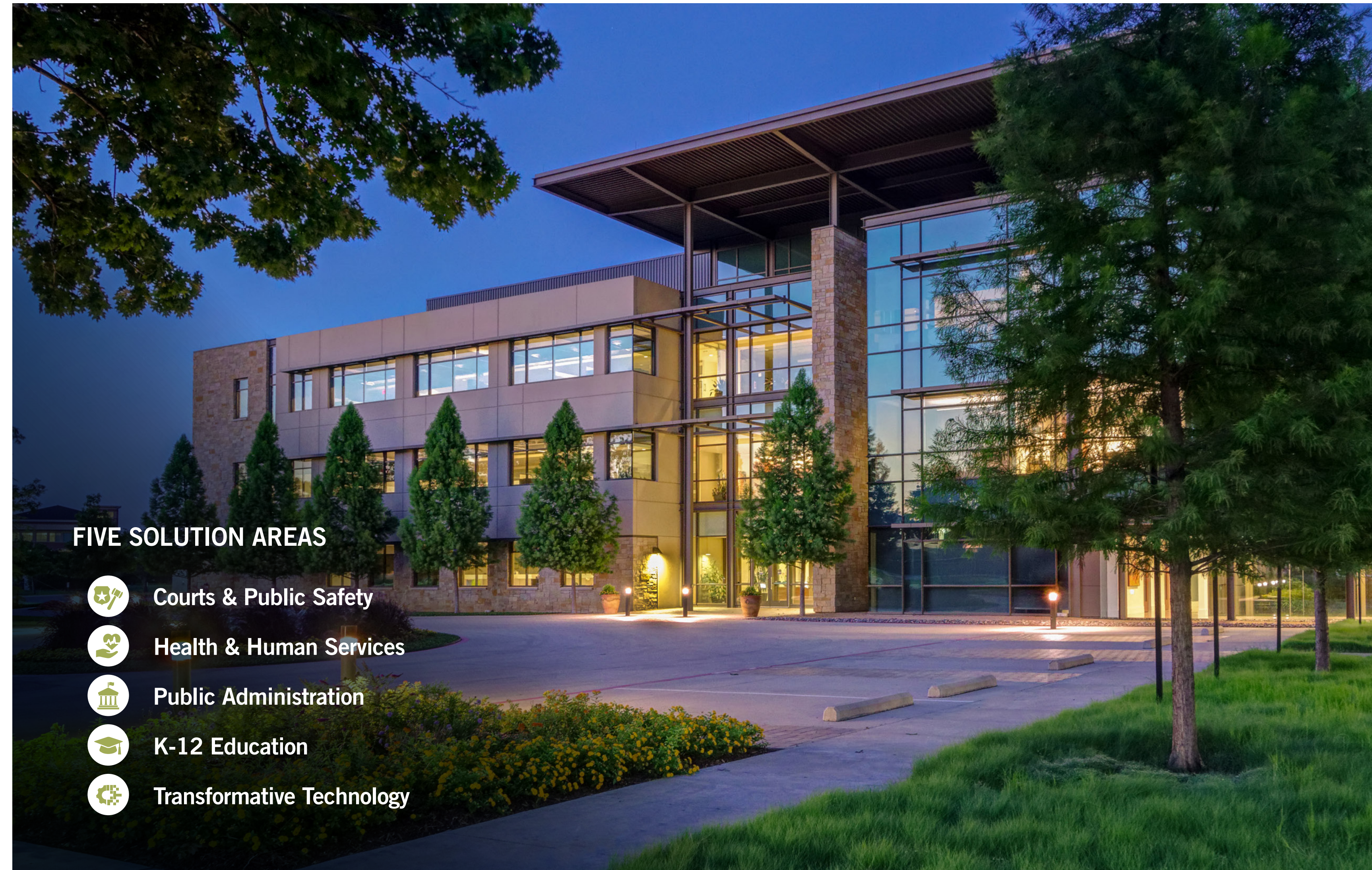
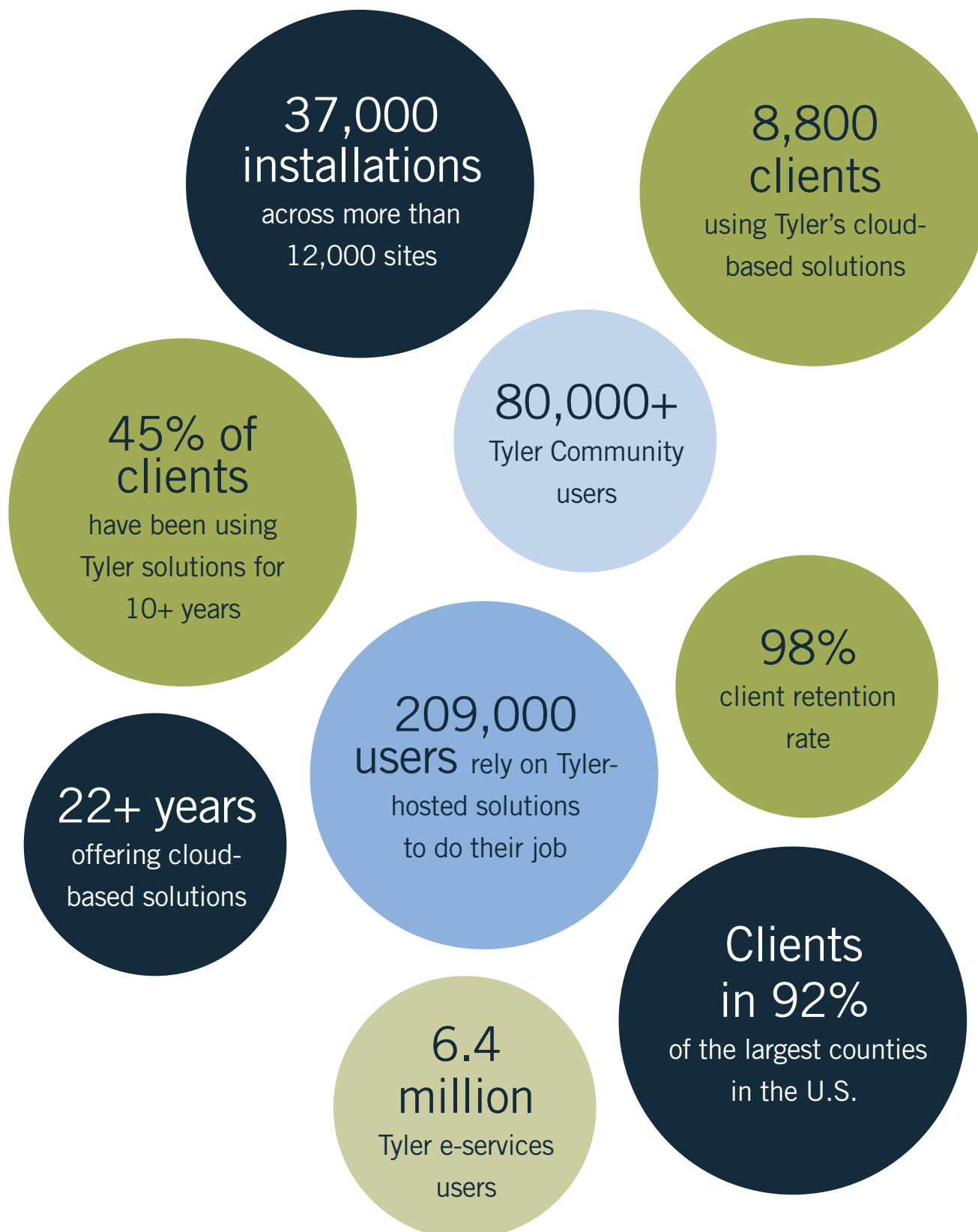
### COMMUNITY INCLUSION THROUGH THE CLOUD

A key component of Tyler's cloud approach is our collaboration with Amazon Web Services (AWS). This strategic partnership began in 2019, in large part because AWS and Tyler are committed to continuing to create the scalable, resilient, and secure solutions that the public sector requires. Our focus in 2021 centered on our ability to operate and scale our leading solutions in AWS with the quality of service our clients have come to expect from us in our private hosting centers. We were able to reach a key milestone where the AWS cloud is now our default offering for our Enterprise and Pro **Public Administration** offerings. We are excited to return to our in-person user conference, **Tyler Connect**, in 2022 where we will share the benefits of this strategy from a customer cost of ownership, product functionality, and citizen and digital services perspective.



## TYLER SOLUTIONS

Tyler's business is organized into eight operating divisions responsible for revenue and operating costs of our product lines. We organize our products into five solution groups that correspond with our clients' market and public service needs.



## FIVE SOLUTION AREAS

- Courts & Public Safety
- Health & Human Services
- Public Administration
- K-12 Education
- Transformative Technology



SOLUTION SNAPSHOT 

### IMPROVING CITIZEN ENGAGEMENT AND GOVERNMENT TRANSPARENCY

The city of Columbia, Missouri, has adopted many of Tyler’s solutions to empower the city to achieve financial transparency, data integration across departments, and resident engagement through a self-service mobile app. The city’s resident-facing app, MyCoMo, which was made possible through Tyler’s solution, has improved citizen experience and upgraded civic engagement possibilities while simultaneously automating workflows and reducing staff work and human error. Residents have quickly adopted these new technologies, and the positive response has elevated the city’s brand.

Tyler’s self-service portal and resident engagement app enable individuals and businesses to submit plans and permits without visiting city hall, which was critical during the COVID-19 pandemic. Furthermore, Tyler’s non-emergency service request integrations make two-way communications uncomplicated and streamline work order processing while providing residents with interactive maps and GPS capabilities. Additionally, the electronic process of plan review and permitting benefits contractors, who are able to keep projects on schedule.

### INCREASED INCLUSION FOR VETERANS

Tyler’s Case Management Development Platform, powered by Entellitrak®, helps keep our nation’s veterans connected with the benefits they’ve earned. In the spring of 2021, Tyler acquired DataSpec, the company providing VetraSpec. VetraSpec is a market-leading software solution for electronic management of veterans’ claims.

VetraSpec complements Tyler’s turnkey case management solution, Veterans’ Benefits. The combination of VetraSpec’s unparalleled experience and Veterans’ Benefits visionary claims management functionality gives Veterans Service Officers access to outstanding solutions, a modern technology stack, and flexible reporting features. Tyler supports 30 state departments of veterans affairs.



### DATA SOLUTIONS TO ENHANCE SOCIAL JUSTICE

Fulton County, Georgia, is using data to help divert people with mental illness out of the criminal justice system and into behavioral health and social services systems where they can get the support they need. Tyler’s built-for-government Enterprise Data Platform, powered by Socrata®, helps the county integrate and share data across organizational boundaries.

Police officers can use insights to determine whether to transport a person to jail or to see a behavioral health provider. Corrections officers now have greater insight into intake placement, services provided, and where to seek past treatment records for people in jail. Judges will have insights into people being detained and can access a more complete history when it comes to behavioral and mental health services. Health providers can use the new approach to make the intake process more efficient. Fulton County is helping to reduce incarceration as the “go-to” response for many low-level crimes.

**“We want dispatchers, first responders, and other critical stakeholders to have access to integrated data to increase connections to community providers who can support people in need and reduce incarceration as the “go-to” response.”**

— Kristin Schillig, Project Manager, Justice and Mental Health Initiatives at Superior Court of Fulton County



# Responding With Resilience





### BETTER TOGETHER, WITH FLEXIBILITY

From the beginning of the pandemic, Tyler’s leadership team monitored changing regulations and guidelines on distancing, masking, vaccines, and safety protocols in all office locations. Tyler facilities operated in various phases of openness, depending on local conditions and regulations. We prepared for a “return to office” in January 2022 with the recognition that it would not be a return to work as we knew it in 2019.

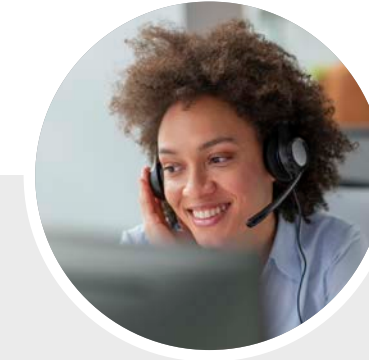
Tyler’s executive team developed the guiding principle of “Better Together, with Flexibility” with the belief that we are at our most creative and collaborative when we can gather in person. This principle recognizes that in-person work environments must be balanced with flexibility to accommodate team member needs and ensure a safe workplace.

We are learning new ways of working together, regardless of where we work, and we continue to balance the needs of our stakeholders as Tyler offices fully open to support a mix of office-based and fully remote team members as well as those who flex between office and remote work environments.



### CARING FOR OUR EMPLOYEES

In response to the coronavirus outbreak, Tyler assembled a Coronavirus Executive Task Force to develop guiding principles and Tyler’s COVID-related policies. This included a new, unlimited paid Coronavirus Time Off (CTO) policy to ensure impacted team members did not have to use traditional vacation or sick time for coronavirus-related leave throughout 2020 and 2021. All Tyler team members, including part-time employees, were eligible for CTO if they needed to take off time from work due to a coronavirus-related situation, such as vaccine appointments, quarantine due to positive test results, or adverse reactions to the COVID-19 vaccine.



### CLIENT SUPPORT

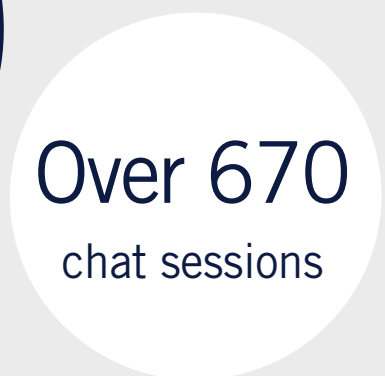
To ensure continuity of client services, we equipped our team members with the resources necessary to continue working uninterrupted in a remote work environment, and we provided clients with virtual tools, training, and remote implementation services where possible.

Tyler also offered clients its first-ever fully virtual user conference in April 2021. Tyler Connect provided clients with a full conference experience via an industry-leading virtual conference platform to deliver education, training, keynote speakers, and networking opportunities, replicating the experience of in-person conferences. Tyler team members successfully adapted to the new virtual conference environment and provided personal and immersive experiences for clients to engage and learn.



### MOBILIZING OUR TECHNOLOGY

COVID-19 has impacted everyday life for citizens across the globe and we understand that constituent service is a top priority for our clients. During the pandemic, Tyler provided, and continues to provide, software solutions to help our clients and communities operate effectively in a virtual environment.





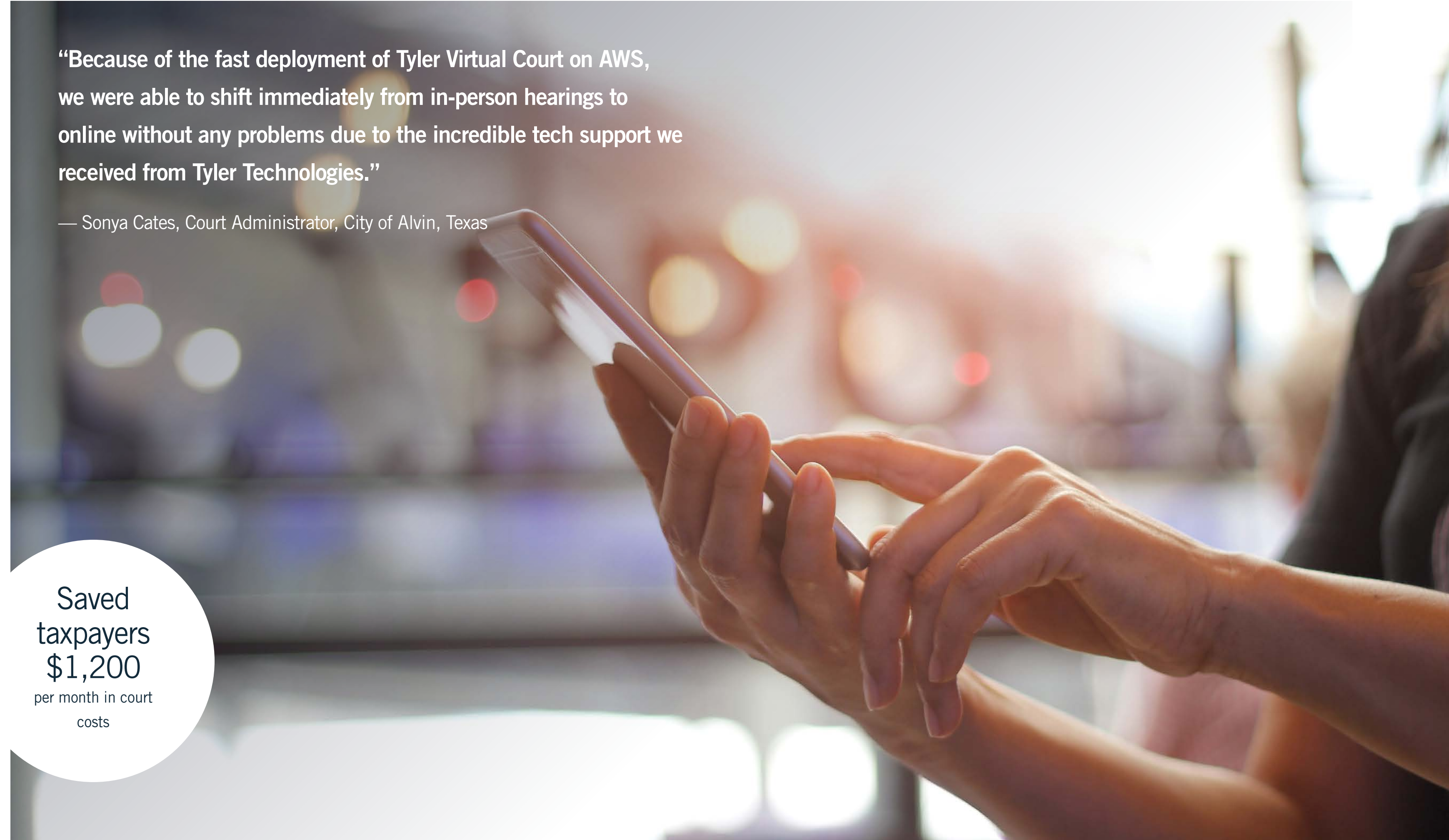
## Adapting Our Technology

In 2020, Tyler accelerated the launch of the Virtual Court solution to help courts function during the COVID-19 pandemic by allowing them to hold hearings remotely. Virtual Court was one solution that met the needs of courts looking to process cases and avoid backlogs while closures and postponements were happening and social distancing policies were in place. In 2021, Tyler updated and added eight new features to adapt to and meet the needs of jurisdictions.

Alvin, Texas, a growing city of more than 26,000 people, manages approximately 5,000 cases each year with only four full-time staff. After closing its doors in response to the Texas Supreme Court’s emergency order to postpone all in-person hearings, the Alvin Municipal Court was able to successfully implement our Virtual Court module, part of Tyler’s Enterprise Justice portfolio, in less than 24 hours.

**“Because of the fast deployment of Tyler Virtual Court on AWS, we were able to shift immediately from in-person hearings to online without any problems due to the incredible tech support we received from Tyler Technologies.”**

— Sonya Cates, Court Administrator, City of Alvin, Texas



Eliminated  
backlog  
of 800 cases

Paperless  
processes  
reduced  
environmental  
footprint

Reduced the  
failure-to-appear  
rate by  
60%

Saved  
taxpayers  
\$1,200  
per month in court  
costs



## SOLUTION SNAPSHOT

### ENHANCING TRANSPARENCY AND ACCOUNTABILITY

Citizens want reassurance — especially during times of crisis — that their local governments are serving as good stewards of public dollars. When the COVID-19 pandemic brought business closures, plummeting tax revenues, and cuts to critical city services, Los Angeles' economy was hit hard, and the public's interest in the city's financial recovery from the pandemic dramatically increased.

L.A. Controller Ron Galperin and his team understood that accessible, up-to-date finance data would be a critical asset for enhancing transparency and trust during the city's recovery from the pandemic's unprecedented and fast-moving health and financial crisis. In about four weeks, Galpin and his team identified the city's most important financial information, built an online dashboard using the Tyler platform, and launched a real-time data resource for the public.

Embracing smart solutions that provide transparency, financial accountability, and innovation can give citizens the comfort and confidence they need to understand where municipal money is budgeted and how it is being spent. Read more about this solution in practice on [Tyler's Resource Center](#).

**“In about four weeks, my team identified the city's most important financial information, built an online dashboard using the Tyler platform, and launched a real-time data resource to the public.”**

— Ron Galperin, Controller, City of Los Angeles







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AT TYLER

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APPENDIX

# Environmental Sustainability



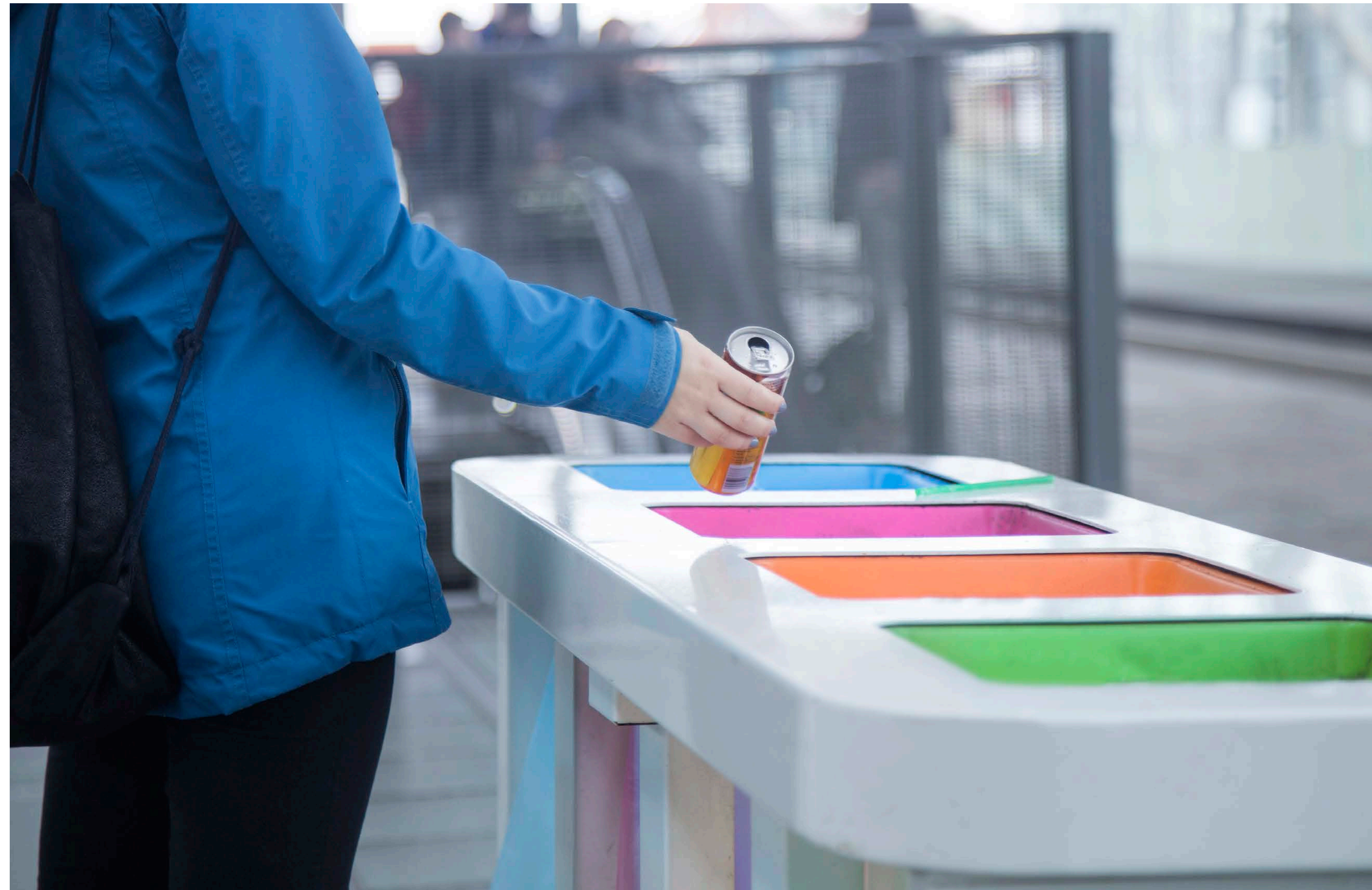


## Environmental Policy

Tyler is committed to conserving natural resources and addressing environmental concerns at global and local levels. This year, we finalized our corporate [Environmental Policy](#) with approval from Tyler's board of directors, communicating our principles for improving environmental performance. Through education and best practices, Tyler works to promote environmental sustainability throughout the communities where we live, work, and do business. This section outlines the work we have undertaken to demonstrate our commitment to our policy.

### PRINCIPLES OF OUR POLICY INCLUDE:

- Compliance with legal environmental requirements wherever we do business
- Developing technology solutions that reduce paper waste, fuel use, and emissions in the communities we serve
- Managing waste through minimization, re-use, recovery, and recycling
- Providing a safe workplace for our team members and integrating health, fitness, and wellness into our culture
- Use of environmental management as a positive market differentiator
- Pursuing sustainable operations and conservation opportunities
- Continuous improvement that includes regular reviews of our environmental initiatives, targets, policies, and practices
- Educating our team members, clients, and communities about sustainable practices





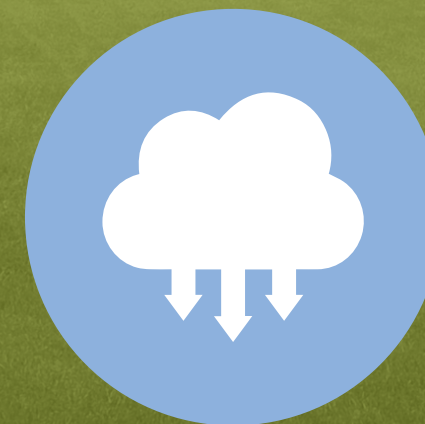
## Tyler: A Steward of Nature

Tyler Technologies now delivers **75%** of our ERP implementation services remotely and **25%** on site

### BENEFITS OF REMOTE SOLUTION IMPLEMENTATION



Avoids 15,000  
airline flights per  
year



Avoids 22K metric tons of  
CO<sub>2</sub>e emissions



100% reduction in  
paper waste facilitated  
through paperless  
solutions for clients



Lessens the  
impact on U.S.  
infrastructure

### HOW MUCH IS 22K METRIC TONS OF CO<sub>2</sub> EMISSIONS?

- It's the equivalent of driving around the world 2,200 times in a passenger vehicle
- It would take 1,409 trees to offset 22K metric tons of CO<sub>2</sub> emissions



## Enabling Client Sustainability

### USDA FOREST SERVICE REDUCES ENVIRONMENTAL FOOTPRINT

Through Tyler Platform Alliance silver level partner V3Gate, Tyler’s Case Management Development Platform, powered by Entellitrak, provided a new Law Enforcement Investigation Reporting System (LEIRS) to the USDA Forest Service. LEIRS enables incident reporting, investigations, and violation notices. In addition to making their jobs protecting the forests easier, the solution itself promotes environmental sustainability. Forest Service officers will no longer need to write hard copy citations for violations against U.S. Code infractions and those specific to Forest Service regulations. The initial implementation provides the ability to electronically write and transmit citations, reducing paper and ink usage as well as saving trees, cutting energy use, and reducing climate emissions.



SOLUTION SNAPSHOT

### CHOCTAW NATION EXPANDS JUDICIAL SERVICE AND GOES PAPERLESS

For Choctaw Nation, a legacy court technology system was unable to sustain continued growth or fully support leaders’ long-term vision for justice. The challenges before court officials were many, including how to overcome cumbersome, manual processes and how to better serve residents in rural areas. Tyler’s Enterprise Justice Solution, powered by Odyssey, addressed Choctaw’s issues and promised to make court processes simpler and more accessible.

The selected cloud-based solution connects courts, prosecutors, public defenders, and other judicial agencies in the Choctaw court system, and allows for important collaborations through electronic data-sharing. The sophisticated software also creates a completely paperless process that saves time for constituents, judges, jurors, and attorneys. These stakeholders benefit from digital notifications and access to up-to-date information from any location at any time.

By automating and digitizing the system, many manual processes have also been eliminated. For example, the need to transport stacks of paper by hand from 29 arresting agencies to the prosecutor’s and clerk’s offices is a thing of the past, saving time and paper, plus helping ensure courts are 100% digital within the next five years.

Perhaps even more important than efficiency is access to justice. For tribal members not located within easy traveling distance to a court, the new system allows them to participate in justice processes and view court information online. In the past, citizens representing themselves in civil cases like divorces, evictions, or small claims had to manually complete the necessary paperwork and file the cases in-person at the courthouse, something often difficult for tribal elders and those living in rural areas. Now, anyone can access help and file online.

Read more about this innovative access to justice approach on [Tyler’s Resource Center](#).

**“The USDA Forest Service LEI needed a more robust and modernized system with security and configurability to support its growing law enforcement mission. Tyler and V3Gate were able to meet those needs while also providing USDA Forest Service law enforcement officers with tools to make doing their jobs easier.”**

— Jill Ryan, director, Program Management Office for V3Gate



## ENVIRONMENTAL TASK FORCE

In 2020, Tyler launched our Environmental Task Force (ETF), composed of facilities managers representing Tyler’s seven (at that time) division headquarters. The ETF meets regularly to review Tyler’s sustainability activities across its office locations and develop strategies for improving Tyler’s environmental footprint. The structure of the task force allows for offices to learn from each other and align on the approach to responsible environmental practices.

Facility managers participating in the ETF pursue initiatives in support of the organization’s overall sustainability, including energy efficiency, renewable energy, water conservation, and waste minimization.

The vast majority of Tyler’s physical footprint is composed of our office locations, both owned and leased. Following the acquisition of NIC in April 2021, Tyler’s inventory of leased locations jumped from 45 to 80; we plan to include these sites in our 2021 carbon footprint calculations. In 2022, Tyler will assess these newly acquired locations, looking for opportunities to reduce the overall environmental impact of each site where feasible. We will also evaluate opportunities to modify our in-office work policy to reduce our leased space requirements to reflect our increased work flexibility and minimize the amount of operational energy used per employee.

### ENVIRONMENTAL TASK FORCE PILLARS



#### Energy-optimized operations

Ensuring energy efficient buildings and business operations through lighting, HVAC, insulation, power management, and renewable energy initiatives



#### Resource efficiency

Saving and recycling resources including water, single-use waste, paper, and sustainable procurement initiatives



#### Green Planet initiatives

Promoting environmental awareness through training, signage, office green team engagement, behavioral change programs, and biodiversity-related initiatives



Establishing **renewable energy plans** for owned office campuses not currently on renewable plans



Reducing **Scope 1 and 2 GHG emissions**



Reducing intensity of **energy consumption** per employee working at each office locations



Reducing intensity of **water consumption and office waste** per employee working at each office locations



Reducing **Scope 3 emissions** by eliminating unnecessary business travel



## ENERGY AND CLIMATE

### Our Carbon Footprint

In 2020, we calculated our first Scope 1 and 2 greenhouse gas inventory covering 2019. In 2021, we expanded this work to include key Scope 3 categories as well as waste and water metrics to further help us identify opportunities to reduce our impact. More information is available on our [Corporate Responsibility](#) page.

Given the need for risk mitigation as a result of the pandemic, Tyler modified our business model to accommodate the greater remote managing of project implementations, which helped to reduce unnecessary business travel while maintaining quality of service. Though travel is increasing as COVID restrictions ease and safety precautions facilitate responsible service delivery, we are learning from this experience and leveraging our remote management model to the greatest extent possible. In 2020, Tyler's air travel mileage dropped 74%, from more than 61.5 million miles to less than 16 million miles, and we also significantly reduced both rental car mileage and the number of hotel stays.

Our 2021 greenhouse gas inventory results will be published in spring of 2022 and will be made public on the [Corporate Responsibility](#) section of our website.

### Renewable Energy

In 2021, we made a concerted effort to evaluate opportunities to procure renewable energy. Over the year, five of our seven main owned sites joined renewable energy plans, enabling our providers to procure renewable energy credits (RECs) on our behalf for the full amount of our energy consumption, thereby supporting renewable energy generators across North America. Our goal is to pursue these plans at all owned locations by 2025, which will power approximately 65%\* of our total square footage with renewable energy and reduce our corresponding Scope 2 market-based emissions. Additionally, we plan on engaging landlords to understand renewable energy opportunities across leased spaces in the coming years.

Tyler was one of the first companies in North Texas to have a commercial solar power generation and storage project; in 2017, we installed solar panels on the rooftops of our Plano headquarters. These panels are backed with batteries to store excess energy, allowing us to generate cleaner energy, save on energy costs, and increase our resiliency in the face of possible power outages. Solar power has generated more than 450,000 kWh of energy per year when in operation.

CARBON FOOTPRINT	2019	2020
Total Scope 1 (mtCO <sub>2</sub> e)	1,428	1,735
Total Scope 2 location-based (mtCO <sub>2</sub> e)	9,217	5,727
Total Scope 2 market-based (mtCO <sub>2</sub> e)	9,810	5,891
Total Scope 3 location-based (mtCO <sub>2</sub> e)	-	9,189
Scope 1 and 2 market-based carbon intensity per \$1MM of revenue (mtCO <sub>2</sub> e)	10.34	6.83

ENERGY CONSUMPTION	2019	2020
MWh of Indirect energy usage (i.e. electricity for facilities)	23,357	15,641
MWh of direct energy usage (i.e. natural gas for heating)	7,807	9,412
Energy intensity per \$1MM of revenue (MWh)	28.69	22.44

\* Square footage as of 2021, not including NIC acquisition





## RESOURCE EFFICIENCY

Throughout our offices, Tyler has historically implemented energy efficiency projects, ranging from equipment and building elements to regular maintenance with an objective to save energy. Such projects include replacing incandescent lighting with LEDs, installing light motion sensors, and using shading, window film, and other means to reduce heat gain. We also implement behavioral practices, such as using standby mode in office equipment. These enhancements build upon previous investments in smart energy management systems and conversion from heating oil to gas in our cold climate offices.

Tyler’s office-based environment is such that our water usage and waste generation do not pose significant impacts; however, Tyler continually looks for opportunities to efficiently manage these impacts and has formalized this work through the resource efficiency pillar of our Environmental Task Force’s priorities.

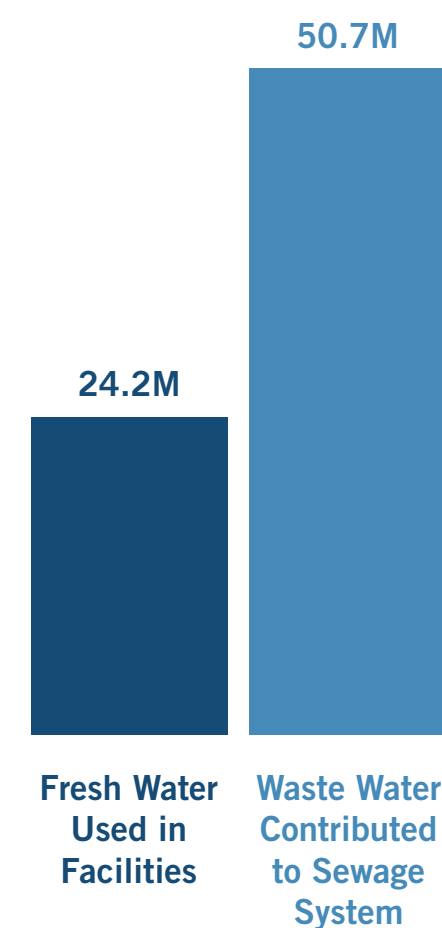
We have implemented rainwater harvesting as well as efficient landscaping and irrigation measures at several sites, selecting drought-resistant plants, installing rain sensors, limiting watering to pre-dawn hours to reduce evaporation, and using well water. We have also installed high-efficiency plumbing to achieve additional conservation.

We also look for opportunities to expand our waste diversion efforts to more sites as options become available. For example, our third-party vendor processes all e-waste for recycling. All but one of our sites have incorporated cardboard and paper recycling and have significantly reduced single-use plastic serving supplies. The majority of our facilities also pursue recycling of plastic and glass, universal waste, and printer

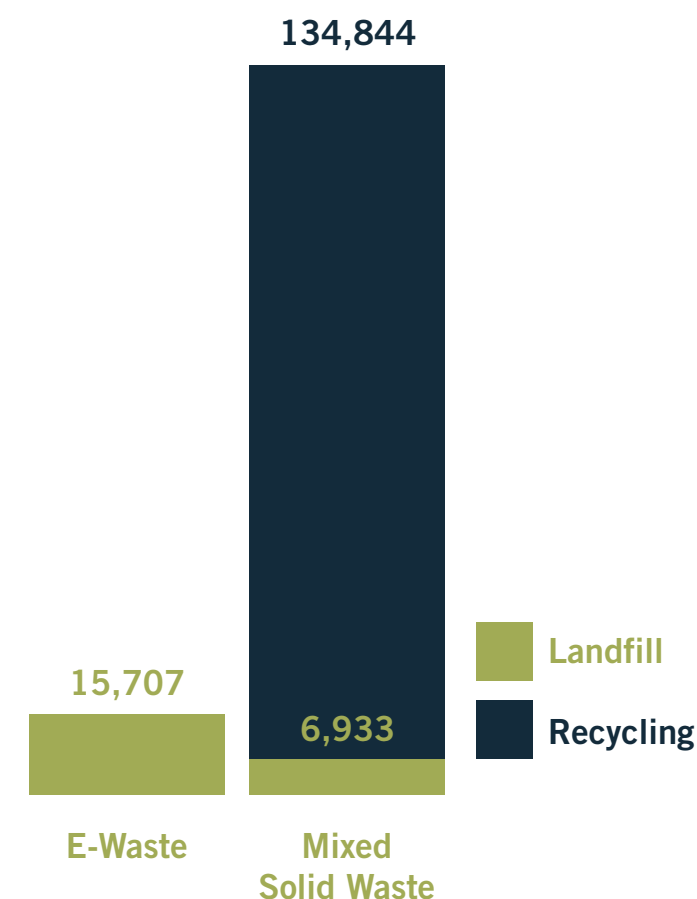
cartridges where vendors are available, with our Lubbock site finalizing implementation of curbside recycling in 2021. Two of our sites have composting, supported by educational signage with instructions for appropriate disposal of waste, recycling, and compost. While smaller in scale, 2021 initiatives such as using reusable dishes at office events and eliminating the use of non-recyclable products in our lunchroom in Plano model our close attention to waste diversion.

We are also prioritizing recyclable materials in our purchasing decisions, alongside other sustainable procurement activities such as establishing standards for frequently purchased equipment and supplies. For example, in 2021 we incorporated Energy Star rating and conservation value guidance for equipment purchases.

2020 TOTAL  
WATER CONSUMPTION  
(Gallons)



2020 TOTAL  
WASTE CONSUMPTION  
(lbs)

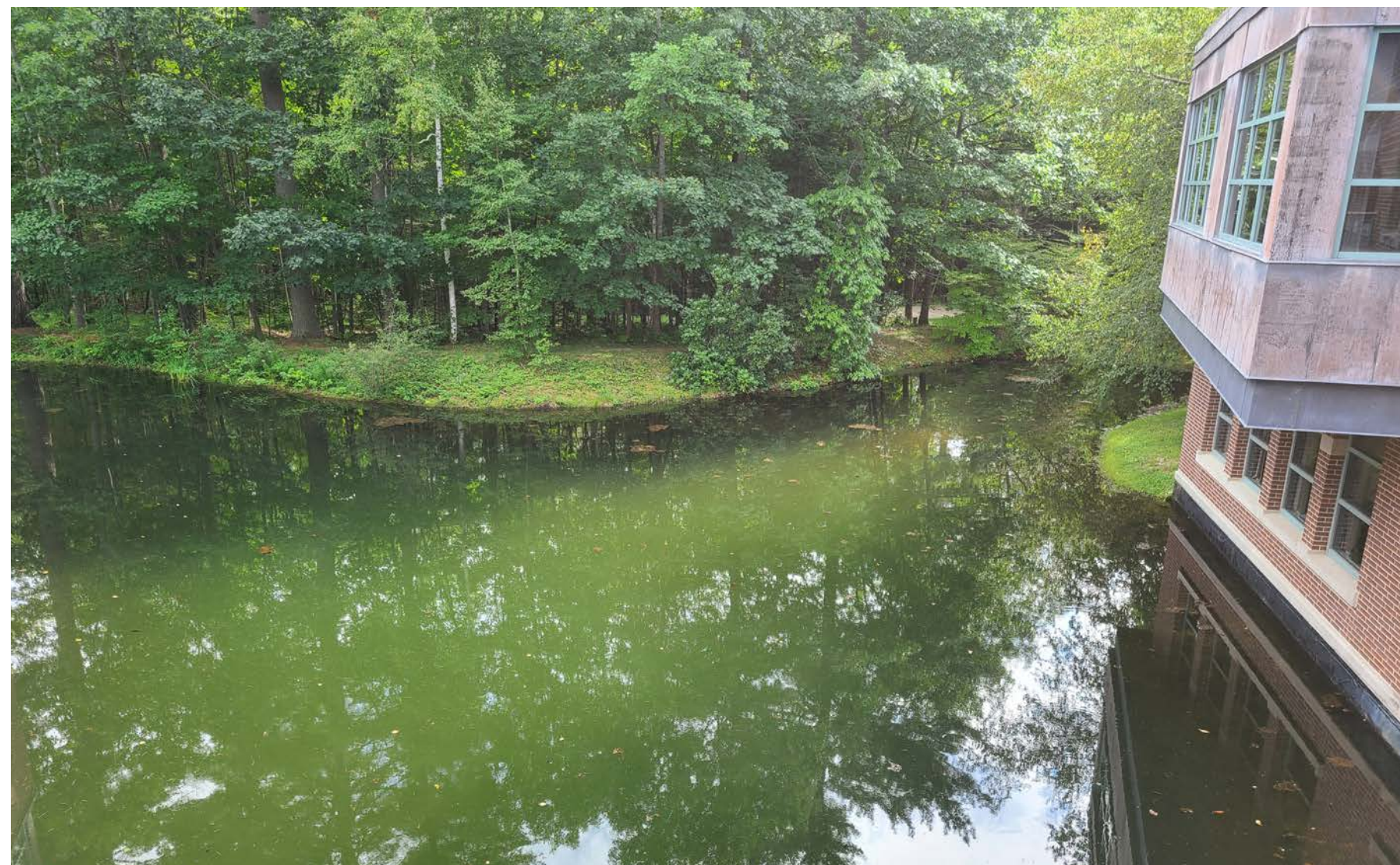




## GREEN BUILDINGS

Tyler looks for opportunities to pursue green certifications as an indicator of potential efficiency during facility evaluation and design phase; approximately a quarter of our Tyler-leased sites (not including the NIC acquisition) hold some type of certification, such as LEED, EnergyStar, BOMA BEST Gold, or WELL building. Our Lubbock site was certified for LEED Core & Shell upon original construction in 2012.

Tyler implements green features at sites wherever feasible. In Yarmouth, Maine, we built a retention pond next to our building, creating a feature for employees to enjoy the natural environment. The pond is replenished through rainwater and maintained without the use of insecticides. We are proud of this green feature, which promotes local wildlife and biodiversity through the introduction of local plants.



## EMPLOYEE ENGAGEMENT

In 2022, Tyler will officially launch its “Green Teams,” which are self-organized, cross-functional groups of Tyler team members who voluntarily come together to educate, inspire, and empower their co-workers to improve environmental sustainability. In 2021, we established our Green Team Framework, a structure for rolling out Green Teams at offices with greater than 100 employees.

Green Teams identify and implement specific solutions to help their organization and community operate in a more environmentally sustainable fashion. In 2021, each location put together a list of green activities for employee engagement. To further recognize the importance of these grassroots efforts, we have allocated an annual \$5,000 average budget for each team to spend towards their selected team activities starting in 2022.

In 2022, we installed four new car charging stations at our Plano, Texas, and Moraine, Ohio, locations. These installations signal our support for employees who are looking for opportunities to create more sustainable lifestyles for themselves.





CORPORATE RESPONSIBILITY  
AT TYLER

RESPONDING WITH  
RESILIENCE

ENVIRONMENTAL  
SUSTAINABILITY

SOCIAL  
SUSTAINABILITY

GOVERNANCE

ABOUT THIS  
REPORT

APPENDIX

# Social Sustainability





## Diversity, Equity, and Inclusion

### INCLUSIVE WORKFORCE

Tyler’s commitment to act with integrity, inclusion, and fostering community is embedded in our core values, which guide the way we work together and with others. Our team members are essential to our business, and we are committed to creating and maintaining a workplace environment where our more than 6,800 team members feel included, valued, and respected. We believe a diverse and inclusive workplace leads to greater collaboration, results, and team member engagement. As a result, our products have a greater impact, our relationships are stronger, and we create more value for our clients and shareholders.

Tyler believes it is important to have a diverse workforce and an inclusive workplace, and is committed to encouraging diversity of background, culture, experiences, insights, and skills in its workforce. In keeping with Tyler’s commitment to the personal dignity of employees, Tyler supports each individual’s right to be treated with courtesy and respect.

In 2021, Tyler took action to foster a more diverse community while creating an equitable and inclusive environment for all. The executive Diversity, Equity, and Inclusion (DEI) Council was formally established in the first quarter of 2021 to oversee DEI initiatives consistent with our mission, vision, and values through DEI strategic pillars. This year, the council’s efforts included developing DEI strategic focus areas and reviewing the effectiveness of current Tyler talent practices in recruiting, onboarding, managing, developing, compensating, and retaining diverse team members.

### Awards and Recognitions

- **Detroit Free Press’ “Top Workplaces” list**
- **MaineBiz’s “Best Places to Work in Maine” list (Tyler, NIC)**
- **Mississippi Business Journal’s “2021 Best Places to Work” list**
- **The Dallas Morning News’ “Top 100 Places to Work” list**
- **The Denver Post’s “Best Mid-sized Companies to Work for in Colorado” list**
- **The Washington Post’s “Top Workplaces” list**
- **Dow Jones Sustainability Index for North America**
- **Government Technology Magazine’s “GovTech Top 100” list**

	SCORE 2021	AVERAGE SCORE	PERCENTILE 2021
<b>S&amp;P Social Sustainability Score</b>	<b>52</b>	<b>18</b>	<b>96</b>
<b>Social Reporting</b>	<b>50</b>	<b>24</b>	<b>97</b>
<b>Labor Practice Indicators</b>	<b>61</b>	<b>18</b>	<b>97</b>
<b>Human Capital Development</b>	<b>67</b>	<b>27</b>	<b>95</b>
<b>Talent Attraction &amp; Retention</b>	<b>55</b>	<b>9</b>	<b>97</b>
<b>Corporate Citizenship &amp; Philanthropy</b>	<b>53</b>	<b>20</b>	<b>93</b>





## COMMITMENT TO PAY EQUITY

We believe people should be paid equitably for what they do and how they do it, regardless of their gender, race, religion, or other personal characteristics.

We understand the importance of consistency across compensation and regularly review our compensation practices, both in terms of our overall workforce and individual employees, to ensure our pay is fair and equitable.

Pay equity continues to be a fundamental part of our DEI strategy. In 2021, our pay efforts focused on a uniform pay structure and consistent pay equity practices across all divisions. We conduct market analysis throughout the year, using technology industry benchmark data to ensure our compensation ranges and practices are fair and equitable. In 2021, we expanded our pay equity analyses and incorporated this analysis to guide managers in making pay adjustments, considering factors such as an employee's role and experience, the location of their job, and their performance. And, finally, we provided compensation training to our management team to ensure continued fair and equitable pay practices.

Moving forward, our data collection and reporting capabilities continue to be enhanced and streamlined. This will allow us to further develop and implement uniform salary ranges and ensure equitable pay across Tyler divisions.

Tyler ranks in the **97th percentile** in the Labor Practice Indicators component of DJSI

## EQUAL EMPLOYMENT, NON-DISCRIMINATION, AND ANTI-HARASSMENT

To promote a professional and productive work environment in which all employees are treated with dignity, courtesy, and respect, Tyler has adopted an anti-harassment policy prohibiting all forms of harassment. That policy is set out in Tyler's [Code of Conduct and Business Ethics](#), with additional details set forth in Tyler's Employee Handbook. Tyler reviews the Code of Conduct and Business Ethics and the Employee Handbook with each employee at time of hire and requires an annual review and acknowledgment of the Employee Handbook during every year of employment thereafter. In addition, employees undergo annual anti-harassment training, with managers undergoing additional training specific to their role and responsibilities in ensuring a workplace free from harassment. Tyler's Employee Handbook and its training content explain how to lodge a harassment complaint, how the investigatory process is conducted, and the penalties for a violation, up to and including termination.

Tyler is an equal opportunity/affirmative action employer and prohibits discrimination, promoting equality in its employment policies and practices. Management and supervisory employees are responsible for making decisions affecting employees without regard to race, religion, color, gender/sex, gender identity, gender expression, sexual orientation, marital status, creed, national origin, ancestry, citizenship status, age, disability, veteran status, and any other status protected under local, state, or federal laws. This includes decisions regarding all aspects of the employment relationship, including recruitment, selection, promotion and transfers, performance appraisals, compensation, and termination.





## CODE OF SOCIAL RESPONSIBILITY

We support the fundamental principles of human rights throughout our business and the communities we serve. As a mission-driven company, we are committed to providing our clients and communities with products and solutions that are fair, equitable, and respect human rights. This year, Tyler formalized our [Code of Social Responsibility](#), which details our commitment to protecting the rights and well-being of our employees, clients, and communities.

We are opposed to all forms of discrimination and to all forms of slavery, human trafficking, forced or compulsory labor, and child labor. It is Tyler's policy to conduct its business in accordance with the applicable laws, regulations, and rules of the jurisdictions where it conducts business. Tyler is committed to ensuring that its employees are treated with respect and dignity, and that its business is conducted in a way that complies with its Code of Social Responsibility.

Tyler also expects its business partners to operate in a manner consistent with this Code of Social Responsibility. Consistent with the United Nations Declaration on Human Rights and the International Labour Organization Declaration on Fundamental Principles and Rights at Work, we expect our business partners to share in our respect for human rights, employee health and safety, and a voluntary labor force. We further expect our business partners to comply with applicable human rights laws and regulations, and to respect their employees' freedom of association.

Please visit Tyler's [Corporate Governance](#) page for more information on our Code of Social Responsibility and governance policies.





## DIGITAL INCLUSION: CLOSING THE EQUITY AND ACCESS GAP

Digital inclusion is an important topic in the public sector, particularly as we emerge from the pandemic with a unique opportunity for transformation for the better.

Tyler supports closing the equity and access gap by providing products and services that increase the ability of individuals and groups to access and use information, removing barriers and putting vital services in the hands of those who need them. By providing cloud-based solutions to build a modern technology stack, Tyler helps state and local agencies increase digital equity, ensuring fair access to essential government services. Dynamic case management, online dispute resolution, and bus routing solutions are just a few cloud technologies that help state and local agencies powerfully wield their data to better serve all constituents and communities, including those who are traditionally underserved.

**“I’m hopeful about the future because we have a progressive police department that cares, wants to be trusted by the community, and showed great leadership in getting this data out there.”**

— Tim Moreland, Director of Performance Management and Open Data, Chattanooga, Tennessee





## SOLUTION SNAPSHOT



### INCREASING ACCESS TO JUSTICE

Over the past few years, many jurisdictions have seen an increase in the number of cases with self-represented litigants. Without a lawyer, these parties often struggle to navigate complex court processes and fill out court forms correctly. The coronavirus pandemic greatly accelerated the demand for online options when litigants were not physically allowed to enter the court.

To provide access and avoid massive case backlogs, the Denton County Justice of the Peace in Texas worked to implement Tyler's online dispute resolution and incorporate it with its existing Enterprise Justice solution, a platform that simplifies complex legal documents into plain-language questions to produce correctly filled out forms.

Leveraging this technology enables courts to help all constituents navigate complex legal processes on their own and give all sides of a case the opportunity for equal justice under the law. This tool is vital to increase equity and access to justice, as just 25% of litigants in court cases retain a lawyer. You can read the full case study on [Tyler's Resource Center](#).

### REMOVING BARRIERS TO EQUITY

Nearly 22 million students nationwide rely on their schools to meet critical needs. Beyond the value of education, schools provide everything from access to the internet to reliable, nutritious food through free or reduced-cost meal programs. When schools shut down during the COVID-19 pandemic, new solutions were required to ensure these needs were met for students.

Many districts across the nation were able to leverage Tyler's transportation solutions to better serve their community by providing access and resources for students. The Detroit Public School District was able to use Tyler's Versatrans transportation management solution to repurpose their buses to drop off food to over 2,800 students whose primary source of nutrition came from meals served at school. Approximately 70 routes delivered daily meals to designated neighborhood locations and — to avoid overwhelming any individual school's kitchen — each meal delivery route was designed to deliver a specific number of student meals to each pickup location. The robust data in the software also helped district staff identify and prioritize the district's highest-needs students who required additional remote services, and even made it possible for district staff to print labels for customized homework packets to be delivered to them.

Read more about our transportation technology successes on [Tyler's Resource Center](#).





## SOLUTION SNAPSHOT

### FAIR ACCESS FOR VULNERABLE CITIZENS

All residents, including individuals with disabilities and seniors, should have fair access to the tools and resources they need to engage in essential government services. Tyler's cloud-hosted Workforce Case Management solution helps government improve access and resources to better serve people who face challenges.

The Wisconsin Department of Health Services leverages Tyler's Case Management Development Platform, powered by Entellitrak, to power its IRIS (Include, Respect, I Self-Direct) waiver program to serve more than 22,000 seniors and individuals with disabilities. This modern case management system can empower vulnerable populations by providing users with a way to manage their own benefits, directing their care and retaining agency over their health, while at home or in another care setting.

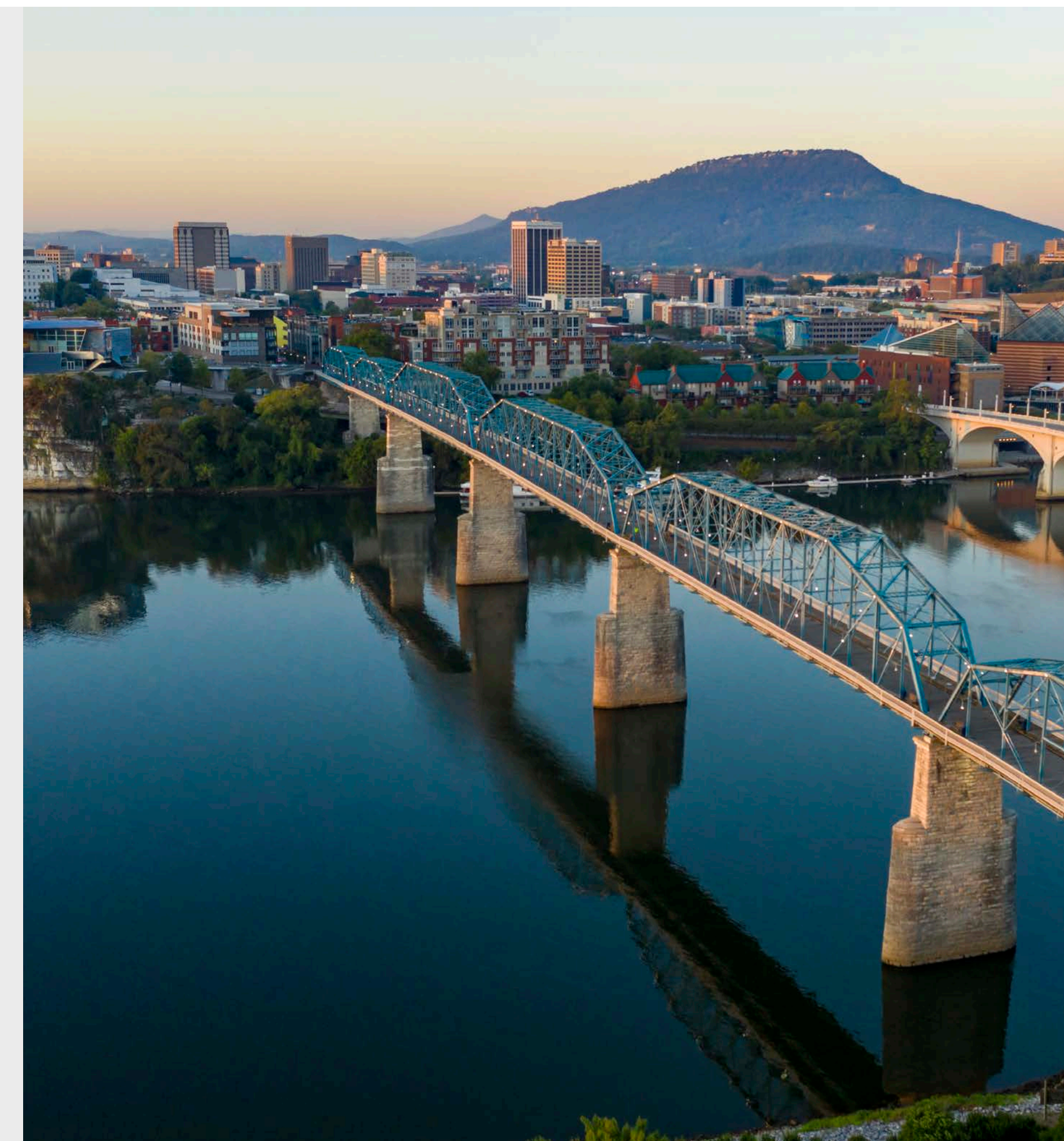
Read the full case study on [Tyler's Resource Center](#).

### USING TECHNOLOGY FOR DATA EQUITY IN POLICING

Today, local governments increasingly want to know the details of law enforcement activities in their communities to ensure equity in public safety for all residents. The city of Chattanooga, Tennessee, uses Tyler's Enterprise Data Platform, powered by Socrata®, to unpack racial disparities in policing. This solution draws insights and understanding from data to support internal reforms and strengthen community ties to decrease the impacts of the public safety and criminal justice systems on communities of color and other vulnerable populations.

Chattanooga's open data portal is key in addressing systemic challenges and centralizing, organizing, analyzing, and reporting public safety data. In addition to streamlining data governance, this technology creates a layer of accountability within the police department and with residents, who have access to cleaned, redacted, or aggregated data via the city's open data portal. The city's dashboard includes several maps showing arrest data by census tract, use of force incidents, and racial demographics, all of which help put equity at the center of policy.

Read more about Chattanooga's success on [Tyler's Resource Center](#) and on the [Chattanooga open data portal](#).





## INITIATIVES TO ENABLE PROGRESS

Tyler is committed to fostering cultural awareness and helping all employees understand the importance of diversity, equity, and inclusion by recognizing similarities, appreciating differences, and helping to support a positive and inclusive work environment for everyone. To bring a structured approach to our DEI initiatives and to create a more dynamic culture, many of our divisions launched regional DEI groups and collaborated with other Tyler divisions across the country to increase education and awareness of DEI issues.

Throughout the year, Tyler supported team members in their conversations about topics like race in the workplace through a variety of facilitated discussions and resources:

- More than 600 people participated in three DiversiChats, hosted by the Civic Services DEI Network, that provided division employees an opportunity to engage in conversations about unconscious bias, mental health, and cultural assimilation.
- The ERP & Cybersecurity DEI committee launched a “Seeing White” podcast discussion series, which was highly attended and participative and provided employees with an opportunity to discuss privilege and racism in America.
- The NIC DEI committee hosted a virtual webinar during Women’s History Month on “Channeling Your SupHERpower.” The webinar was moderating by four female employees who discussed how to the navigate your career in a male-dominated field.
- The Public Safety Division’s DEI committee established a Technology Bias and Influence Review Committee and created an Identifying Bias Toolkit and job description grader aimed at eliminating bias in job descriptions and postings. Training was provided to hiring managers on this tool, along with documentation for future reference.
- The Women’s Leadership Network hosted a virtual panel discussion that focused conversations on the “Impact of the Pandemic - One Year Later.”
- New paid time off benefits to recognize the needs of diverse team members include:

12  
weeks  
of paid family  
leave

2 paid  
floating days for  
use in observing  
cultural and  
religious holidays

Addition of  
Martin Luther  
King holiday







## MAXIMIZING SUPPLIER DIVERSITY

For decades, we have invested in building strong relationships with diverse suppliers and underrepresented businesses. Together, as we create a broader, more inclusive supply base, we are also supporting economic development and strengthening the communities we serve. While we continue to make meaningful progress, we are committed to partnering with even more diverse suppliers.

The U.S. government encourages its vendors to source from domestic businesses owned by citizens from disadvantaged categories. Tyler has a national supply base made up of more than 3,800 suppliers, with more than 1,000 of our suppliers being owned by citizens coming from diverse backgrounds. Tyler tracks inclusion of these businesses and aims to continually increase our supply base diversity.

\$74.8M  
in spending with  
diverse suppliers

1,000+  
total diverse  
suppliers

85+  
Women  
Owned

800+  
\*Small  
Business

20+  
Veteran  
Owned

130+  
\*\*Labor  
Surplus



\* These records have been designated as small based on the D&B data elements of employee count, sales, and SIC codes using the size standards from the SBA.

\*\* Labor Surplus is a civil jurisdiction that has a civilian average annual unemployment rate during the previous two calendar years of 20% or more above the average annual civilian unemployment rate for all states during the same reference period.



## EMPLOYEE ENGAGEMENT

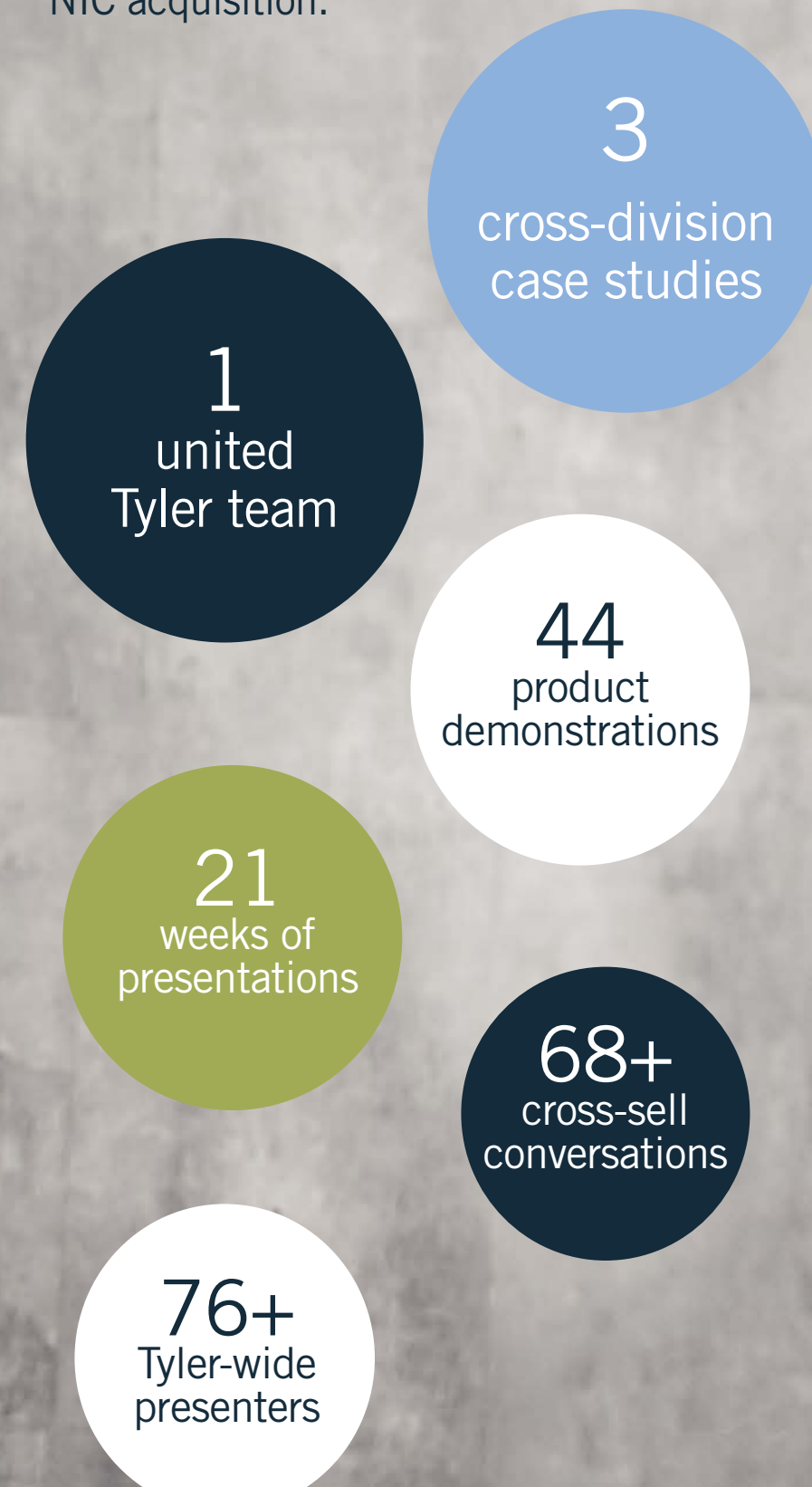
Tyler engages with team members through a variety of methods, including a robust internal website, multiple weekly internal communications, and regular updates from teams across the company.

Our divisions and business units host regular town halls, virtual lunches, all-hands meetings, and “Ask Me Anything” sessions where team members are invited to share their thoughts directly with company leaders. This year, Tyler hosted 25 “Demo Days,” a series that provides cross-departmental communications and understanding of what each team is doing to improve our platform and product.

We assess team perspectives regularly through numerous surveys which give employees the opportunity to provide feedback that informs leadership in making improvements to our workplaces. This year, we launched a series of pulse surveys to monitor team member engagement and wellness as we transition to a hybrid approach to work. In the first round, 2,000 employees received the survey with two additional surveys to be conducted in Q1 and Q2 of 2022.

### NIC-Tyler Product Showcase

Weekly presentations to better integrate and identify cross-selling opportunities from the NIC acquisition.





## EMPLOYEE RESOURCE GROUPS

### Women's Leadership Network (WLN)

Tyler's WLN empowers the professional development of women employees at Tyler by championing opportunities and initiatives for their career growth, advancement, and ongoing support. This year, the WLN introduced a formal pilot mentorship program that pairs trained mentors with mentees throughout the organization. With an objective to strengthen the professional development of women at Tyler, the pilot program enabled us to pair a dozen female team members with experienced managers and leaders so mentees can leverage the knowledge, advice, and relationships required to advance their careers. The total of 24 mentees/mentors represented a diverse pool of high-performing or potentially high-performing participants, representing all Tyler divisions and functional areas. Due to the pilot's success, we plan to expand the program and more than double participation in 2022.

### Tyler Military Veterans

Our purpose is to connect veterans to help them integrate into the civilian world and ensure they understand the rights and benefits they have as team members within the Tyler community. The Tyler Military Veterans Group expanded in September 2021 from a local group in Maine to include more than 160 veterans across Tyler. In 2021, a steering committee was formed within the group that focused on finalizing the charter and identifying initiatives for 2022.

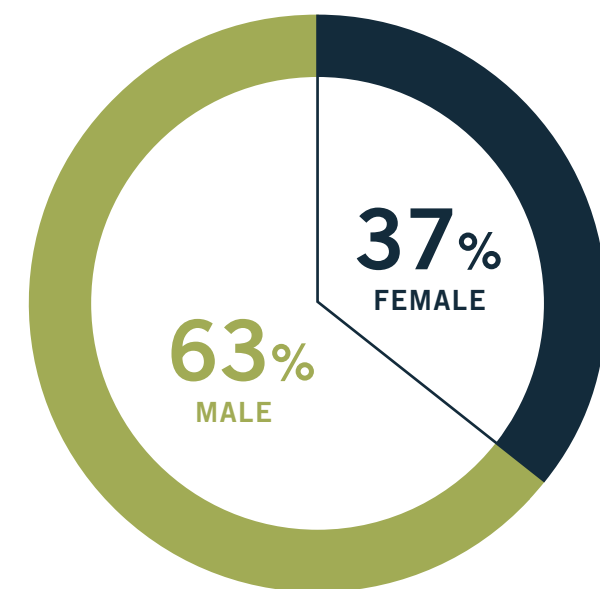




## GENDER

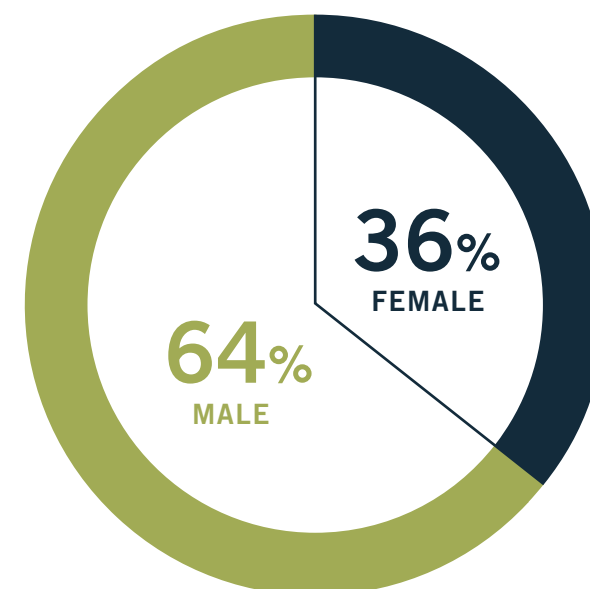
Less than 1% of team members are non-binary or did not self-disclose

### TOTAL WORKFORCE



More than 6,800+  
total employees

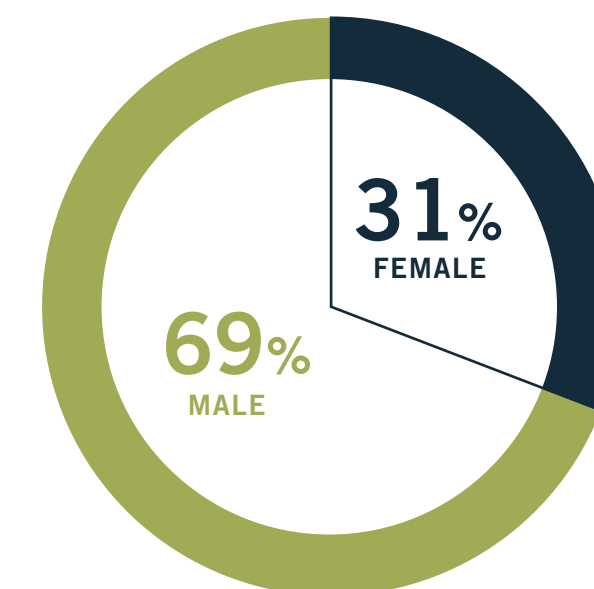
### ALL MANAGEMENT ROLES



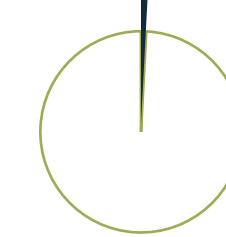
1,399 total  
20% of total workforce



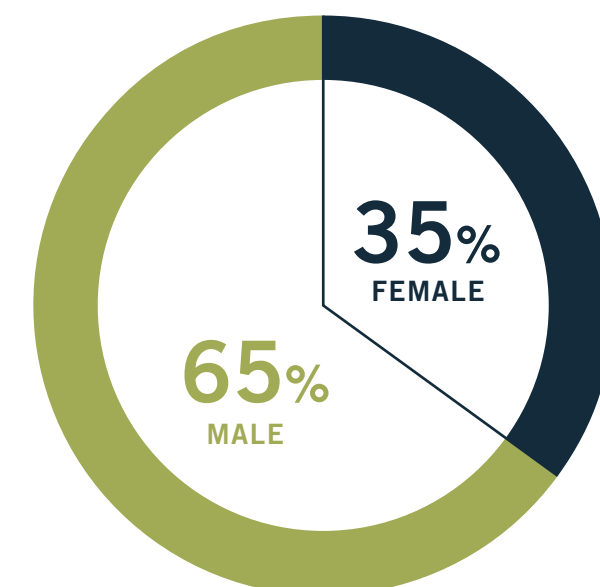
### TOP MANAGEMENT ROLES



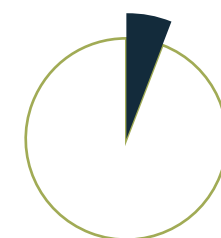
72 total  
1% of total workforce



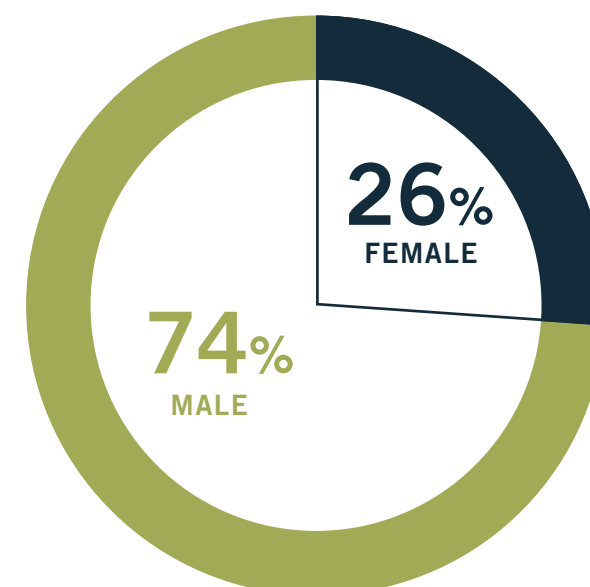
### GENERAL MANAGEMENT ROLES\*



400 total  
6% of total workforce



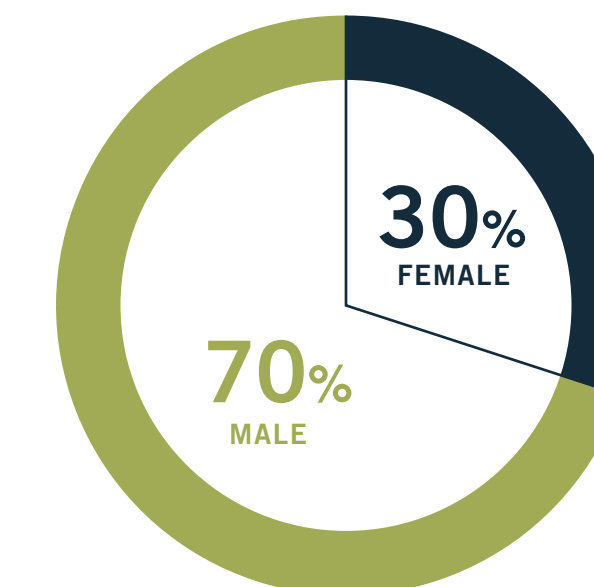
### TECHNOLOGY ROLES



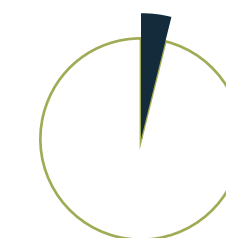
2,173 employees in  
tech roles  
32% of total workforce



### SALES ROLES



258 total employees  
in sales roles  
4% of total workforce

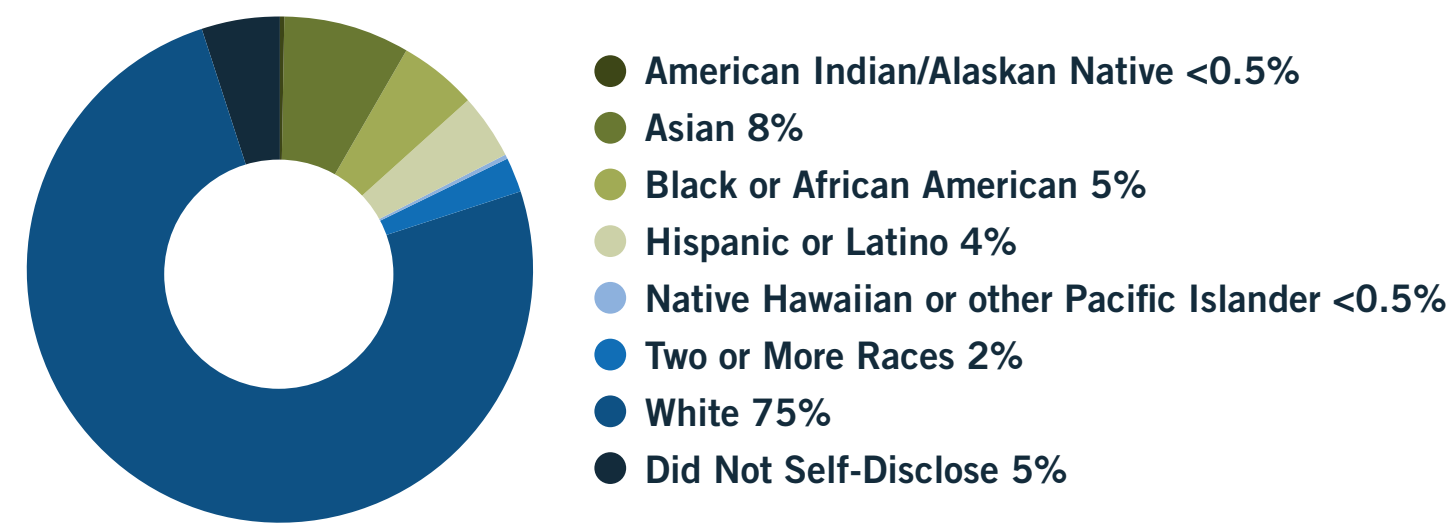


\*General management roles reflect "junior management" as defined by the SAM Corporate Sustainability Assessment. Please refer to Tyler's [EEO-1 report](#) in the Appendix for additional information.

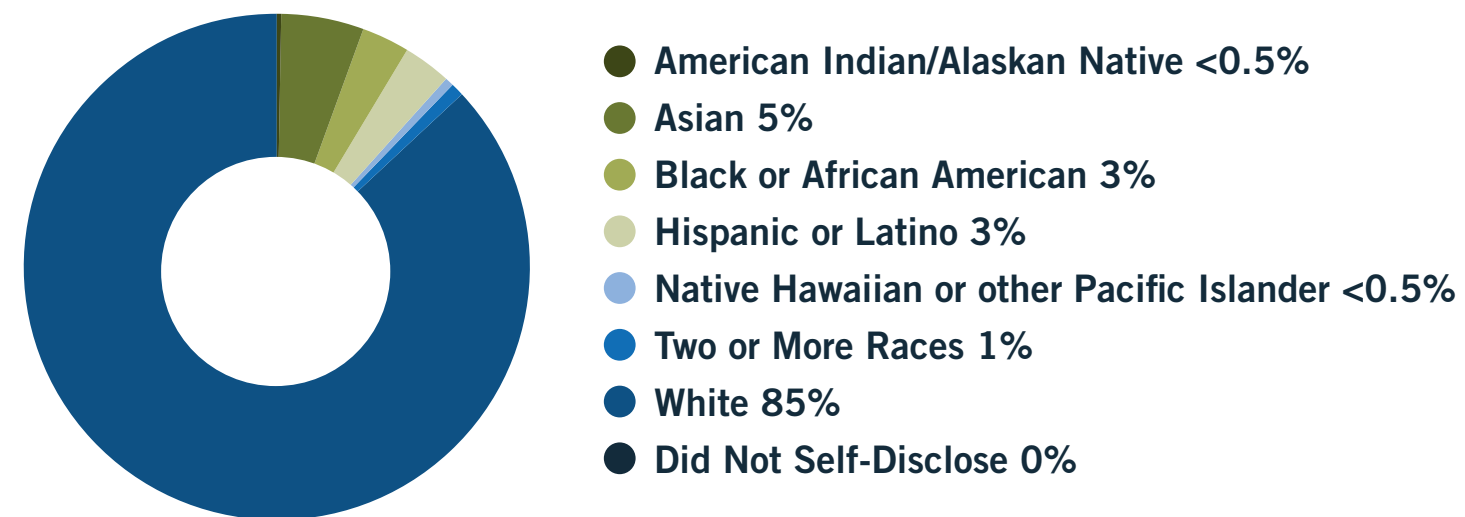


## RACE AND ETHNICITY

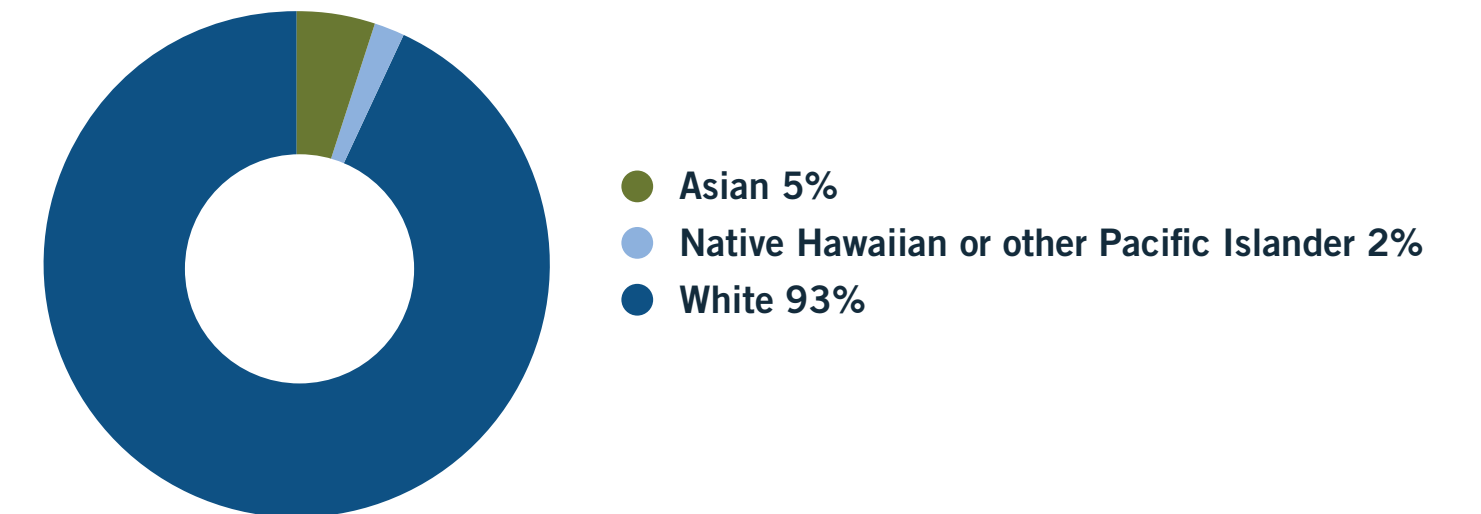
TOTAL WORKFORCE



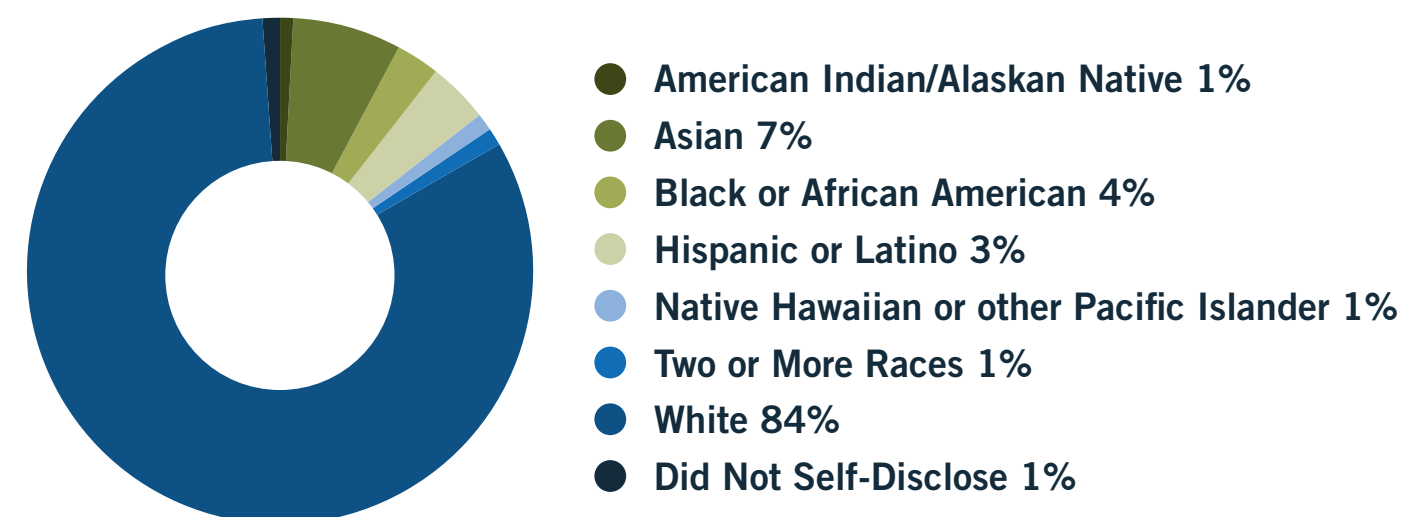
ALL MANAGEMENT ROLES



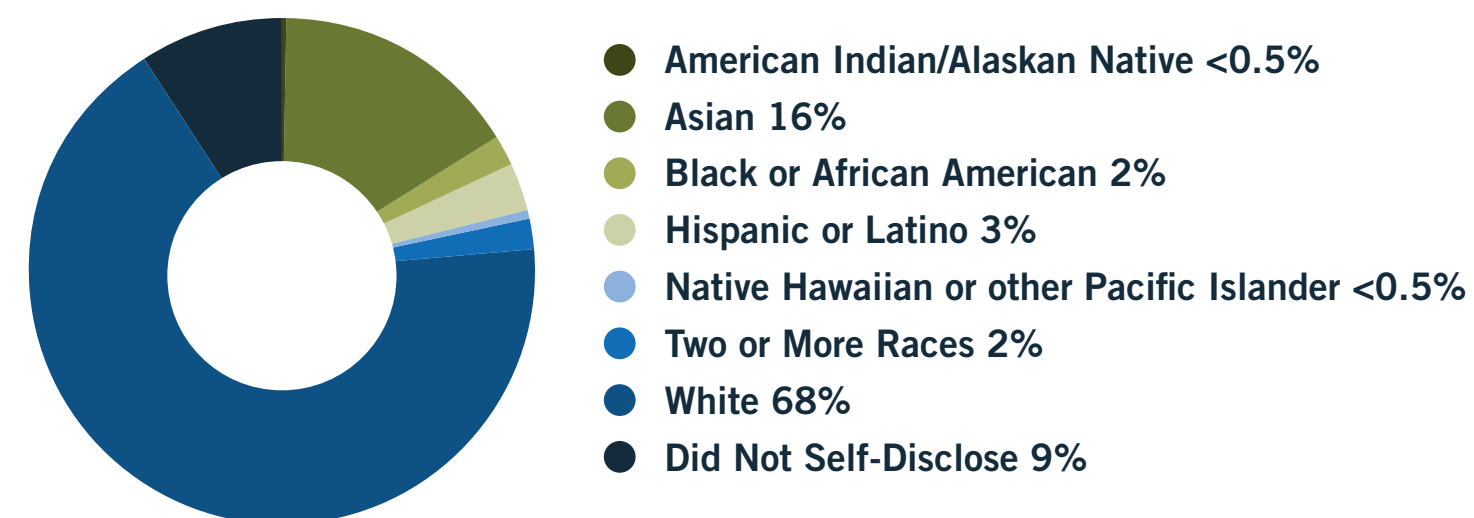
TOP MANAGEMENT ROLES



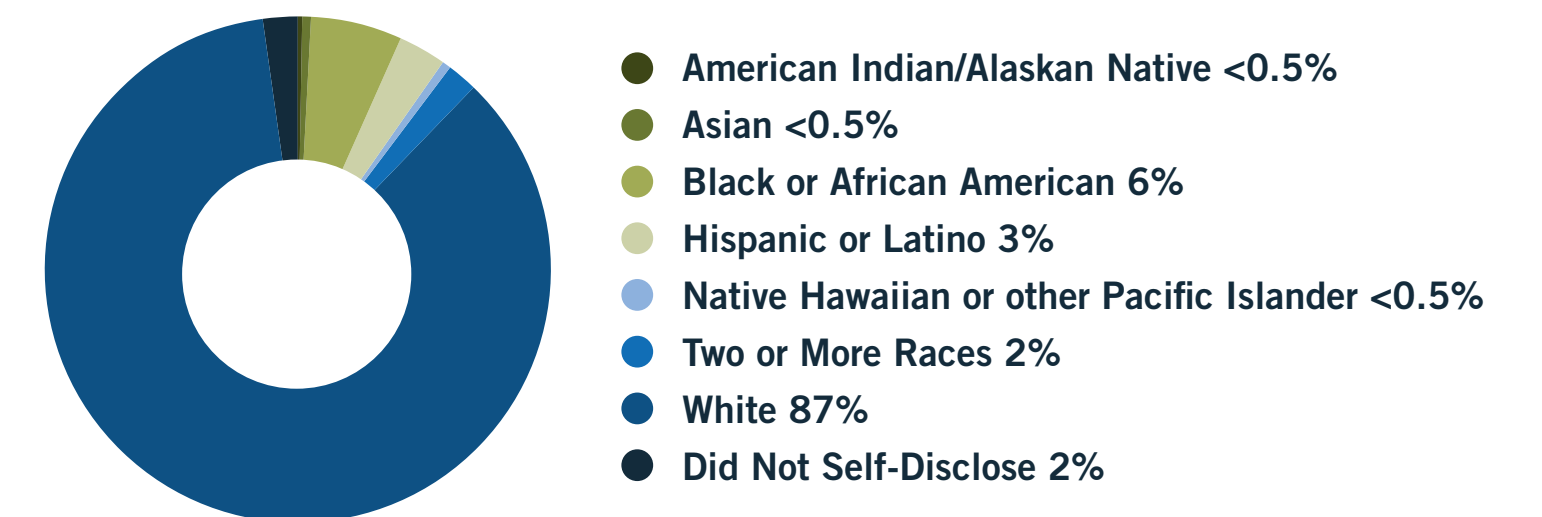
GENERAL MANAGEMENT ROLES\*



TECHNOLOGY ROLES



SALES ROLES



\*General management roles reflect "junior management" as defined by the SAM Corporate Sustainability Assessment. Please refer to Tyler's [EEO-1 report](#) in the Appendix for additional information.



## OUR TALENT

### Attracting Talent

In 2021, companies across the world were forced to navigate the ripple effects as employees re-evaluated their careers and left their jobs in record numbers. To address the impact of the “Great Resignation,” Tyler adjusted our processes for recruiting to increase talent sourcing and maintain relationships with departing team members to rehire if and when the change they made was not as expected.

Our talent acquisition efforts in 2021 balanced the recruiting of new team members with growing talent within the organization. We expanded our internal talent acquisition capabilities and invested in diversity recruitment. Our corporate recruiting structure was centralized to intentionally increase collaboration in sharing candidates and we implemented new technology tools to reduce bias in job descriptions and the resume review process.

### PathForward

In 2021, Tyler partnered with PathForward, a nonprofit organization that provides people who have taken time off for caregiving an accelerated path back into the workforce. There are roughly 11 million people in the U.S. of prime working age, with 10 million being women, that are out of the workforce due to family caregiving. This year, Tyler joined more than 100 organizations to successfully launch a returnship program with our Data & Insights Division, focusing on those workers who wish to return. With an average of 11 years’ experience and nearly half with masters degrees, these returnees are highly desirable talent that provide a diverse perspective in the workforce.

### Growing Talent

Tyler prioritizes creating opportunities to help employees grow with a strong bias for promotion from within and support in building out their careers through a multitude of training and development programs to provide cloud-based skill building and certifications, and programs to support new manager development and leadership effectiveness. Tyler offers a wide array of continuous education and development for all team members, including self-directed and instructor-led training, programs for new and experienced managers and senior leaders, and tuition reimbursement programs.

42% of open positions filled

with internal team member transfers and promotions

Expanded hiring pool to 7,000+

job postings across 2,000+ organizations

Over 50 career events

Assisted 4,000+ candidates

build career networks and readiness





## TRAINING, DEVELOPMENT, AND EDUCATION

### New Manager Development Program

Developing new managers and increasing their competence drives organizational results, including employee engagement, manager quality, team effectiveness, and more. In 2021, Tyler implemented the New Manager Development program. The program provides Tyler managers with a consistent foundation of skills to lead their teams effectively. We are currently measuring the changes in competency of our new managers as a result of participating in the new manager program, and participants have reported an average 31% increase in overall competency and managerial effectiveness based on participation in the program.

### Amazon Web Services

We are committed to supporting the growth and development of team members. As we move to the cloud, we continue to invest in team members through cloud skills training programs and AWS cloud certification support. In 2021, we expanded the opportunities for team members with thousands of hours of training, resulting in 800 Associate certifications and 160 Professional and Specialty certifications.

### Tyler University

Tyler University (Tyler U) is a continuing education platform that serves as a training resource for both our clients and our team members — from e-learning, product training, live and archived webinars, and virtual learning labs, to offline regional training information. This year 6,456 Tyler team members completed 72,150 hours of training through Tyler U for an average of over 11 hours of training and skills development per team member.

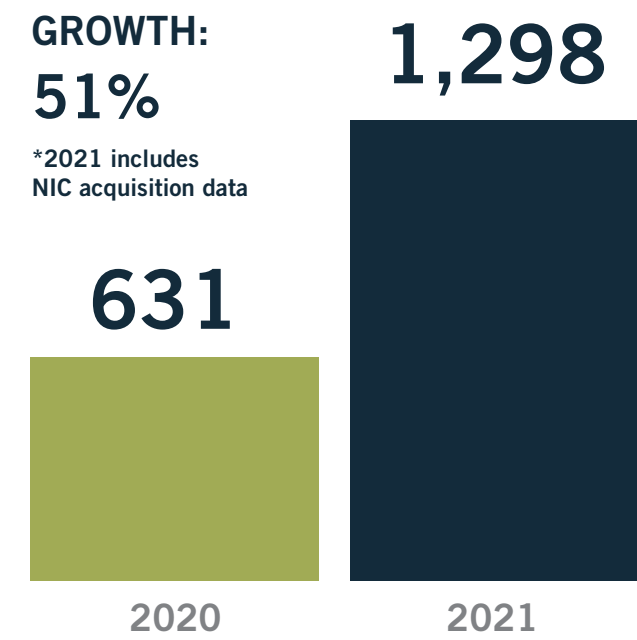


16,629  
hours  
of AWS training

1,000+  
participants

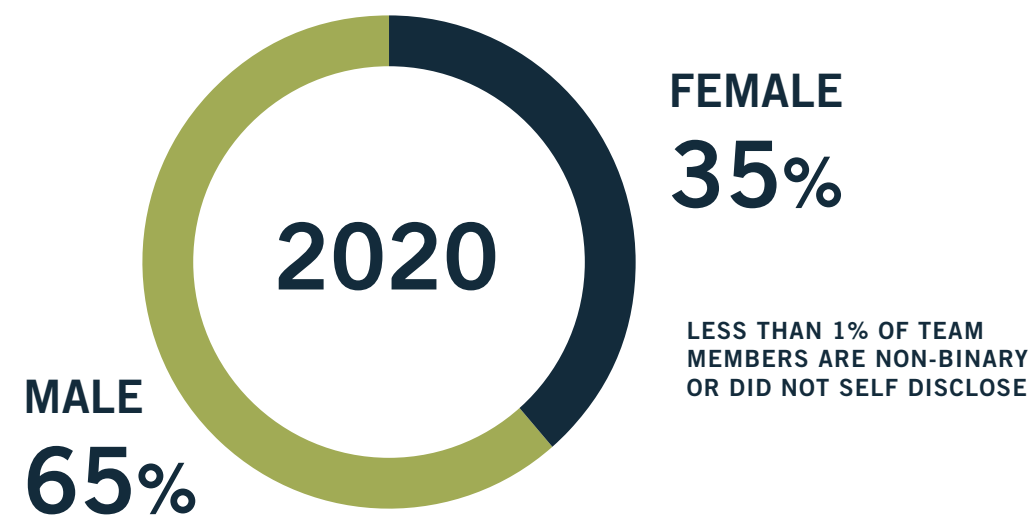


TOTAL NEW TEAM MEMBERS

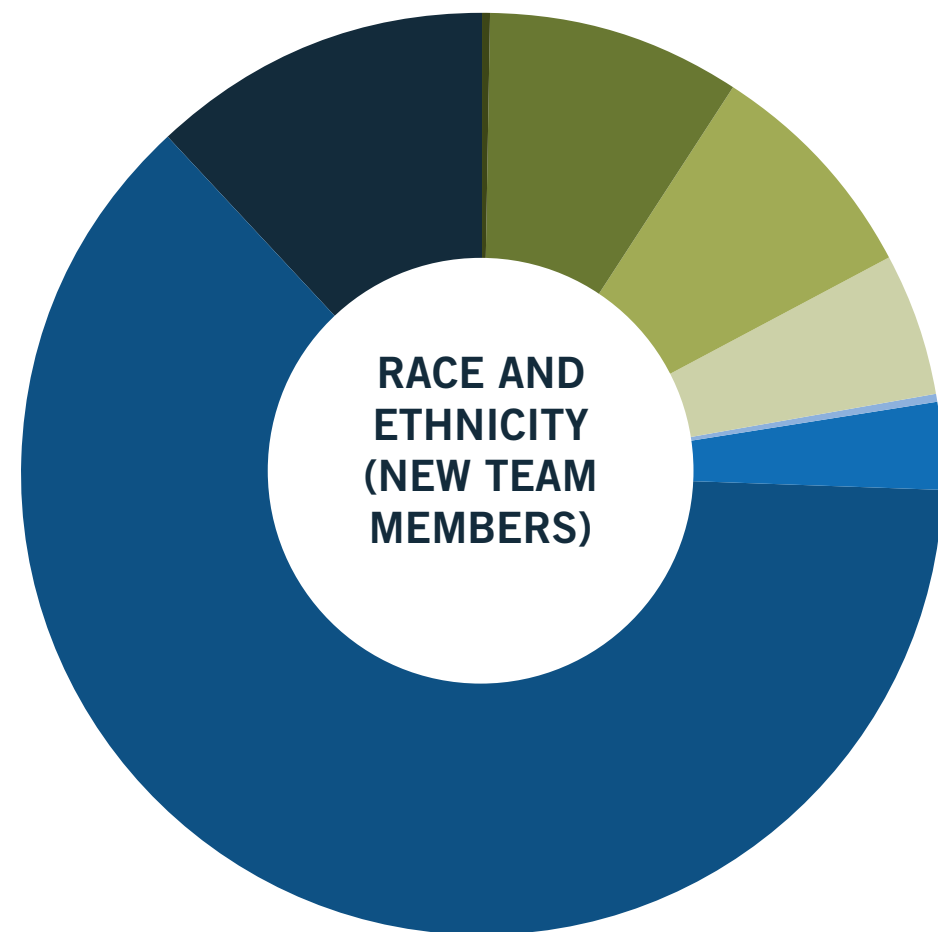
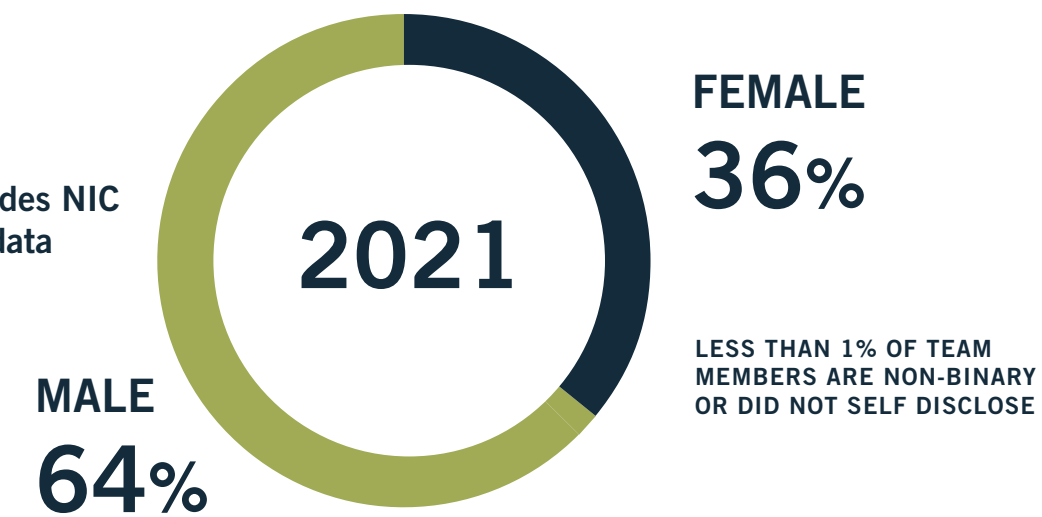


TOTAL NEW HIRES (BY GENDER)

63,203 TOTAL APPLICANTS

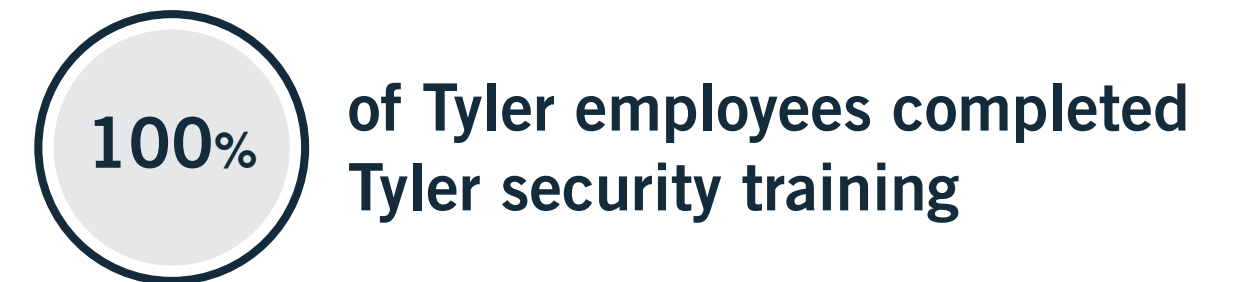
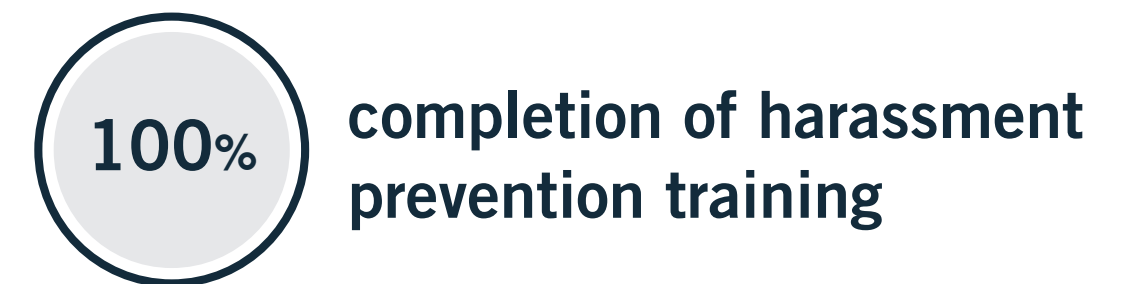
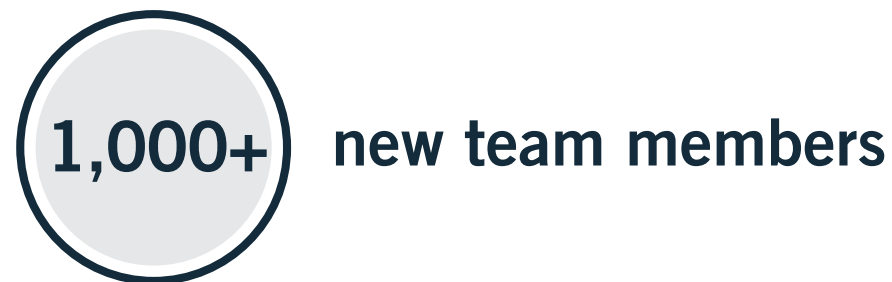
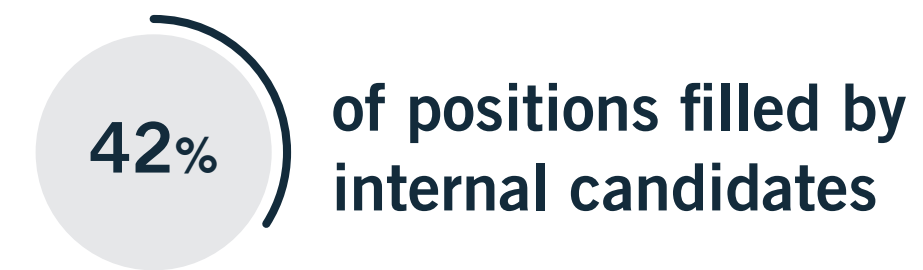


\*2021 includes NIC acquisition data

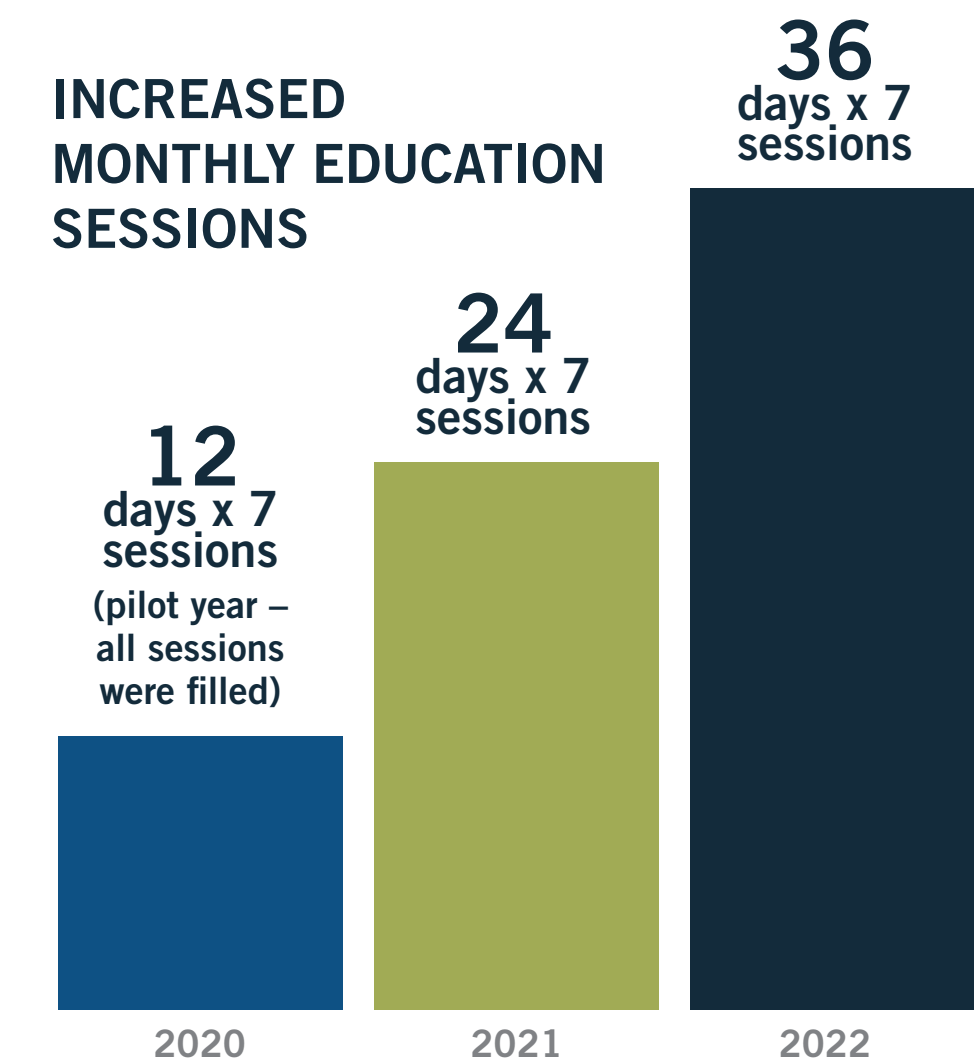


- American Indian/Alaskan Native <0.5%
- Asian 9%
- Black or African American 8%
- Hispanic or Latino 5%
- Native Hawaiian or other Pacific Islander <0.5%
- Two or More Races 3%
- White 63%
- Did Not Self-Disclose 12%

EMPLOYEE DEVELOPMENT



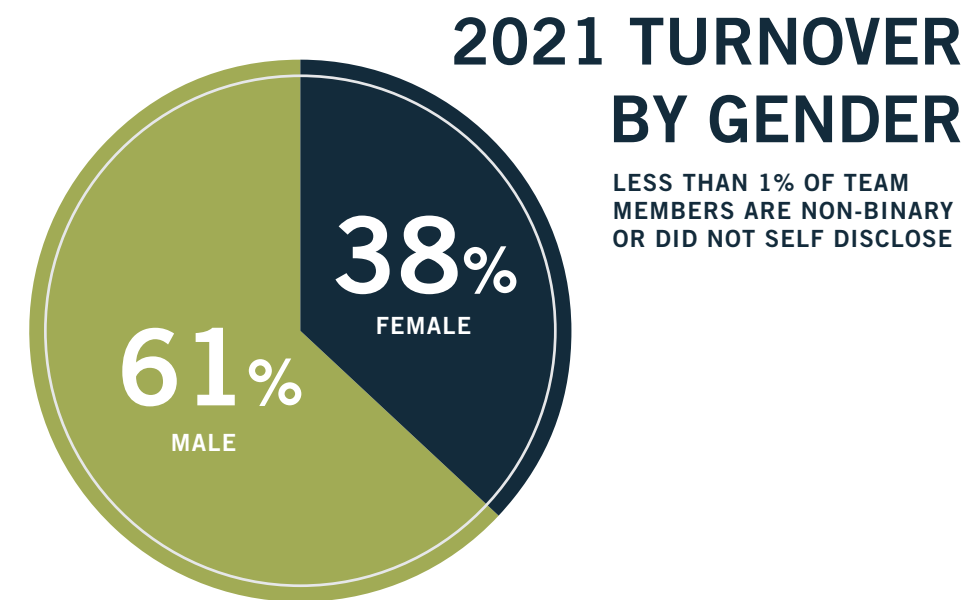
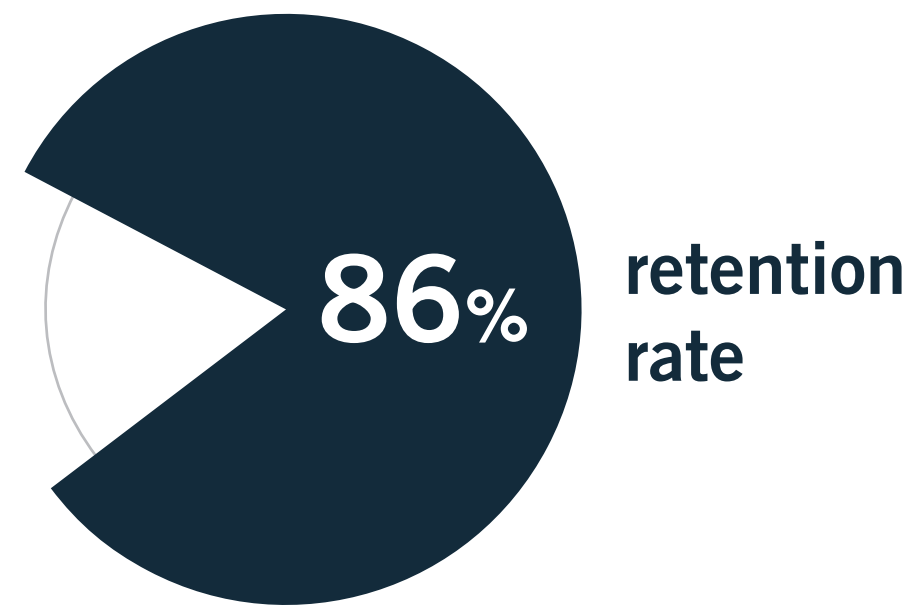
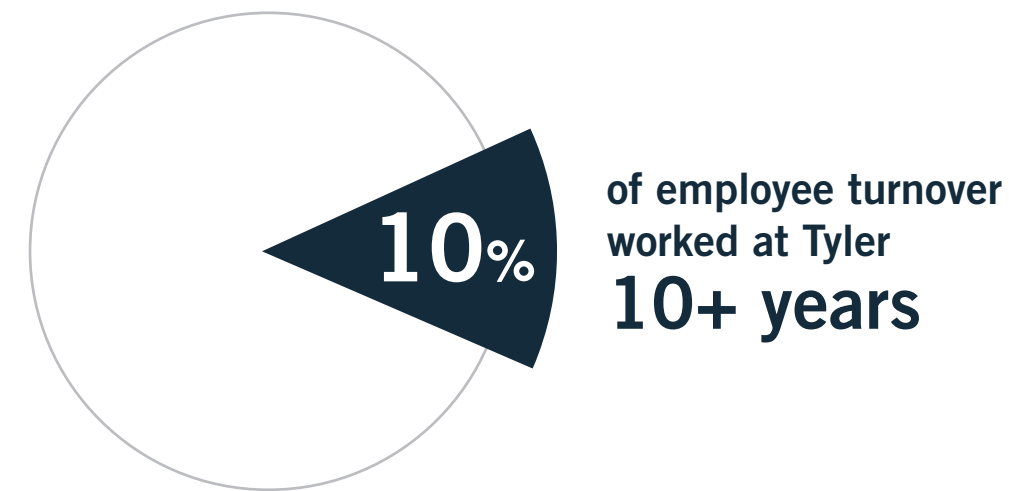
INCREASED MONTHLY EDUCATION SESSIONS



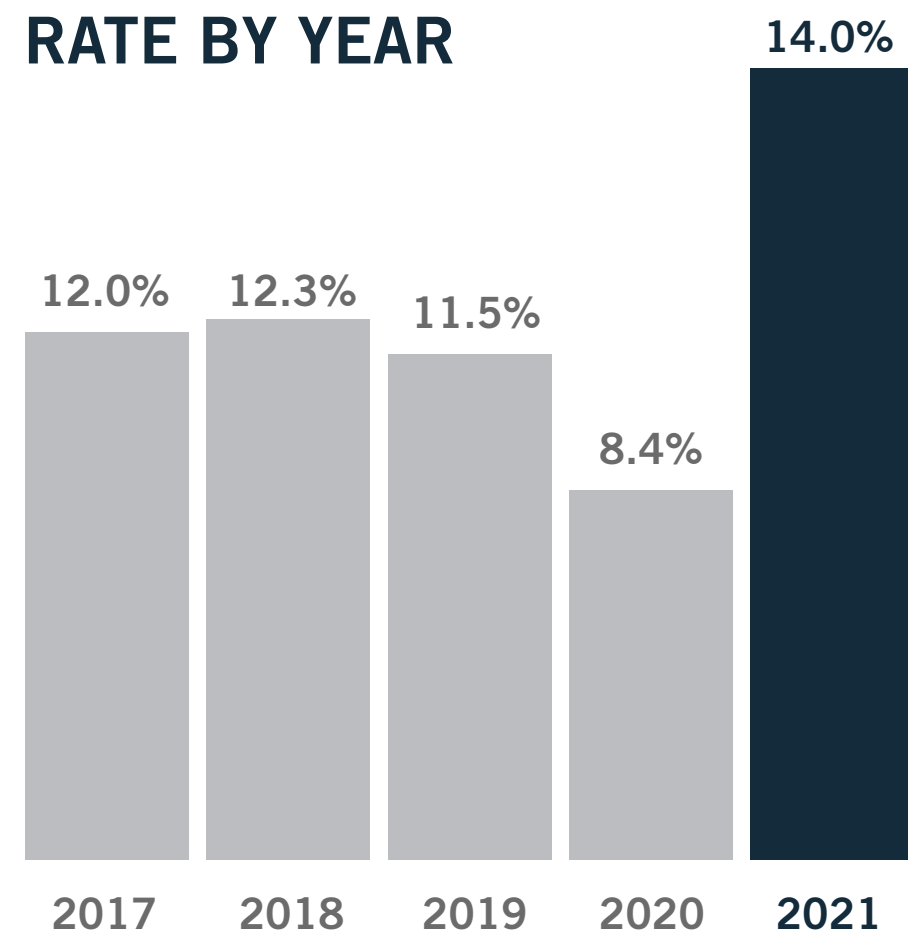




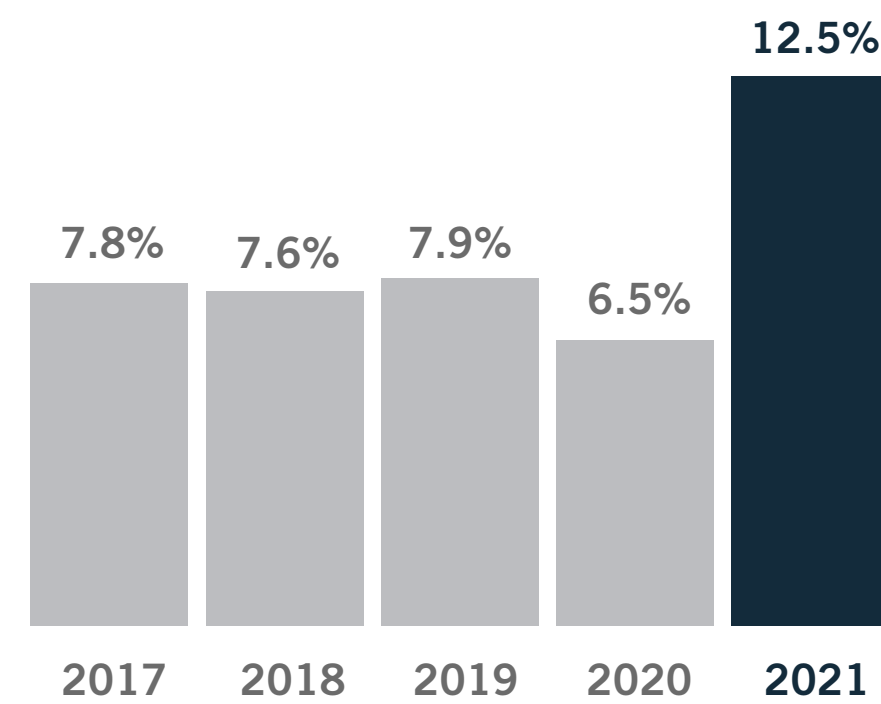
### EMPLOYEE TURNOVER



### TOTAL EMPLOYEE TURNOVER RATE BY YEAR



### TOTAL VOLUNTARY EMPLOYEE TURNOVER RATE



- American Indian/Alaskan Native 0.2%
- Asian 10%
- Black or African American 8%
- Hispanic or Latino 4%
- Native Hawaiian or other Pacific Islander 0.2%
- Two or More Races 3%
- White 71%
- Did Not Self-Disclose 4%



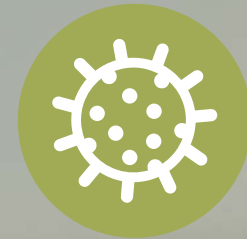


## LIVING WELL AT TYLER

Our enhanced benefits and resources support the overall well-being of our team members, from their financial security to their mental and physical health. Tyler offers a variety of programs for employees to manage their well-being, including a 24/7 employee assistance program and discounts on various health and wellness products.

### ENHANCED PAID TIME OFF BENEFITS

To continue attracting and retaining team members, we announced in 2021 new paid time off benefits, including 12 weeks of paid parental leave, enhanced paid time off, additional paid holidays, and the addition of a paid volunteer day. We also enhanced our paid military leave and now provide veterans and active U.S. Armed Forces members with Veterans Day as an additional paid holiday.



Enhanced paid time off benefits for 2022



Annual merit increase and bonus programs



Telehealth coverage extended to any provider



Personalized financial planning



Employee assistance program



Wellness programs



Enhanced veterans benefits





## PHYSICAL WELLNESS

As 2021 continued to see a primarily remote workforce, Tyler adapted and expanded our programs to meet the current needs of our team members. Our office fitness centers and cafeterias took a backseat to implementing more resources promoting at-home workouts and trainings. Our wellbeing resources continued to encourage healthy behaviors through regular communication, fun challenges, and more program offerings.



## MENTAL AND EMOTIONAL HEALTH

Based on feedback from employees and data on the percentage of total claims for mental and medical telehealth visits, Tyler recognized the need for an enhanced benefit plan to expand the ease of access for behavior and physical telehealth visits, which now extends to include any telehealth provider. Employees can schedule appointments for virtual non-emergency care and connect with board-certified professionals remotely via an app, phone call, or online video. Additionally, Tyler provides more than 80 free mental wellness resources, including resources on our internal website and apps to help employees ease stress and practice mindfulness.

## FINANCIAL WELLNESS

Ensuring our employees and their families have the support they need is essential. This year, Tyler continued to promote financial health and partnered with trusted organizations to provide our team members with access to products and services to improve financial well-being and savings. Through our Fidelity Investments partnership, participating employees have access to a full range of financial resources including:

- **Ask Fidelity Group Session:** monthly “Ask Fidelity” session on a variety of topics, including meeting savings goals and preparing for retirement
- **1:1 Consultations:** personalized consultations with a financial advisor to discuss a variety of topics, such as meeting savings goals and preparing for retirement
- **Net Benefits Financial Wellness:** access to a full range of financial resources for participating U.S. team members, including the extension of free virtual consultations through 2021
- **Employee Stock Purchase Plan:** a voluntary, company-sponsored plan that gives team members the opportunity to purchase Tyler’s common stock at a 15% discount with long-term investment incentive





## Community Impact: Doing Well by Doing Good

### COMMUNITY GIVING

Through community engagement initiatives, Tyler leverages the best of our assets to make significant contributions for the social good. As our business and staff have grown, so has our historical rate of volunteerism and donations. Through volunteering, monetary contributions, and donations of goods and services, Tyler team members support a wide range of organizations dedicated to building safer and stronger communities.

In addition to team members' individual charitable efforts, activities associated with Tyler included events, supply drives, and giving campaigns. In 2021, our team members gave generously of their time and resources to support causes including:



Arts, culture, and humanities



Disaster relief



Children



Education and research



Communities and neighborhoods



Health



Hunger and human services



2,400+  
self-reported hours  
by 1,500+ team  
members

\$397,600+  
in Tyler Foundation  
donations

\$81,419  
in in-kind  
donations

\$286,806  
in monetary  
donations (outside  
of Tyler Foundation  
donations)



## COMMUNITY SPOTLIGHT

### March for Babies

March for Babies in Portland, Maine, supports the Maine Medical Center Neonatal Intensive Care Unit (NICU) and Continuing Care Nursery (CCN) team, and the cause is near and dear to the hearts of several Tyler team members. Thirty-two Tyler team members from the Yarmouth and Falmouth, Maine, offices participated in this year's March for Babies. The march was held both virtually and in-person, with 26 team members participating virtually and six team members participating in person. This year, the Tyler team ranked as one of the top five fundraising teams nationally and donated nearly \$10,300 overall to help fight for the health of babies and mothers.

The Tyler team ranked as one of the top five fundraising teams nationally in the March for Babies Coast to Coast Experience

### Tyler's Maine Offices

Since 2013, Yarmouth and Falmouth team members have donated more than 55,000 items as part of the offices' annual Preble Street supply drive. Preble Street is a nonprofit founded to involve and empower homeless and low-income residents in Portland, and today the organization has become the hub of programs for the city's most vulnerable and underserved residents. In addition to Preble House, Tyler's Maine offices collected donations for Clayton's House, a new initiative that is part of Tyler's new partnership with the Dempsey Center, which aims to make life better for people managing cancer.



### FIGHTING HUNGER AND FOOD INSECURITY:

This year, more than 1,800 Tyler employees volunteered more than 400 hours and donated more than \$32,000 toward meals for children, families, and older people across the U.S. Team members across the country volunteered with numerous food banks and organizations such as Food Rescue, Feed My Starving Children, and Meals on Wheels.

1,200+ items to Clayton's House in 2021

5,600+ items delivered and donated to Preble House in 2021



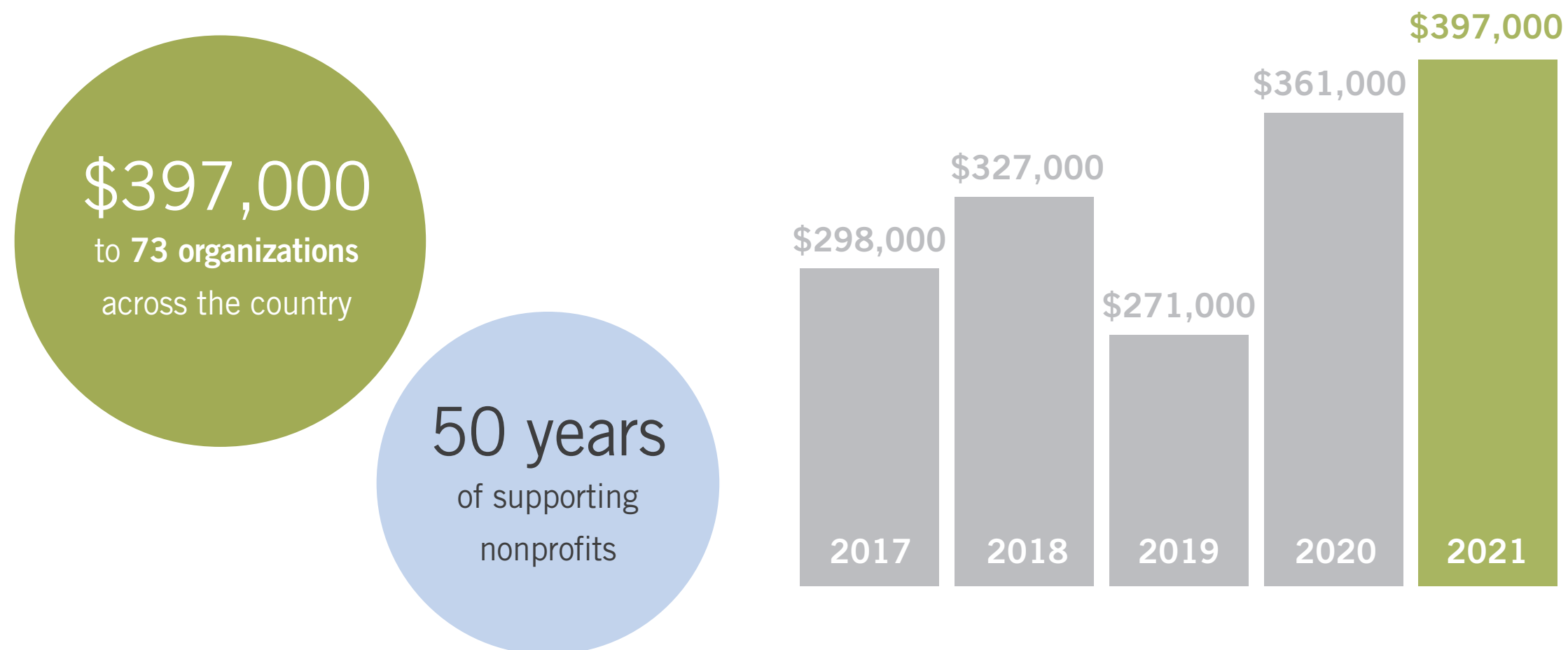
## CELEBRATING A MILESTONE: 50 YEARS OF GIVING

The Tyler Foundation is a nonprofit charitable organization founded in 1971 and funded by Tyler Technologies. The Tyler Foundation supports organizations that benefit the local communities in which we live and work, and in which our team members are directly involved, with a specific emphasis on health, human services, and technology education.

Organizations that qualify for grants from the Tyler Foundation must be in the U.S., recognized by the IRS as tax-exempt, and designated as a public charity under Section 501(c)(3) or as an instrument of a federal, state, or local government as provided by Section 170(c)(1) of the tax code. The foundation only considers grant requests made by Tyler team members and does not allocate grants to religious, community sports, or school-related organizations.

This year, the Tyler Foundation celebrated 50 years of supporting local nonprofits in our communities. Through our endowment for charitable giving, the foundation has donated approximately \$3.5 million over the past five decades to organizations that promote better health, human services, and education.

### Tyler Foundation 2021 Giving:





## BEB

Tyler Technologies and BEB (previously known as Both Ends Believing) are partnering to change global child welfare for the better. Over the past six years, Tyler has shared its domain expertise by loaning key development and implementation staffing resources to BEB. These Tyler leaders have managed and worked alongside BEB staff, leading to the creation of Children First Software (CFS), BEB’s cloud-based solution for registering institutionalized children and moving them to a permanent family.

The primary reason children around the world are in institutions and orphanages is that many countries lack the digital infrastructure that creates visibility into who and where they are. Without a digital identity, institutionalized children face a bleak future. By leveraging Children First Software as an empowerment tool for governments, institutions, and children, BEB works to bring about systemic change — enabling accountability, process transparency, and the opportunity for every child to thrive in a loving family.

Tyler provides ongoing technical leadership, technologies, time, and resources focused on ensuring Children First Software remains state-of-the-art and its data secure, using the same protocols as it does for U.S. governments and helping BEB transform the future for children around the world.

More than 20,000 children are registered on CFS and thanks to this software, institutions, and orphanages around the world can offer transparency and accountability when matching children with permanent families.



### TYLER SUPPORT FOR BEB

**\$25,000**  
in contributions to BEB  
by Tyler Foundation for  
North Texas Giving Day

**\$271,000**  
in total contributions  
donated to BEB by Tyler  
team members and the  
Tyler Foundation

**980 hours**  
contributed in  
software development  
support in 2021





CORPORATE RESPONSIBILITY  
AT TYLER

RESPONDING WITH  
RESILIENCE

ENVIRONMENTAL  
SUSTAINABILITY

SOCIAL  
SUSTAINABILITY

GOVERNANCE

ABOUT THIS  
REPORT

APPENDIX

# Governance







## BOARD OF DIRECTORS

Tyler’s board is assisted by three standing committees composed of independent directors: Audit; Compensation; and Nominating and Governance, as well as an Executive Committee composed of non-independent directors. More information about Tyler’s board of directors and relevant board policies, including our [Corporate Governance Guidelines](#), can be found on our [Investor Relations Governance](#) webpage.

In 2021, Tyler’s board was composed of eight directors, including five independent directors as defined by Rule 303A.02 of the New York Stock Exchange Listed Company Manual (“NYSE Rule 303A.02”), two employee directors, and one non-employee director who does not meet the standards for independence as defined by NYSE Rule 303A.02. The board and the Nominating and Governance Committee look for directors who have qualifications that are relevant to Tyler, that support our various strategic initiatives, and that serve the interests of our stockholders. Each non-employee director has extensive public sector, chief executive officer, and/or other executive leadership experience with businesses of varying size in various industries, and/or with local, state, or federal government. The board of directors and each of its committees conduct annual self-evaluations to assess the qualifications, attributes, skills, and experience represented on the board, and to determine whether the board and its committees are functioning properly.

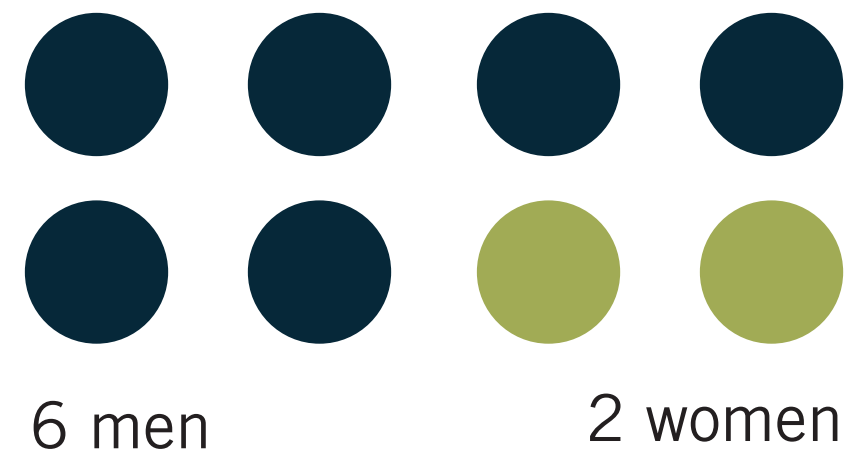
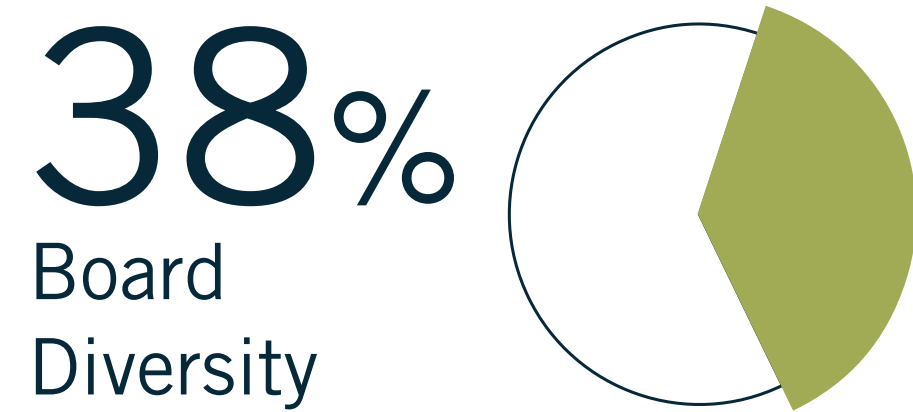
Although the board does not follow any ratio or formula to determine the appropriate mix of director backgrounds, the board champions a diversity of experience, skills, viewpoints, and backgrounds, including but not limited to the diversity of race, ethnicity, gender, geography and/or areas of expertise.



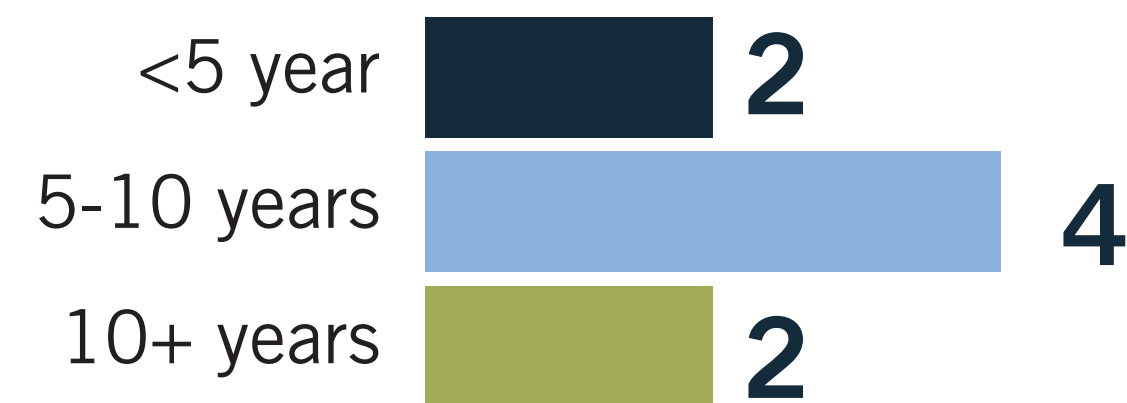


**5**  
independent  
directors

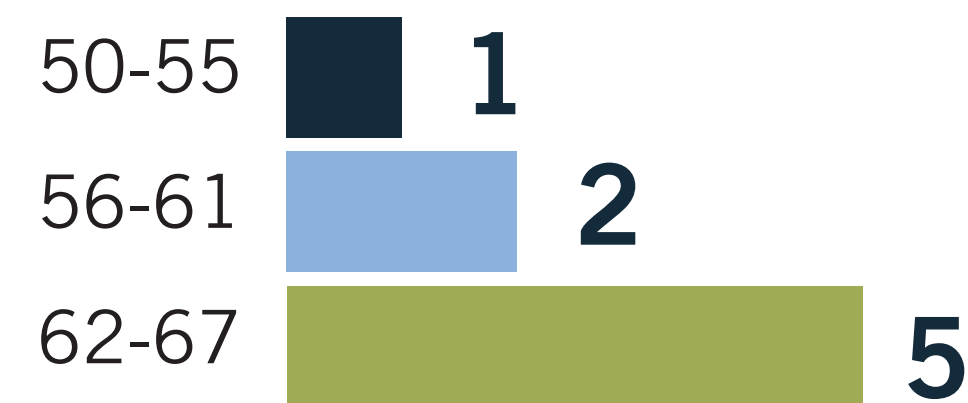
**8**  
total directors



**BOARD TENURE**



**AGE**



JOHN MARR JR.



LYNN MOORE JR.



GLENN A. CARTER



BRENDA A. CLINE



RONNIE D. HAWKINS JR.



MARY L. LANDRIEU



DANIEL M. POPE



DUSTIN R. WOMBLE



## STOCKHOLDER ENGAGEMENT

Tyler's board believes that its directors and executive officers should have a meaningful ownership stake in Tyler that will align their interests with those of our shareholders and will promote sound corporate governance and a long-term perspective in managing Tyler. To this end, the board has adopted [Stock Ownership Guidelines](#), as well as a [Stock Anti-Hedging and Pledging Policy](#).

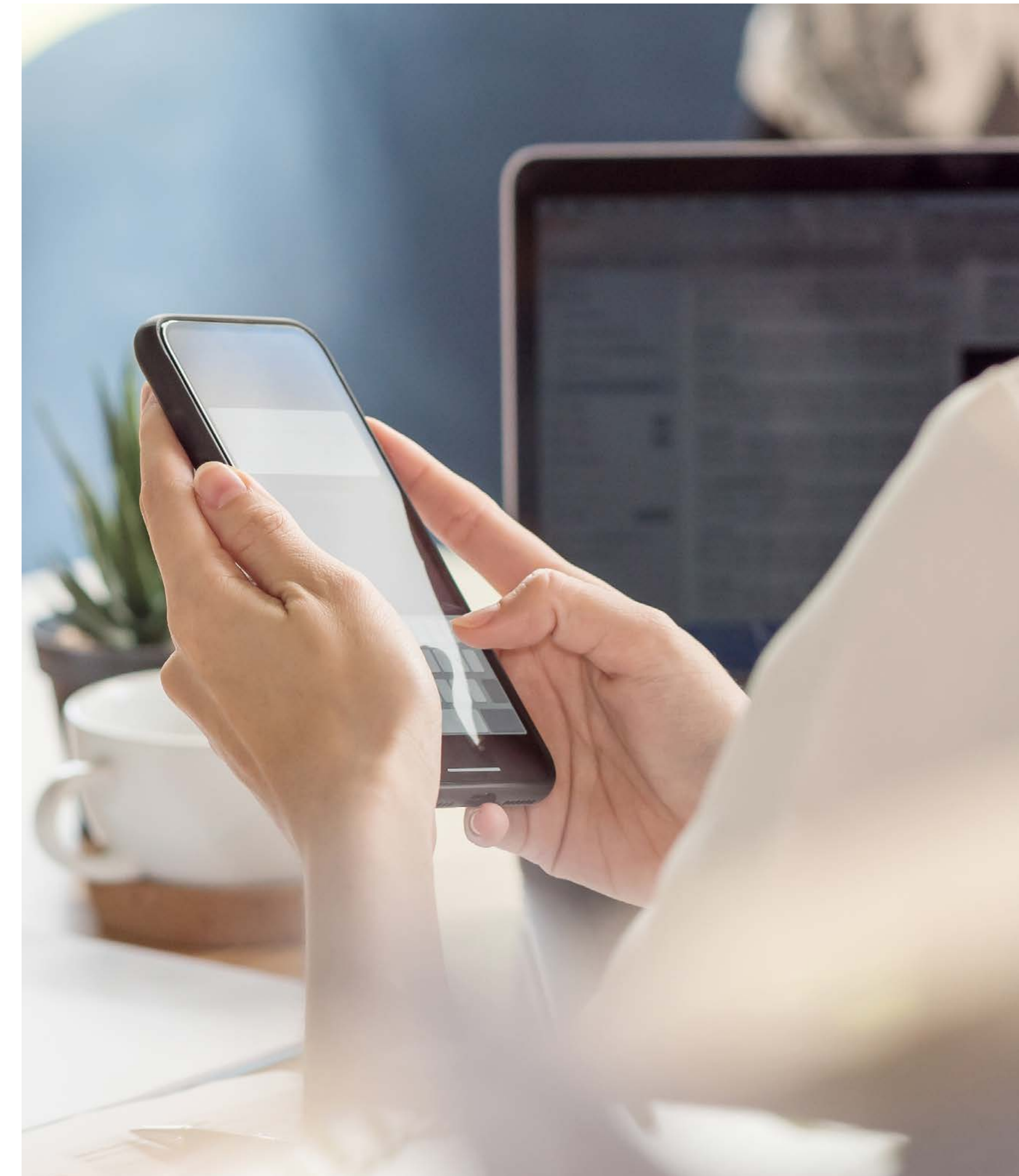
Over the course of 2021, Tyler executives and members of the board regularly engaged with stockholders. Those engagements predominantly centered on the company's board composition considerations and diversity at the board and senior management level. The company's Nominating and Governance Committee chairperson and certain Tyler executives discussed perspectives regarding gender and racial diversity with multiple stockholders. In addition, members of our ESG Council engaged with stockholders on topics relating to diversity, environmental initiatives, and human capital management in response to stockholder outreach and as part of Tyler's own "listen and learn" initiatives.

Under the leadership of the Nominating and Governance Committee, the board also adopted an amendment to the company's bylaws to provide for a proxy access right. The Nominating and Governance Committee recommended this amendment to the board based on feedback received during 2021 stockholder engagement, the public support for proxy access bylaws expressed by multiple Tyler institutional investors, and trends among other public companies included in the S&P 500. In February 2022, the board unanimously approved a proxy access bylaw that tracks industry

standard terms. The board also unanimously approved amendments to the advance notice provisions of the bylaws to better align its notice provisions with the proxy access bylaw, and to memorialize the board's ability to convene virtually and to hold emergency meetings. For more information, please see the company's bylaws, available at [www.tylertech.com](http://www.tylertech.com).

Our Compensation Committee chairperson also engaged with stockholders to discuss the company's executive compensation philosophy and practices. And, at our 2021 Annual Meeting of Stockholders, our say-on-pay proposal received the support of 93% of the votes cast. Our board views this support as affirmation that our stockholders support our approach to Named Executive Officer compensation, that our policies are in alignment with our stockholders, and that they appropriately reflect our "pay for performance" philosophy. Based on the high level of approval, the Compensation Committee determined that changes made to the executive compensation practices after the stockholder outreach in 2019 and continuing discussions since that time remain appropriate and should be continued.

Our 2021 Annual Meeting of Stockholders was conducted virtually on Tuesday, May 11, 2021. Although not required to attend the annual meeting, all director nominees were in attendance, as was a representative from Ernst & Young LLP, Tyler's auditor. The virtual platform information was published in Tyler's 2021 proxy materials.





## STANDARDS FOR ETHICAL BEHAVIOR

### Business Code of Conduct and Whistleblower Policy

Tyler's [Code of Business Conduct and Ethics](#) is designed to deter wrongdoing and promote honest and ethical conduct. The [Code of Business Conduct and Ethics](#) details the values and behaviors that align with our company's culture, philosophy, and commitment to integrity. We expect all company officers, directors, and team members to exercise the highest degree of professional business ethics in all actions they undertake on behalf of Tyler and in accordance with the policies outlined in the Code of Conduct. Those policies include, but are not limited to:

- Expectations to conduct all company business in accordance with applicable law
- Prohibition of financial or other interests that might conflict with the best interests of the company
- Requirement to use reasonable care to protect against the unauthorized use or disclosure of the company's confidential or proprietary information
- Prohibition of insider trading and imposition of trading limitations that apply to all directors, officers, and employees during applicable timeframes
- Encouraging employees to report any work-related accident or injuries, or unsafe or hazardous working conditions, and prohibition of retaliation for reporting the same

Team members may report concerns regarding potential violations of the code to Tyler's chief human resources officer.

The board periodically reviews the code and any adopted updates are posted to the company's website. Company employees must review and acknowledge the Employee Handbook, which incorporates the code, on an annual basis, and receive regular training on code topics such as protecting confidential information and anti-harassment. We also publish regular reminders about our insider trading policy, trading limitations, and whistleblower policy. Additionally, through our Tyler University training platform, six professional development courses are continually offered to reinforce ethical behavior in the workplace and throughout project management.

Should there be concerns of an accounting or auditing nature, any person may anonymously report these through a toll-free hotline or third-party website as outlined by our [Whistleblower Policy](#). Tyler is committed to ensuring that any person reporting violations will be protected from retaliation.



### Policy on Political Contributions and Anti-Bribery Policy

Tyler's Code of Conduct includes our long-standing company policy prohibiting contributions by the company to or for any political party, committee, or candidate for any public office. The policy explicitly states that Tyler's relationships with governmental agencies and their personnel in any federal, state, local, or foreign jurisdiction where Tyler conducts business shall be conducted so that full disclosure of the conduct will not impugn or jeopardize Tyler's integrity or reputation. Accordingly, payment to government personnel, including gifts of substantial value or lavish entertainment, is strictly prohibited, whether the payment is made from personal funds or assets or those of Tyler, and whether made directly or indirectly through consultants, advisors, suppliers, clients, or other third parties.

In 2021, our board of directors adopted a stand-alone anti-bribery policy, setting forth the company's expectations of integrity and anti-bribery specific to the company's foreign activities and international presence, consistent with the applicable provisions of the U.S. Foreign Corrupt Practices Act and other international anti-bribery laws that prohibit unlawful payments to secure unfair business advantages. The policy applies to the company and all of its subsidiaries, and each of their directors, officers, employees, agents and representatives. Potential or suspected violations are to be reported to a member of the Audit Committee or to the company's chief legal officer.

**\$0** in political contributions  
made in 2021



## COMMITMENT TO INFORMATION SECURITY AND CUSTOMER PRIVACY

As a technology company, Tyler prioritizes its information security and privacy programs. We invest in technical and operational solutions and training to evolve the security of our applications, architecture, and processes and to embed privacy principles in our work. Our information security program and privacy programs are closely integrated. Highlights of those programs include, but are not limited to:

- Upon hire and on an annual basis, all Tyler team members are required to complete information security training, which includes data privacy components as well. Compliance with Tyler's data security and data privacy policies is enforced by the appropriate combination of managers, Human Resources, and Legal team members.
- We publish a monthly information security awareness series, in addition to as-needed information security alerts.
- On an annual basis, we complete SSAE18 SOC 1 & 2 audits, and we undergo PCI-DSS Level 1 audits. We provide additional information about our compliance with these standards, as well as with CJIS and GDPR protocols, on our [website](#). We also renew our FedRAMP authorizations for the applicable areas of our business.
- We align our security management framework to the National Institute of Standards and Technology Cyber Security Framework (NIST CSF) and NIST 800-53, the frameworks formulated to support U.S. federal agencies and corporations to which the majority of Tyler's public sector clients also align. This control framework is similar to the global standard, ISO 27001, which allows us to crosswalk between the two frameworks to identify and address any gaps applicable to us.

- We use the compliance portals leveraged by Amazon Web Services and Microsoft to assess compliance against industry security standards.
- We employ a full-time, internal Enterprise Application Security and Architecture team that is responsible for our Application Security Program. Please see below for more information.
- Our privacy governance structure is managed by our chief privacy officer and her team. Cross-functional teams across the company provide security, engineering, legal, audit, compliance and product expertise that enable implementation of the program.
- We document data inventories and key privacy processes, and target Privacy by Design principles in our new products and services.
- We conduct privacy assessments to identify, assess, and address material privacy risks.
- Our standard contracts with our clients include provisions relating to data security and data privacy, including the treatment of confidential information, and also address data retention obligations if and as required.
- Our privacy statement is publicly available on our [website](#), and provides detailed information about the types of data we collect and how we collect it, what we use that data for, and the steps we take to protect it. The privacy statement also explains how to contact Tyler if there are questions about data Tyler maintains, whether as a data collector or a data processor.
- Our full board is briefed on information security and privacy matters at every regular board meeting, and has access to leaders from information technology, information security, cloud strategy and operations, and legal teams if and as needed or requested. The Audit Committee is charged with direct oversight of information security matters for the board, as reflected in the Audit Committee charter.

For more information, please reference the Security, Compliance, and/or Privacy webpages at [www.tylertech.com](http://www.tylertech.com).





## ENTERPRISE RISK MANAGEMENT

The board of directors is responsible for overseeing Tyler’s senior management in the execution of its risk-management responsibilities and for assessing Tyler’s overall approach to risk management. The board exercises these responsibilities periodically as part of its meetings and through its committees, each of which examines various components of enterprise risk as part of its responsibilities. The Audit Committee oversees management of financial risks, as well as Tyler’s policies with respect to risk assessment and risk management, including but not limited to information security risk. The Compensation Committee is responsible for overseeing the management of risks relating to Tyler’s executive compensation plans and arrangements. The Nominating and Governance Committee manages risks associated with board independence and potential conflicts of interest and has oversight responsibility for the company’s ESG initiatives.

## COMPANY EXPECTATIONS OF THIRD PARTIES

Tyler engages third-party vendors, independent contractors, and other unaffiliated professionals if and as needed for a legitimate business purpose. Tyler’s standard contracts with those third parties are evolving to set consistent requirements that they abide by Tyler policies and procedures in the areas of information security, end-user and acceptable use protocols, and business ethics standards. In addition, Tyler’s Information Security team is extending data security and data privacy reviews critical to third-party solution offerings.

### Tyler’s security measures are organized into three major categories of control:

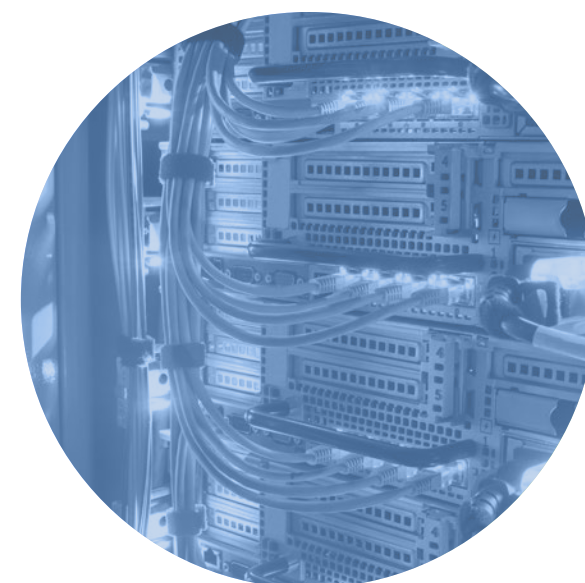


#### Administrative

Information security begins when a company organizes itself to emphasize security and ensure human resource processes are in place to help facilitate security. Tyler’s human resource practices are designed and implemented to support the security of client data.

#### Physical

The time-tested basics of locked doors and physically secure facilities should not be overlooked in favor of slick technology. Tyler invests in secure data centers and associated practices.



#### Network Security

Tyler’s security measures cover administrative, physical, and technical categories. Tyler’s secure network architecture hosts solutions secured through a layered series of barriers and monitoring tools that are designed to detect and defeat unauthorized attempts to reach client data.

## INFORMATION SECURITY RISK MANAGEMENT

Given the nature of our solutions supporting clients with the handling of essential and sensitive data, a multifaceted risk management approach to identify and address cybersecurity risks is essential.

Tyler has a full-time information security team dedicated to continuously reviewing and enhancing the security posture of Tyler’s products. We perform quarterly phishing testing, security project updates, and use enterprise level dynamic and static security scanning tools as part of our software development lifecycle. In addition to scanning tools, Tyler’s information security team executes manual assessments on Tyler products using a testing methodology based upon the [OWASP Testing Framework](#). This combination of tools and practices increases the resiliency and trustworthiness of Tyler products and solutions throughout their lifecycle.

To ensure disaster recovery and business continuity, Tyler maintains a business continuity plan (BCP) that establishes comprehensive procedures to recover Tyler and client assets quickly and effectively following a service disruption. Tyler’s policies and procedures for disaster recovery, as well as its process for recovering critical technology platforms, data center infrastructure, and operations, are updated regularly, tested annually, and presented to third-party auditors for validation.



## ABOUT THIS REPORT

Tyler's third annual corporate responsibility report provides a summary of our corporate responsibility approach, activities, and progress in 2021. Through this report, we seek to bring greater transparency to our efforts, accomplishments, and goals around environmental, social, and governance (ESG) topics. Unless explicitly noted, the information included in this report covers the fiscal year 2021 (January 1 – December 31, 2021) and 100% of Tyler's divisions and business units. As detailed in the Appendix, the content in this report references recognized frameworks including the Sustainability Accounting Standards Board (SASB) Standards and Global Reporting Initiative (GRI) reporting standards. Tyler has also incorporated material referenced by the SAM Corporate Sustainability Assessment.

Tyler's ESG Council oversees the creation of this annual report with input from subject matter experts across the company and oversight from executives, senior leaders, and the Nominating and Governance Committee of our board of directors. This report can be accessed on the [Corporate Responsibility](#) page and in the [Investor section](#) of Tyler's website. For questions regarding this report or its contents, please contact [media.team@tylertech.com](mailto:media.team@tylertech.com).

This year, Tyler began a rebranding initiative to help simplify our current product architecture and naming conventions, make it easier for current and prospective clients to understand our offerings, and continue to establish ourselves as the market leader. As part of Tyler's new brand evolution, we are in the process of updating product names across Tyler products and tools. There will be no change in product functionality, only change in product names. New application and solution names with "bridge" connections to former product names are used in this report. For more information on our new brand architecture, please visit Tyler's [Brand Evolution](#) page.

*Tyler Corporate Headquarters, Plano, Texas*





GRI DISCLOSURE NUMBER	GRI DISCLOSURE TITLE	LOCATION & NOTES	ADDITIONAL REFERENCE
<b>GRI GENERAL DISCLOSURES</b>			
Organizational Profile			
GRI 102-1	Name of the organization	Tyler Technologies (NYSE: TYL)	
GRI 102-2	Activities, brands, products, and services	Company and Operations	<a href="#">SEC Form 10-K</a>
GRI 102-3	Location of headquarters	5101 Tennyson Parkway, Plano, Texas 75024	
GRI 102-4	Location of operations	Company and Operations	<a href="#">About Us: Tyler Technologies' Office Locations</a>
GRI 102-5	Ownership and legal form	See our <a href="#">SEC Form 10-K</a> : Part I, Item 1 and Part II	
GRI 102-6	Markets served	See our <a href="#">SEC Form 10-K</a> : Part I, Item 1	
GRI 102-7	Scale of the organization	Company and Operations As of December 31, 2021, Tyler employed more than 6,800 employees at nearly 90 offices located across the United States, as well as some locations in Canada and the Philippines. We reported \$1.6 billion in net revenue, generated from a suite of products and services provided more than 37,000 installations in 12,000 locations; our products and services address the information technology needs of cities, counties, schools and other local government entities.	<a href="#">SEC Form 10-K</a> <a href="#">Fast Facts   About Us   Tyler Technologies</a>
GRI 102-8	Information on employees and other workers	See our <a href="#">SEC Form 10-K</a> : Part I, Item 1	
GRI 102-9	Supply chain	See our <a href="#">SEC Form 10-K</a> : Part I, Item 1	
GRI 102-10	Significant changes to the organization and its supply chain	On April 21, 2021, Tyler acquired NIC and as result of the merger, NIC became a direct subsidiary of the Company and NIC's subsidiaries became indirect subsidiaries. This was Tyler's large acquisition in history. Significant changes as a result of the acquisition are reporting in our <a href="#">SEC Form 10-K</a> .	<a href="#">SEC Form 10-K</a> <a href="#">Investor News (tylertech.com)</a>
GRI 102-11	Precautionary Principle or approach	Our precautionary approach is reflected in our Enterprise Risk Management Approach and <a href="#">Environmental Policy</a> .	
GRI 102-12	External initiatives	Tyler recognizes the following voluntary environmental and social charters/ standards/sets of guiding principles: <ul style="list-style-type: none"> <li>– <a href="#">Global Reporting Initiative (GRI) Sustainability Reporting Standards</a></li> <li>– <a href="#">Sustainability Accounting Standards Board (SASB)</a></li> <li>– <a href="#">S&amp;P Global SAM Corporate Sustainability Assessment</a></li> </ul>	
GRI 102-13	Membership of associations	<ul style="list-style-type: none"> <li>– <a href="#">National League of Cities</a> – Capstone Partner</li> <li>– <a href="#">National Association of Counties</a> – Gold Partner</li> <li>– <a href="#">United States Conference of Mayors</a> – Business Council Partner</li> <li>– <a href="#">International City &amp; County Management Association</a> – General Partner</li> <li>– <a href="#">Government Management Information Sciences</a> – General Partner</li> <li>– <a href="#">National Association of State Chief Information Officers</a> – Corporate Partner</li> <li>– <a href="#">National Association of State Auditors, Comptrollers, and Treasurers</a> – Corporate Partner</li> </ul>	





GRI DISCLOSURE NUMBER	GRI DISCLOSURE TITLE	LOCATION & NOTES	ADDITIONAL REFERENCE
Strategy			
GRI 102-14	Statement from senior decision-maker	<a href="#">Letter From Our CEO</a>	
Ethics & Integrity			
GRI 102-16	Values, principles, standards, and norms of behavior	Governance: Standards for Ethical Behavior <a href="#">Tyler's Code of Business Conduct and Ethics</a> details the values and behaviors that align with our company's culture, philosophy, and commitment to integrity.	
GRI 102-17	Mechanisms for advice and concerns about ethics	Governance: Standards for Ethical Behavior Employees may report concerns regarding the Code of Conduct to Tyler's chief human resources officer. Should there be concerns of an accounting or auditing nature, any person may anonymously report these through a toll-free hotline or third-party website as outlined by our supporting <a href="#">Whistleblower Policy</a> . Tyler is committed to ensuring that any person reporting violations will be protected from retaliation.	
Governance			
GRI 102-18	Governance structure	<a href="#">Governance: Board of Directors</a>	<a href="#">Directors (irpass.com)</a>
Stakeholder Engagement			
GRI 102-40	List of stakeholder groups	Our key stakeholder groups include, but are not limited to: our clients, current and former Tyler team members and contractors; suppliers and vendors; the communities in which we operate; government and regulatory agencies; and investors.	
GRI 102-41	Collective bargaining agreements	See our <a href="#">SEC Form 10-K</a> : Part I, Item 1 No Tyler employees are represented by unions.	
Reporting Practice			
GRI 102-45	Entities included in the consolidated financial statements	Tyler currently has eight operating divisions. In accordance with ASC280-10, Segment Reporting, we report our results in three segments: Enterprise Software ("ES"), Appraisal and Tax ("A&T"), and NIC. Tyler's corporate responsibility report covers all entities included in our financial statements.	<a href="#">SEC Form 10-K</a> , Note 15: Segment and Related Information
GRI 102-46	Defining report content and topic Boundaries	<a href="#">About This Report</a> We determined the focus of this report through a combination of a formal sustainability materiality assessment conducted in 2020, and through ongoing engagement and consultation with our ESG Council and key advisors.	
GRI 102-47	List of material topics	<a href="#">Tyler's Environment, Social, Governance (ESG) Council</a> Assessment Methodology In 2020, Tyler conducted a streamlined materiality assessment to identify topics prioritized by ESG raters, peers, and other stakeholders. This process was informed by the Sustainability Accounting Standards Board (SASB) Standards and Global Reporting Initiative (GRI) reporting standards, which were used to develop an extensive list of potential topics for consideration. Through research and a benchmarking exercise, Tyler selected a list of topics for validation. Based on our ESG Council's consideration of impact to the business and expectations of stakeholders, we identified five focus areas for our near-term corporate responsibility efforts. These topics were then refined through further stakeholder engagement during 2021. Tyler looks forward to increasing our transparency on related progress. Tyler's priority ESG topics are listed on page 7 of this report.	
GRI 102-48	Restatements of information	Tyler is not reporting any restatements of information in this Corporate Responsibility Report.	



GRI DISCLOSURE NUMBER	GRI DISCLOSURE TITLE	LOCATION & NOTES	ADDITIONAL REFERENCE
GRI 102-49	Changes in reporting	<a href="#">Tyler's Environment, Social, Governance (ESG) Council</a> Tyler conducted a streamlined materiality assessment in 2020. These topics were then refined through further stakeholder engagement during 2021. We have addressed these topics within the body of the report, with select topics noted in this GRI Content Index.	
GRI 102-50	Reporting period	Unless explicitly noted, the information included in this report covers the fiscal year 2021 (January 1 – December 31, 2021) and we provide multi-year trend data where available.	
GRI 102-51	Date of most recent report	March 2021: Tyler Technologies 2020 Corporate Social Responsibility Report	
GRI 102-52	Reporting cycle	Tyler publishes Corporate Responsibility Reports on an annual basis; this is our third annual report.	
GRI 102-53	Contact point for questions regarding the report	Any questions regarding the report should be directed to <a href="mailto:media.team@tylertech.com">media.team@tylertech.com</a>	
GRI 102-54	Claims of reporting in accordance with the GRI Standards	We self-declare that our report is GRI-referenced only.	
GRI 102-55	GRI content index	<a href="#">This GRI Content Index Table.</a>	
GRI 102-56	External assurance	The information disclosed in our report are not externally assured.	
<b>GRI SPECIFIC STANDARD DISCLOSURES - ECONOMIC</b>			
Topic: Anti Corruption			
GRI 103-1 to 103-3	Explanation of the material topic and its Boundary	<a href="#">Governance: Standards for Ethical Behavior</a>	
GRI 205-2	Communication and training about anti-corruption policies and procedures	<a href="#">Governance: Board of Directors</a> <a href="#">Governance: Standards for Ethical Behavior</a> Tyler requires 100% of our board members to complete anti-bribery/corruption training. Additionally, Tyler requires that 100% of our employees complete online training on our Code of Conduct during the onboarding process to ensure the code is well socialized.	
GRI 205-3	Confirmed incidents of corruption and actions taken	<a href="#">Governance: Standards for Ethical Behavior</a> If allegations of corruption are brought to our attention, we work to investigate and resolve them appropriately and disclose material, substantiated incidents as appropriate.	
<b>SPECIFIC STANDARD DISCLOSURES - ENVIRONMENT</b>			
Topics; Energy			
GRI 103-1 to 103-3	Explanation of the material topic and its Boundary	<a href="#">Tyler's Environment, Social, Governance (ESG) Council</a> <a href="#">Environmental Sustainability: Energy and Climate</a>	<a href="#">Environmental Policy</a>
GRI 302-1	Energy consumption within the organization	<a href="#">Environmental Sustainability: Energy and Climate</a> While Tyler consumed solar-generated renewable energy for our Plano location, we currently do not have data regarding the exact amount consumed. Tyler did not sell any energy during the reporting year.	
GRI 302-3	Energy intensity	<a href="#">Environmental Sustainability: Energy and Climate</a>	
Topic: Emissions			
GRI 103-1 to 103-3	Explanation of the material topic and its Boundary	<a href="#">Tyler's Environment, Social, Governance (ESG) Council</a> <a href="#">Environmental Sustainability: Our Initiatives</a>	<a href="#">Environmental Policy</a>



GRI DISCLOSURE NUMBER	GRI DISCLOSURE TITLE	LOCATION & NOTES	ADDITIONAL REFERENCE
GRI 305-1	Direct (Scope 1) GHG emissions	<p><a href="#">Environmental Sustainability: Energy and Climate</a></p> <p>Tyler's greenhouse gas inventory is conducted in accordance with the World Resources Institute's (WRI) and World Business Council for Sustainable Development's (WBCSD's) GHG Protocol, including the GHG Protocol Corporate Accounting and Reporting Standard (Revised Edition), the Scope 2 Guidance and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Tyler defines the organizational boundary using the Operational Control Approach. Emission factors were sourced from the US EPA and International Energy Agency (IEA). GWPs have been sourced from the Intergovernmental Panel on Climate Change Fifth Assessment Report (IPCC AR5) whenever possible. In the absence of IPCC SAR sources, GWPs have been sourced or calculated using information from the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) Standard 34.</p> <p>Gases included in the calculation include CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, and HFCs. Biogenic emissions are not relevant. As this is the first time we have undertaken a greenhouse gas inventory, 2019 represents our base year.</p> <p>Tyler's GHG inventory is not verified by an independent third party.</p>	<a href="#">Corporate Responsibility</a>
GRI 305-2	Energy indirect (Scope 2) GHG emissions	<p><a href="#">Environmental Sustainability: Energy and Climate</a></p> <p>Tyler's greenhouse gas inventory methodology is as referenced in 305-1.</p> <p>Gases included in the calculation include CO<sub>2</sub>, CH<sub>4</sub>, and N<sub>2</sub>O. As the first year Tyler undertook a greenhouse gas inventory, 2019 represents our base year.</p> <p>Tyler's GHG inventory is not verified by an independent third party.</p>	<a href="#">Corporate Responsibility</a>
GRI 305-3	Other indirect (Scope 3) GHG emissions	<p>Total calculated Scope 3 emissions: 9,189 mt CO<sub>2</sub>e</p> <p>Scope 3 business travel emissions include air travel, car rentals, and hotel stays. Data for 2019 was provided by our vendor and was reported in terms of CO<sub>2</sub> in our prior year's report. In 2020, we revisited this methodology to complete a more accurate analysis; we also calculated our scope 3 emissions for Upstream Leased datacenters, including colocations.</p> <p>Scope 3 - Business travel: 8,671 mt CO<sub>2</sub>e</p> <p>Methodology: Flight miles by trip and hotel nights by country are provided by the travel partner. Based on the flight mileage, each flight is categorized as short, medium, or long haul to align with the DEFRA business travel emissions factors. The DEFRA EFs are then multiplied by the total miles as well as the number of hotel nights per country to determine the carbon emissions.</p> <p>Scope 3 - Upstream leased datacenters (including colocated): 279 mt CO<sub>2</sub>e</p> <p>Scope 3 - Upstream leased assets (cloud services): 239 mt CO<sub>2</sub>e</p> <p>Methodology: For datacenter emissions, Tyler requested the PUE from our vendor partners, and applied these to the emissions calculated based on vendor provided electricity consumption associated with Tyler equipment. GWPs were sourced from IPCC AR5. For cloud services, Tyler requested emissions data associated with Tyler accounts directly from our vendors.</p> <p>Tyler's GHG inventory is not verified by an independent third party. Tyler has not undertaken a full scope 3 screening or analysis.</p>	<a href="#">Corporate Responsibility</a>
GRI 305-4	GHG emissions intensity	<a href="#">Environmental Sustainability: Energy and Climate</a>	
Topic: Waste			
GRI 103-1 to 103-3	Explanation of the material topic and its Boundary	<a href="#">Tyler's Environment, Social, Governance (ESG) Council</a>	<a href="#">Environmental Policy</a>
GRI 306-1	Waste generation and significant waste-related impacts	<a href="#">Environmental Sustainability: Resource Efficiency</a>	
GRI 306-2	Management of significant waste-related impacts	<a href="#">Environmental Sustainability: Resource Efficiency</a>	



GRI DISCLOSURE NUMBER	GRI DISCLOSURE TITLE	LOCATION & NOTES	ADDITIONAL REFERENCE
GRI 306-3	Waste generated	<a href="#">Environmental Sustainability: Resource Efficiency</a> 2020: 157,484 lbs; includes mixed solid waste and e-waste	<a href="#">Corporate Responsibility</a>
GRI 306-4	Waste diverted from disposal	<a href="#">Environmental Sustainability: Resource Efficiency</a> 2020: 6,933 lbs 2020: 15,707 lbs (100%) of e-waste was recycled through our third-party vendor	<a href="#">Corporate Responsibility</a>
GRI 306-5	Waste directed to disposal	<a href="#">Environmental Sustainability: Resource Efficiency</a> 134,844 lbs	<a href="#">Corporate Responsibility</a>
<b>SPECIFIC STANDARD DISCLOSURES - SOCIAL</b>			
Topic: Training and Education			
GRI 103-1 to 103-3	Explanation of the material topic and its Boundary	<a href="#">Tyler's Environment, Social, Governance (ESG) Council</a> <a href="#">Social Sustainability: Training, Development, and Education</a>	
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	<a href="#">Social Sustainability: Training, Development, and Education</a>	
Topic: Diversity and Equal Opportunity			
GRI 103-1 to 103-3	Explanation of the material topic and its Boundary	<a href="#">Tyler's Environment, Social, Governance (ESG) Council</a> <a href="#">Social Sustainability: Diversity, Equity, and Inclusion</a>	
GRI 405-1	Diversity of governance bodies and employees	<a href="#">Governance: Board of Directors</a> <a href="#">Social Sustainability: Diversity, Equity, and Inclusion</a>	<a href="#">EEO-1 report</a>
Topic: Customer Privacy			
GRI 103-1 to 103-3	Explanation of the material topic and its Boundary	<a href="#">Tyler's Environment, Social, Governance (ESG) Council</a> <a href="#">Governance: Commitment to Information Security and Customer Privacy</a>	<a href="#">Tyler Technologies, Inc. Privacy Statement</a>
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2021, Tyler received no substantiated complaints from third parties or regulatory bodies concerning customer privacy.	



COMPID = JJ73084  
UNITID = JJ73084

**EQUAL EMPLOYMENT OPPORTUNITY**  
2020 EMPLOYER INFORMATION REPORT EEO-1  
Consolidated Report

**SECTION B – COMPANY IDENTIFICATION**

1. Tyler Federal  
12901 Worldgate Drive, Suite 800  
Herndon, VA 20170

2.a. Tyler Federal  
12901 Worldgate Drive, Suite 800  
Herndon, VA 20170

c. EIN= 541867340

**SECTION C – TEST FOR FILING REQUIREMENT**

1-Y 2-N 3-Y DUNS=

**SECTION E – ESTABLISHMENT INFORMATION**

NAICS: 518210 - Data Processing, Hosting, and Related Services

**SECTION D – EMPLOYMENT DATA**

JOB CATEGORIES	Hispanic or Latino		Non-Hispanic or Latino												Overall Totals	
	Male	Female	***** Male *****						***** Female *****							
			White	Black or African American	Native Hawaiian Or Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races	White	Black or African American	Native Hawaiian Or Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races		
Exec/Sr. Officials & Mgrs	0	0	6	1	1	1	0	0	0	0	0	0	0	0	0	9
First/Mid Officials & Mgrs	1	0	27	1	0	5	0	1	11	1	0	6	0	1	54	
Professionals	0	2	73	6	1	32	0	1	47	6	0	23	0	4	195	
Technicians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Sales Workers	0	0	2	2	0	0	0	0	3	2	0	0	0	0	9	
Administrative Support	0	2	0	0	1	1	0	0	4	0	0	2	0	0	10	
Craft Workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Operatives	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Laborers & Helpers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Service Workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	1	4	108	10	3	39	0	2	65	9	0	31	0	5	277	
Previous Year Total																

**SECTION F – REMARKS**

DATES OF PAYROLL PERIOD: 12/15/2020 THRU 12/31/2020

**SECTION G – CERTIFICATION:** CERTIFIED DATE: 7/6/2021 10:40 AM

CERTIFYING OFFICIAL: Nikita Taylor  
EMAIL: nikita.taylor@tylerfederal.com  
EEO-1 REPORT CONTACT PERSON: Nikita Taylor  
EMAIL: nikita.taylor@tylerfederal.com

TITLE: HR Manager  
PHONE: 901-425-0126  
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