



Corporate  
Responsibility  
Report

'23



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'23



# Corporate Responsibility



# A Message From Our CEO



H. Lynn Moore Jr.  
President & Chief Executive Officer

## Tyler Technologies focuses on our mission to empower the public sector to create smarter, safer, and stronger communities.

We seek to achieve a transformed public sector that serves thriving, connected communities. At Tyler, running a business that is guided by doing the right thing and serving as a good steward of the community is part of the very fabric of our company.

We often reference a three-legged stool — with employees, clients, and shareholders forming the base — that represents the foundation of our company. Our commitment to maintaining a solid and balanced foundation extends beyond delivering exceptional products and services. It also means understanding and embracing our responsibility to improve operational efficiency, invest in our teams and communities, and deploy robust governance practices.

In 2023, Tyler transformed its corporate responsibility reporting by implementing a data management and validation platform to further refine our ESG-related data collection and processes. We also undertook a double materiality assessment through an intensive exercise to understand key insights on the financial materiality and impact materiality. We support the United Nations (UN) Sustainable Development Goals (SDGs) and know that our day-to-day actions over time make an indelible mark on our society.

I am happy to share that Tyler was recognized again in 2023 for our positive and collaborative work environment. We were named as a top workplace in multiple Tyler locations including some of our largest offices in Plano, Texas; Yarmouth, Maine; and Troy, Michigan, as well as being recognized by Newsweek as one of America's Greatest Workplaces for Diversity.

Our Environmental Task Force remains crucial to advancing our environmental efforts. They are supported by employee-led Green Teams who help us identify and drive efficiency and sustainability. In 2023, we prioritized Tyler's efforts around energy-efficient operations. We made great progress by consolidating

underutilized spaces, making improvements in waste recovery and diversion efforts, and securing resources for the procurement of more green energy and electric vehicle charging infrastructure.

We believe in supporting our team members and the communities where we live and work. In 2023, we continued our multi-year investment in Amazon Web Services (AWS) training, with Tyler team members logging over 11,000 learning hours. We continued investments to elevate diversity, equity, and inclusion (DEI) practices in alignment with our business operations to help our teams find value in, and bring value to, their work environment and work product. Through our charitable donations, employee volunteerism, and software solutions, we remain dedicated to promoting impactful services that improve people's lives.

We maintain a steadfast commitment to sound governance and support our board with rigorous policies, risk management, and compliance programs. By investing in policy reviews and updates, information security best practices, and regular training and awareness-building activities, we continued to reinforce our culture of integrity throughout our day-to-day operations.

As we reflect on the accomplishments of the past year, I am filled with pride in what we have achieved as a company. Being a responsible business and fostering a values-centric culture inherently serves all Tyler stakeholders. Looking ahead, we remain committed to advancing our mission, delivering our vision, and operating consistent with our values which continue to guide our team members as they work together to deliver results that matter most to our clients and our stakeholders.



# Our 2023 Sustainability Highlights

## Environmental



- 1** Evacuated 60% of remaining Dallas, Texas, private data center workloads in 2023
- 2** Upgraded solar generation monitoring software in Plano, Texas
- 3** Explored renewable procurement opportunities in Lubbock, Texas
- 4** Invested in energy efficiency and waste diversion projects at various offices
- 5** Added three new categories to our Scope 3 greenhouse gas (GHG) inventory accounting

## Social



- 1** Enhanced the DEI governance structure and leadership engagement in new Employee Resource Groups (ERGs)
- 2** Supported 11,800+ hours of paid volunteer time for Tyler team members
- 3** Invested in team member development with more than 11,000 hours of cloud skills development
- 4** Redesigned anti-harassment training and achieved a 98% completion rate with managers and 99% with team members

## Governance



- 1** Grew our Security Champions program to more than 100 champions
- 2** Achieved a 93.7% completion rate for our security and privacy training
- 3** Updated our Insider Trading Policy and updated our Privacy Statement



# Environmental, Social, & Governance (ESG) Focus & Oversight

**Tyler’s corporate responsibility initiatives are led by our ESG Council**, which is composed of senior leaders within our company. Our chief legal officer, who is our ESG Council executive sponsor, participates in and shares quarterly updates to the board’s Nominating and Governance Committee (NGC), which has oversight responsibility for our ESG activities and regularly discusses ESG topics.

Tyler’s president and chief executive officer (who is also a board member), and the executive chair of our board actively participate in NGC meetings. The full board is briefed on our corporate responsibility programs during quarterly board meetings through reports provided by the NGC.

We conducted a high-level prioritization exercise in 2020 to identify which ESG topics were most relevant and important to our business. As we continued to refine our approach to corporate responsibility, we opted to execute a double materiality assessment in 2023 to further evaluate and understand the key material topics that are impactful to our business and stakeholders from both financial and non-financial perspectives. The assessment process, which was facilitated by a third-party advisor, involved engagements with our internal and external stakeholders to rank and assess the importance and relevance to our company of 26 ESG topics. We identified those 26 ESG topics based on our business priorities and industry research.

Over 60 stakeholders participated in the process, including employees, managers, corporate officers, directors, investors, suppliers, clients, and business partners. Through surveys and interviews, we solicited feedback and unique perspectives from these prominent stakeholder groups on ESG risks and opportunities for our organization. This enabled us to holistically capture material topics for our company and refine our approach toward sustainable and responsible business. We look forward to sharing our full assessment results in future communications.

## 2023 PRIORITY ESG TOPICS

Our prior efforts informed our focus for 2023, which is summarized below.

### Environmental

Energy • Emissions • Waste • Sustainable Procurement

### Social

Diversity, Equity & Inclusion • Talent Development & Career Growth • Physical & Mental Wellness

### Governance

Customer Privacy • Data Security • Corporate Governance • Risk Management

## SUSTAINABLE DEVELOPMENT GOALS

Although Tyler endorses initiatives that advance all 17 UN SDGs, we recognize that our business can generate the most impact on SDGs 9, 11, and 16. These SDGs are most closely aligned with Tyler’s business, mission, and prioritized material topics.



### INDUSTRY, INNOVATION & INFRASTRUCTURE

Tyler contributes to more resilient infrastructure and fosters innovation through technologies that support the public sector’s digital transformation and smart city development.



### SUSTAINABLE CITIES & COMMUNITIES

Tyler’s broad software applications and services are uniquely designed for the public sector and help create smarter, safer, and stronger communities. Tyler supports the planning and growth of stable and sustainable cities through our powerful and integrated information management solutions.



### PEACE, JUSTICE & STRONG INSTITUTIONS

Through our software and services, Tyler supports equitable access to justice and empowers more inclusive government and education.



# Our Business

**For more than 26 years, Tyler has paved the way for digital transformation in the public sector** with integrated software and technology services. Our end-to-end solutions empower government entities at the local, state, and federal levels to operate efficiently and transparently in their interactions with the public and in their collaboration with each other.

By connecting data and processes across disparate systems, we transform how clients turn data into actionable insights and solutions for their communities.

Our mission, vision, and values inherently support sustainable operations. In 2023, we concentrated on strengthening our sustainability initiatives while ensuring operational excellence. Our successes are a testament to the dedication of Tyler team members, who embody our mission and bring our sustainability priorities to life.

## 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 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

### 2023 FINANCIAL OVERVIEW

**Total revenue** • \$1,950,000,000

**Operating profit** • \$218,540,000

**Net income** • \$165,920,000

**GAAP diluted earnings per share** • \$3.88

**Non-GAAP diluted earnings per share** • \$7.80

**Cash provided by operations** • \$380,440,000

**Research & Development expense** • \$109,590,000

### COMPANY & OPERATIONS

**Headquarters** • Plano, Texas

**7,300+ employees**

**45% of team members** have prior experience in the public sector

**66 offices** in the United States, Canada, the Philippines, and India<sup>1</sup>

<sup>1</sup> Number includes owned and leased spaces. We have adjusted our reporting approach for office count to include all leased office spaces compared to the prior year.



# Connected Communities

Guided by our Connected Communities vision, we support thriving communities with our integrated product solutions to build a digital foundation that enhances data access, engagement, and transparency. Tyler aims to provide the technology needed for seamless information exchange among government entities, schools, and residents across geographic, agency, and departmental boundaries. Through streamlined processes and solutions, we are driven to help overcome data and resource sharing challenges in the public sector, contributing to improved connectivity, efficiency, and agility.







# Tyler Solutions

Tyler’s applications are organized into five solution groups designed to support the public sector in delivering efficient services and resources that better serve their stakeholders and communities:



Courts & Public Safety



Health & Human Services



K-12 Education



Public Administration



Platform & Transformative Technology

## 2023 HIGHLIGHTS

44,000+

product deployments across 13,000 client locations

99,000+

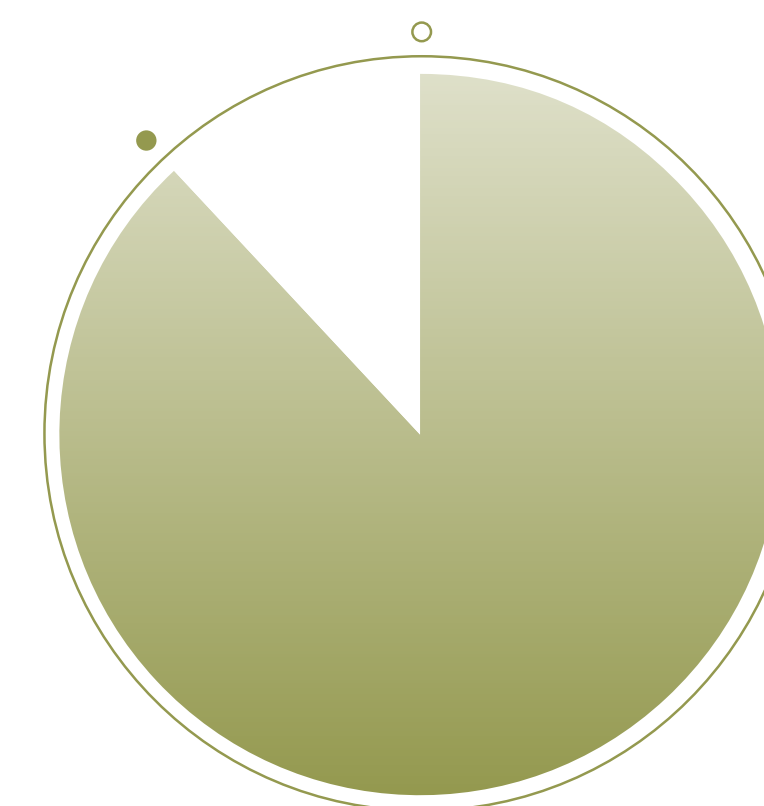
users in Tyler Community, our user-driven software support community

11,900+

clients using Tyler’s cloud-based solutions

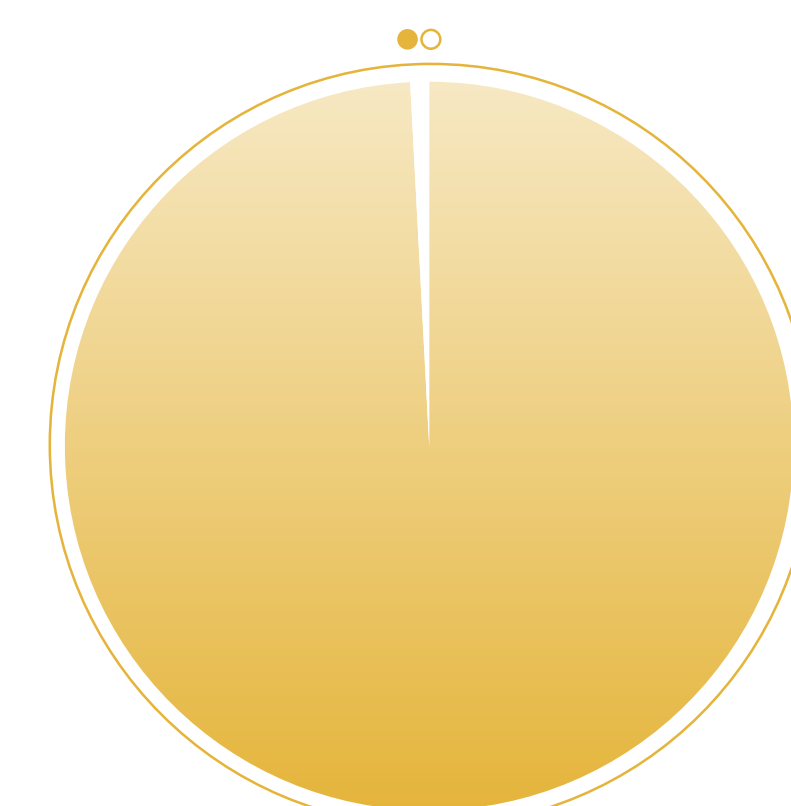
24

years of offering cloud solutions



88%

percentage of the (22 of the 25) largest counties in the U.S. are Tyler clients



98%

client retention rate



SOLUTION SNAPSHOT

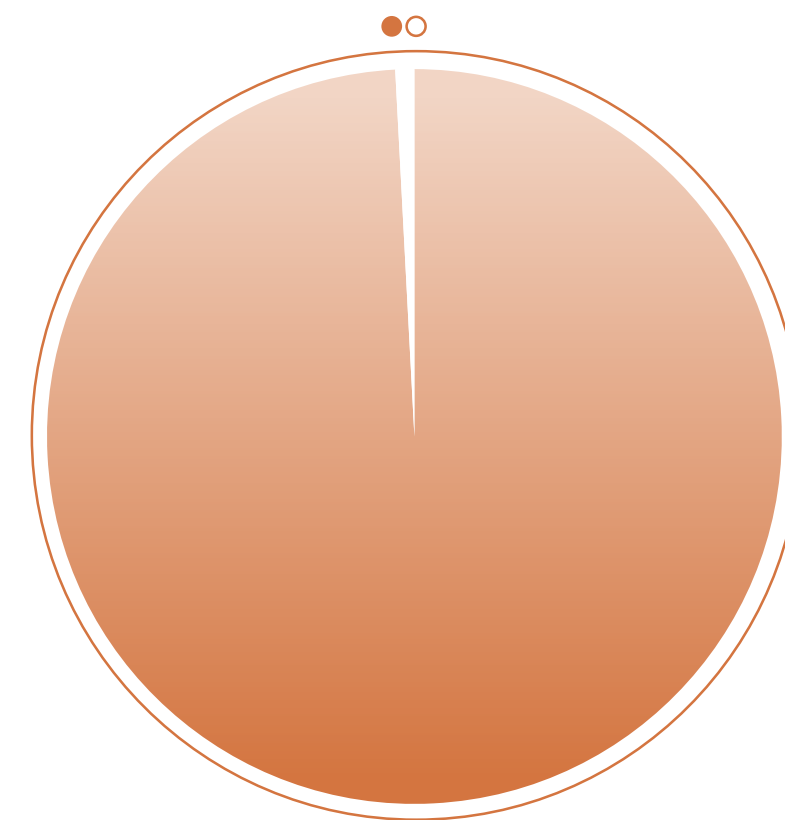
# Supporting Justice & Public Safety

**Our eFile solution serves more than 850,000 users** who file over 28 million documents annually on our platforms with 99.9% uptime.

We also provide online tools to guide self-represented litigants through the process of filing online. In 2023 alone, our eFile solution eliminated the use of over 1,500 tons of paper, equivalent to saving more than 36,800 trees.

In Tennessee, our Community Readiness solution, powered by AWS, was deployed at the Sumner County Jail in late 2023. The software connects residents in jails with local support organizations that assist people in finding jobs, education, and housing upon being released from correctional facilities. The solution helps people leaving facilities work toward a better life increasing their ability to effectively reintegrate and contribute positively to their communities, leading to lower recidivism in the long term.

In the Northern Tier-region of Pennsylvania, the nine-county region faced the challenge of efficiently coordinating seven dispatch centers to serve the community and first responders. With Tyler's Enterprise CAD solution, the region has established a streamlined system for resource sharing, improved call coverage and interagency communication, and enhanced life-saving services as well as attaining Next Generation 911 compliance.



99.9%

*eFile solution platform uptime*

36,800+

*trees saved, equivalent to 1,500 tons of paper*



SOLUTION SNAPSHOT

# Improving Student Transportation

**Our integrated student transportation solutions help school systems ensure the safe transport of students** and provide peace of mind for parents. Our products annually serve 15 million students through nearly 2,500 clients in the U.S. and Canada, supporting the efficient route management of 160,000+ buses.

Tyler's solutions assisted Oregon's Sherwood School District with overcoming challenges in student transportation management. The school district, which serves 5,300+ students, opted for multiple Tyler products. Our Student Transportation software, My Ride K-12, and Tyler Drive collectively improved the accessibility of technologies through integrated efficiencies, parent communication, and recordkeeping for routing management.

Our user-friendly Student Transportation software has helped improve coordination and efficiency within the district's transportation department by ensuring staff access to routing plans and providing capabilities to track driver training sessions. The My Ride K-12 application, which has been used by more than 90% of families in the school district, establishes timely communication with parents by sending push notifications to their phones. The district has also adopted Tyler Drive tablets, which allow efficient sharing of turn-by-turn directions for drivers and management of paperless vehicle inspection reports saving over 300 pieces of paper per week.

# 15 million

*K-12 school students served annually*



**It's been a game changer."**

*Sandi Miller, Transportation Director, Sherwood School District 88J, Oregon*



SOLUTION SNAPSHOT

# Enhancing Health & Human Services

**Tyler remains dedicated to uplifting communities and enhancing health and human services.** We work closely with veteran service officers (VSOs) and organizations. Our solutions have served over 4,500 VSOs in 300 counties within 37 states, supported 8.6 million veterans, and processed \$10.9 billion in value of more than three million benefit claims.

In 2023, our Application Platform solution was successfully implemented by the Alabama Department of Veteran Affairs (ADVA). The platform improves interaction with ADVA’s constituents and enhances the online application process for the Alabama G.I. Dependent Scholarship Program that supports dependent students of disabled veterans.

In 2023, Tyler signed an agreement with the Iowa Department for the Blind (IDB) for our Vocational Rehabilitation solution. This solution, built on the Tyler Case Management Development Platform, will support IDB’s Vocational Rehabilitation and Independent Living programs with case management for IDB participants, support for IDB providers, and federal compliance reporting functions.

Tyler and the Mississippi Attorney General’s Office joined forces in 2023 to launch the Mississippi Access to Maternal Assistance (MAMA) website. The website is designed to connect pregnant women and mothers to resources across the state, ranging from free pregnancy tests and food benefits to financial assistance and childcare information. From site launch in October of 2023 through the end of the year, the website reached 6,783 users with 22,914 views and hosted 5,997 engaged sessions to promote maternal health and disseminate important care services information.

22,914

*views garnered after launch of MAMA website*

\$10.9 billion

*value of over three million benefit claims processed*



SOLUTION SNAPSHOT

# Advancing Public Administration & Connected Communities

**Tyler stands at the forefront of advancing public administration** and improving efficiency and transparency in the federal domain. Tyler’s Workforce Case Management suite, including equal employment opportunity (EEO) case management tools, has received increased selection and implementation among agencies.

As the only vendor that offers a comprehensive suite of workforce case management applications, we are proud that our solutions support the government-wide growing focus on DEI and accessibility requirements. Multiple departments have adopted one or more of our applications. Agencies that utilize our Workforce Case Management solutions include, but are not limited to, the National Guard Bureau, U.S. Agency for Global Media, U.S. National Archives and Records Administration, Centers for Medicare & Medicaid Services, AmeriCorps, and the U.S. Government Accountability Office.

At the local level, our ERP solution helps the City of Grand Forks, North Dakota, streamline timekeeping and scheduling in the human resources system, reduce administrative workload for payroll processing, secure digital storage for city documents, and more.

In 2023, we reached an agreement with our strategic partner, Champ Titles, Inc., and the Kentucky Transportation Cabinet to implement Tyler’s electronic solutions for vehicle titling and liens moving the paper-driven process for title and lien application and registration to an electronic platform. The move generated benefits by reducing costs, elevating fraud protection, increased environmental benefits, and improved efficiency, including an annual saving of 15 million pieces of paper.

Since July 2023, the Louisiana Board of Pharmacy (LA BOP) has been utilizing Tyler’s CAVU eLicense solution to enhance transaction processing for online licensing and renewal services for pharmacists and healthcare professionals. The solution was adopted to alleviate the financial strain on LA BOP’s budget due to increased credit card fees. Tyler’s solution helped LA BOP meet their operational needs with a restructured, simplified, and cost-effective transaction procedure that allowed diverse payment options and aligned with LA BOP’s ongoing shift toward digital processes.

# 15 million

*annual saving of pieces of paper*



SOLUTION SNAPSHOT

# Transforming Technology & Digital Infrastructure

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

11 SUSTAINABLE CITIES AND COMMUNITIES

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

**Tyler continued to expand the reach** of our Transformative Technology solutions in 2023.

The San Diego Association of Governments (SANDAG) in California adopted our Enterprise Data Platform and Open Data Platform for over 19 local jurisdictions, member agencies, and the public to establish a centralized data catalog that includes information concerning public safety, community development, and economic analysis. Our solutions not only house SANDAG's unique datasets but also allow access, management, and planning for all SANDAG assets.

19

*number of SANDAG local jurisdictions and member agencies that adopted Tyler's Enterprise Data Platform and Open Data Platform*



## Innovation & Cloud-based Solutions

**Tyler continuously explores and adopts innovative technologies that advance our offerings.** Tyler has formed an Artificial Intelligence (AI) Working Group to explore AI-related impacts to our clients, products, and our own internal operations.

The working group has identified several use cases and created proof of concepts that show promising efficiency improvement outcomes, with those concepts being integrated into product development. Our first set of AI-integrated products is being used to automate document processing in court operations. By intelligently classifying and redacting court documents, the AI products significantly reduce processing time and improve data quality at courts that have adopted the solution.

Tyler continues its cloud migration for our assets, services, and applications by collaborating with AWS to deliver solutions that are optimized, accessible, efficient, and feature-rich. During 2023, we released cloud-efficient versions of our software to further optimize our applications for the cloud. We also remain on track and have made significant progress in our owned data center decommissioning initiatives, evacuating 60% of remaining Dallas-based private data center workloads in 2023. As we continue to scale our cloud transition, we drive higher efficiencies by leveraging shared, public cloud computing capabilities, further reducing our environmental footprint with energy-efficient cloud platforms.





# • Environmental Sustainability





# Environmental Task Force & Green Teams

**Tyler's Environmental Task Force (ETF) and Green Teams**, the self-organized, cross-functional groups of Tyler team members who voluntarily come together to promote sustainable practices, are instrumental in maintaining our position as environmental stewards.

Tyler's ETF consists of facility managers, who frequently collaborate with Green Teams by providing guidance and oversight on environmental issues and priorities. The ETF meets monthly to review sustainability project opportunities and is built on three foundational pillars:

#### **ENERGY-OPTIMIZED OPERATIONS**

Ensuring energy-efficient buildings and business operations through lighting; heating, ventilation, and air conditioning (HVAC); 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.





# The ETF's 2023 Focus Areas

**We strive to ensure that our operational practices and strategy contribute** positively to the sustainability and environmental stewardship of the communities and locations where we operate.

Focusing on areas such as energy and resource conservation, employee engagement, and waste reduction, the ETF and Green Teams continued to make strides toward improving sustainability performance for our organization. For instance, Tyler's Maine Green Team met regularly in 2023 to enhance communication and team member participation relating to sustainability projects, finalize its Green Team charter, pursue opportunities for edible landscaping for its local café, and organize Earth Day and various sustainability events. Initiatives implemented by the Green Team included Meatless Mondays, compost distribution and education, a trail hike, and participation in the October Way 2 Go Maine Commuter Challenge that was focused on promoting carpooling and alternative transportation options.

We seek to incorporate environmental considerations, including biodiversity, into our facility planning and operational processes. We use native and noninvasive plants in the landscaping at our various locations, including our facilities in Lubbock and Plano, Texas; Yarmouth, Maine; Nashville, Tennessee; and our newly constructed office and warehouse in Kingston Springs, Tennessee. Native species have also been included in the landscape design of our new office in Orono, Maine, which will be completed in 2024. Through this strategy, we create flourishing green spaces that offer environmental benefits and provide opportunities for our team members to enjoy and appreciate the value of a thriving ecosystem.



The 2023 focus areas of the Tyler ETF included the following:

### **WASTE, WATER, & RECYCLING**

Conducting assessments in targeted locations to understand current waste, water, and recycling practices, and developing programs and solutions to address these insights.

### **TEAM DEVELOPMENT & EDUCATION**

Hosting internal and external guest speakers to facilitate knowledge-sharing on topics such as energy trends and sustainable building designs.

### **ENERGY REDUCTION OPPORTUNITIES**

Sharing information on building upgrades that can reduce office energy consumption (such as installation of high efficiency lighting, effective use of building insulation, and HVAC system changes).

Discussing opportunities for electricity generation for facilities through solar power.

### **SPACE EFFICIENCY**

Continuing to consider environmental best practices as a criterion for selecting new leased spaces, supporting a hybrid work environment, and ending leases for underutilized facilities.

### **SELECTION & INSTALLATION OF ELECTRIC VEHICLE CHARGING STATIONS**

Identifying and evaluating national vendors for electric vehicle charging station purchases, installation, and maintenance. Sharing information on current station usage and requirements of maintaining and managing the use of installed stations.



PROGRAM SPOTLIGHT

# New Environmentally Friendly Facility in Kingston Springs, Tennessee

left: A Northern Bobwhite, a state bird of Tennessee

**In line with our efforts to pursue sustainable operations,** we have incorporated multiple eco-friendly design concepts and materials to construct our new building in Kingston Springs, Tennessee.

The state-of-the-art infrastructure generates multiple resource conservation, waste reduction, and energy efficiency benefits through various strategies, such as:

- Utilized a metal building system that used 100% recycled steel, produced a low amount of construction waste, and achieved better insulation;
- Adopted carbon-neutral materials for floor covering;
- Pursued space efficiency in the site plan design phase and preserved natural landscape; and
- Complied with applicable energy codes and installed efficient LED lighting and low-flow water fixtures.



Tyler's new building in Kingston Springs, Tennessee

# 100%

recycled steel used for a metal building system



# Progress on Energy & Climate

**Each year, we measure our GHG emissions and energy consumption.** We actively seek ways to reduce our carbon footprint, improve energy efficiency, and transition toward renewable energy resources where available. Our 2023 emissions (in metric tons of carbon dioxide equivalent [MT CO<sub>2</sub>e]) and energy usage (in megawatt-hours [MWh]) are summarized:<sup>2</sup>

## 2023

### SCOPE 1

Direct emissions from natural gas usage, other fuel consumption, and refrigerants.

**2,090** MT CO<sub>2</sub>e

**16,623** MWh

### SCOPE 2

Indirect emissions from purchased electricity.

**6,095** MT CO<sub>2</sub>e (market-based)

**7,230** MT CO<sub>2</sub>e (location-based)

**19,645** MWh

### SCOPE 3

Indirect emissions from purchased goods and services, business travel (air travel without radiative forcing), upstream leased assets, and other applicable Scope 3 categories.

**Purchased Goods & Services** 32,874 MT CO<sub>2</sub>e

**Capital Goods** 3,463 MT CO<sub>2</sub>e

**Fuel & Energy-Related Activities** 2,558 MT CO<sub>2</sub>e

**Upstream Transportation & Distribution** 168 MT CO<sub>2</sub>e

**Waste Generated in Operations** 107 MT CO<sub>2</sub>e

**Business Travel** 11,089 MT CO<sub>2</sub>e

**Employee Commuting** 7,830 MT CO<sub>2</sub>e

**Upstream Leased Assets<sup>3</sup>** 379 MT CO<sub>2</sub>e

**Total** **58,469** MT CO<sub>2</sub>e

<sup>2</sup> Changes in GHG emissions and energy consumption compared to prior years could be attributed to an improvement in data quality and emissions accounting process, including updates to emissions factors. For historical data, please refer to our [Corporate Responsibility](#) webpage.

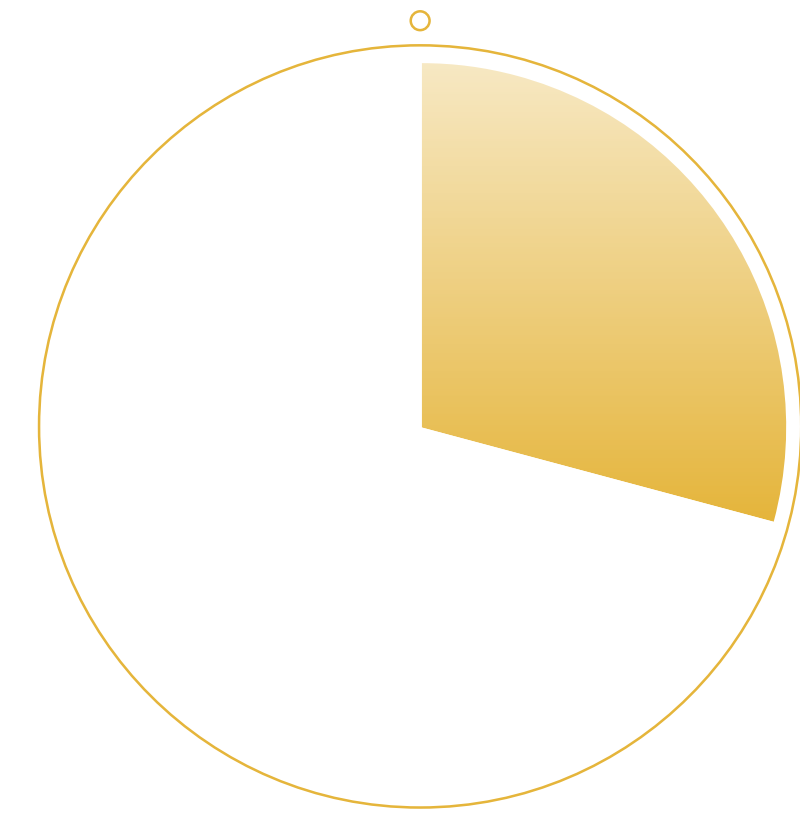
<sup>3</sup> Includes cloud-based emissions.



**In 2023, we selected a new company-wide travel management system** that promotes better Scope 3 emissions management. The system will empower employees to make more informed decisions for business travel by presenting emissions data and the environmental footprint of their flight, hotel, and rental car choices.

Through the new system, employees will also be able to track their historical carbon footprint over multiple trips. The new travel management system will be implemented in the first half of 2024.

We have prioritized implementing energy efficiency and emissions reduction projects, exploring renewable energy integration opportunities, and consolidating offices across our locations. Currently, 29% of our owned facility space is powered by renewable energy, and we continue to pursue renewable sourcing opportunities. Discussions have also taken place around the purchase of renewable energy credits to help offset emissions from locations where renewable energy is not available.



29%

*owned facility space powered by renewable energy*

Energy-related projects that we have implemented at our offices include:

- Partnering with a renewable energy vendor to evaluate green energy procurement options in Lubbock, Texas.
- Upgrading software for better reporting and monitoring of solar power generation at our Plano, Texas headquarters.
- Replacing light fixtures with LED lighting in our Falmouth, Maine, and Yarmouth, Maine, offices.
- Replacing roofing and insulation to increase energy efficiency at our Latham, New York, and Troy, Michigan, offices.
- Installing the Reymosa hydrofluorocarbon (HFC) tower, a more energy-efficient cooling tower, for the HVAC system at our Latham, New York, office.

We closed nine underutilized locations totaling about 65,000 square feet in 2023. We also consolidated two Little Rock, Arkansas, locations into one office. These consolidations not only reduced resource consumption but also fostered more connected working relationships by bringing employees closer.

As we look toward the future, we remain committed to embedding efficient and sustainable solutions in our operations.

We plan to install more electric vehicle charging stations at our campuses and increase the amount of renewable energy in our energy mix. We are excited about our future initiatives that will continue to drive improvement in our operational efficiency and environmental footprint.



# Resource Efficiency

**Tyler is focused on ensuring sustainable water use and minimizing waste, specifically electronic waste (e-waste) in our office locations. We are not heavy consumers of water resources due to the nature of our business — most of our water consumption is attributed to sanitary services, landscaping, cooling, and heating.**

Where possible, we seek opportunities to adopt water-efficient fixtures and water circularity strategies, such as rainwater harvesting for irrigation, to reduce our water consumption. Specifically, our Moraine, Ohio, and Yarmouth, Maine, campuses have adopted rainwater harvesting practices to support irrigation needs at these locations. Although water does not constitute a significant portion of our environmental footprint, we are working to continuously improve our understanding of water-related impacts in our operations. We plan to revisit our approach toward water accounting and baseline setting.<sup>4</sup>

Most of our solid waste is non-hazardous waste generated from our offices. Aside from non-hazardous solid waste, we are invested in the management and reporting of e-waste, which has a greater impact to the environment and our operations.<sup>5</sup> We encourage waste recycling by ensuring that all Tyler-owned office locations have separate recycling bins in addition to regular waste bins. In 2023, we pursued further resource consolidation, waste diversion, and recycling programs. For instance, at our Lubbock, Texas office, all personal and desktop printers were consolidated into one central printer for each floor to conserve paper and reduce waste. For each large printer and copy machine, the Lubbock team engages an office equipment vendor for recycling toner cartridges. Our Latham, New York office also rolled out a program to recycle coffee pods, diverting waste from landfills. Additionally, our Moraine, Ohio team introduced recycling programs for batteries and eyeglasses that helped promote proper ewaste management and material recovery and recycling.

Tyler partners with Iron Mountain and other vendors to responsibly recycle e-waste and effectively divert it from landfills. In 2023, Tyler added 31 offices to the Iron Mountain program to consolidate waste management and reporting, including tracking over 62% of e-waste generated from our operations. Iron Mountain employs the U.S. Environmental Protection Agency’s (EPA’s) Waste Reduction Model (WARM) to estimate associated energy savings and carbon emissions avoidance. In 2023, this program enabled Tyler to recycle 66% of our equipment and remarket the remaining 34%. Mixed electronics, desktop computers, and portable electronic devices were our largest contributors by weight. Through the program, we avoided over 26 metric tons of GHG emissions in 2023, equivalent to preventing over 2,900 gallons of gasoline from being burned. In particular, our Yarmouth and Falmouth, Maine, offices recycled a total of 10,548 pounds of e-waste, saving more than 22,000 kilowatt-hours of electricity.

### E-Waste

### 2023

Total e-waste (pounds) <sup>6</sup>	77,869
E-waste remarketed	29,047
E-waste recycled	48,822

<sup>4</sup> Due to the transition in our methodology, water metrics are not available at this time of disclosure.

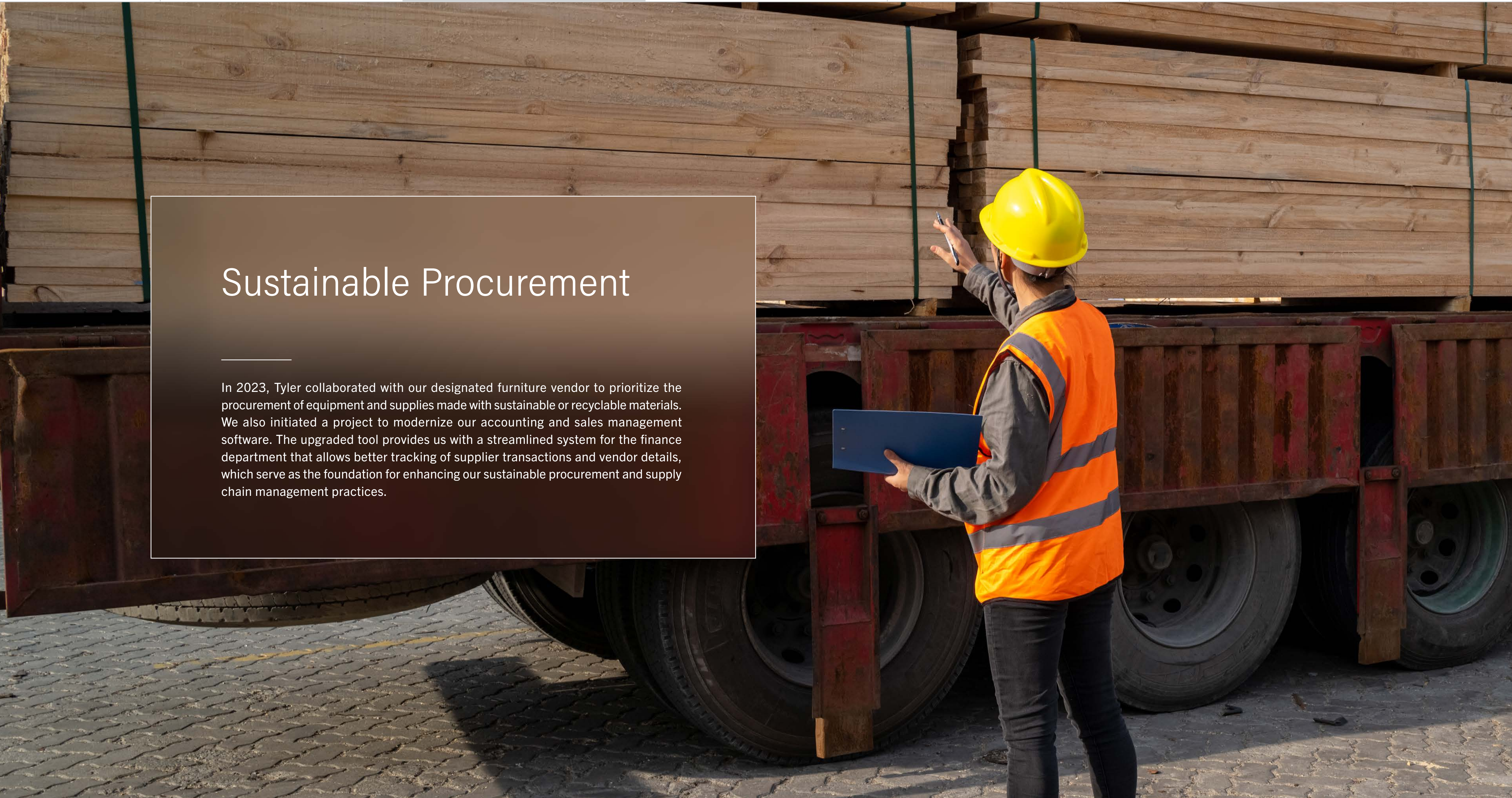
<sup>5</sup> Mixed solid waste metrics are not available at this time of disclosure. We will continue to assess opportunities for reporting mixed solid waste metrics.

<sup>6</sup> The scope of the 2023 e-waste metrics has been expanded to account for an acquisition that was completed in 2021, leading to significant changes to e-waste numbers compared to previous years.



# Sustainable Procurement

In 2023, Tyler collaborated with our designated furniture vendor to prioritize the procurement of equipment and supplies made with sustainable or recyclable materials. We also initiated a project to modernize our accounting and sales management software. The upgraded tool provides us with a streamlined system for the finance department that allows better tracking of supplier transactions and vendor details, which serve as the foundation for enhancing our sustainable procurement and supply chain management practices.





# • Social Sustainability





# Talent Management

## TALENT ATTRACTION & RETENTION

Tyler’s success, strong culture, and lived values continues to drive an external pool of interested talent that far exceeds the number of roles available each year. While Tyler managers demonstrate a strong preference for internal talent in hiring, as noted later in this report, over 850 new or returning team members joined Tyler in 2023 and energized our internal talent community with their fresh ideas and shared commitment to serving the public sector. At the start of the hiring process, recruiters and potential candidates were connected through a three-step approach:

### STEP 01

**Expanded Career Page and Social Media Presence** • Our career page and social media platforms serve as resource hubs for candidates researching Tyler and job openings. We regularly update job postings to keep candidates informed of available opportunities. Our LinkedIn channel highlights employee achievements and volunteerism, and celebrates our team members and team accomplishments, offering prospective candidates an opportunity to understand our thriving company culture.

### STEP 02

**Intentionally Recruiting Diverse Talent** • At Tyler, we seek candidates who bring diverse skills and perspectives and who are passionate about working collaboratively to support our public sector clients and communities. Our recruiters continuously reevaluate talent-sourcing strategies to broaden our candidate pool by attending college and diversity career fairs, and tech-based career events. This outreach provides our hiring managers with the highest-quality talent to consider for open roles at Tyler.

### STEP 03

**One Tyler Recruiting Approach** • Our centralized recruiting approach creates alignment between and across recruiters and hiring managers. This strategy

allows us to collaborate across Tyler and support our growth, with increased sharing of internal high-potential candidates and intentional hiring and onboarding of the highest-quality new talent for Tyler.

**In 2023, we invested in expanded candidate outreach including but not limited to the examples provided below:**

**Historically Black Colleges and Universities (HBCU) Connect Career Fair** • Tyler attended an HBCU Connect Career Fair to engage African American students from multiple U.S. colleges.

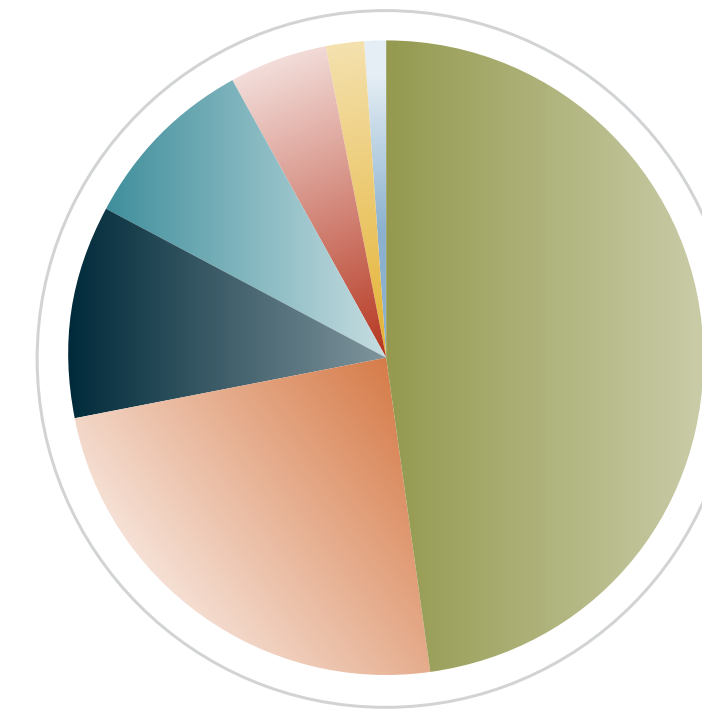
**Maine Hire-A-Vet Event** • Tyler engaged with military-connected communities with outreach focused on creating a pathway to employment for transitioning service members.

**Path Forward** • We continued our partnership with Path Forward, a nonprofit organization that matches work opportunities with people who have taken time off for caregiving responsibilities.

As a result, we hired high-quality talent at a level of diversity that exceeded levels in our current workforce.

We are dedicated to investing in our team members and creating positive employee experiences that retain talent, in some cases for their full career after they join Tyler. The tenure of our team members reflects the effectiveness of our programs and practices that support the professional development and well-being of our workforce. As of 2023, nearly 52% of team members had five or more years of service within Tyler and more significantly, approximately 17% of team members recorded industry-leading tenure of between 15 and 30+ years.

<sup>7</sup> Underrepresented groups include Asian, Black or African American, Hispanic or Latino, two or more races, American Indian/Alaskan Native, and Native Hawaiian or other Pacific Islander.



Team Member Tenure

48.4%	<5 Years
23.7%	5-9 Years
11.4%	10-14 Years
8.7%	15-19 Years
4.9%	20-24 Years
1.9%	25-29 Years
1%	>30 Years

40

career events attended

850+

new hires in 2023

41%

new hires in 2023 were women

28%

new hires in 2023 from underrepresented groups<sup>7</sup>

4.2%

percent above 2023 women workforce participation

8.5%

percent above 2023 underrepresented groups<sup>7</sup> workforce participation



# Talent Development

**Tyler operates with strong financial and operational discipline including a commitment to running our business in a way that alleviates the need for traditional approaches to rightsizing or layoffs. We are committed to the development of our talented team members through a consistent and disciplined approach through all phases of our growth strategy. In 2023:**

- Nearly one third of posted roles were filled by internal team members with additional career growth through promotions and transfers to new roles across our business.
- Team members actively engaged in over 30,000 hours of training opportunities for technical and non-technical development as noted in the examples below.
- Nearly one third of team members have 10 or more years of experience and chose to continue to grow their careers at Tyler.

Supporting career growth and expanding the skills of our team members are essential parts of Tyler’s talent management. To expand our investment in talent and culture, in 2023 we created and filled a new role, Vice President of Talent, that is entrusted with designing and ensuring consistent execution of our talent management, development, culture, and employee engagement practices. The Vice President of Talent, working with our HR and business leaders, will continue to improve retention of talent and internal career mobility and align our leadership pipeline and workforce capability investments with our business imperatives.

We take a multi-layered approach to talent development. That approach includes new team member orientation and onboarding, performance feedback and coaching, leadership training and assessment, succession planning, and mentoring programs that enable us to create long-term success in the development of our talent base. Our goal is to create a work environment and career opportunities

that give Tyler team members the ability to build a lifelong career within Tyler as evidenced by the approximately 28% of our open positions filled by internal candidates in 2023.

As part of our development efforts, we launched a One Tyler New Hire Onboarding strategy in 2023 that included facilitated weekly orientation sessions for global new hires to meet and launch their careers at Tyler, and company-wide refinements to our performance feedback process. Nearly 93% of team members received a performance review in 2023, many of which included feedback and planning for continued career growth.

At the center of our management development strategy is the nine-month Tyler Manager Development (TMD) program, featuring more than 50 hours of interactive learning with leaders, peers, managers, and mentors in a cohort-based program. Designed to cultivate essential management skills, promote best practices, and build lasting connections among our network of managers, the program has proven to be a catalyst for professional development and talent retention at Tyler. More than 600 Tyler managers have participated in or graduated from the TMD, representing over half of our team leads, managers, or senior managers. The TMD participants report a 33% increase in their managerial competence as a result of their participation in the program and over 93% of participants have remained at Tyler after attending the program since its inception.

In addition to the TMD, we offer several in-depth training resources and continuing education support to promote career mobility. These include tuition reimbursement, ongoing Career Conversations workshops, and training modules focused on building high-performing teams and improving presentation skills. In these training sessions, team members engage in discussions about professional growth and learn how to manage their career path at Tyler. All told, in 2023, Tyler team members completed over 30,000 hours of AWS, manager development, and compliance-related training.

## PROGRAM SPOTLIGHT

# Tyler Manager Development Program Participant

“ Understanding my (leadership) style and identifying the styles of my team members has helped me build better relationships with them. By knowing how to adapt my style to better suit their needs, I’ve been able to build trust and maintain positive working relationships with my team. I’ve also learned to have better one-on-one regular meetings with my team members. These meetings are not only beneficial for my team members to share their progress and concerns but also for me to provide feedback and advice on their performance and goals. By actively listening to their needs and concerns, I’ve been able to create a more supportive and engaging work environment and it’s resulted in better team performance.”

— *Regional Manager, Property & Recording*



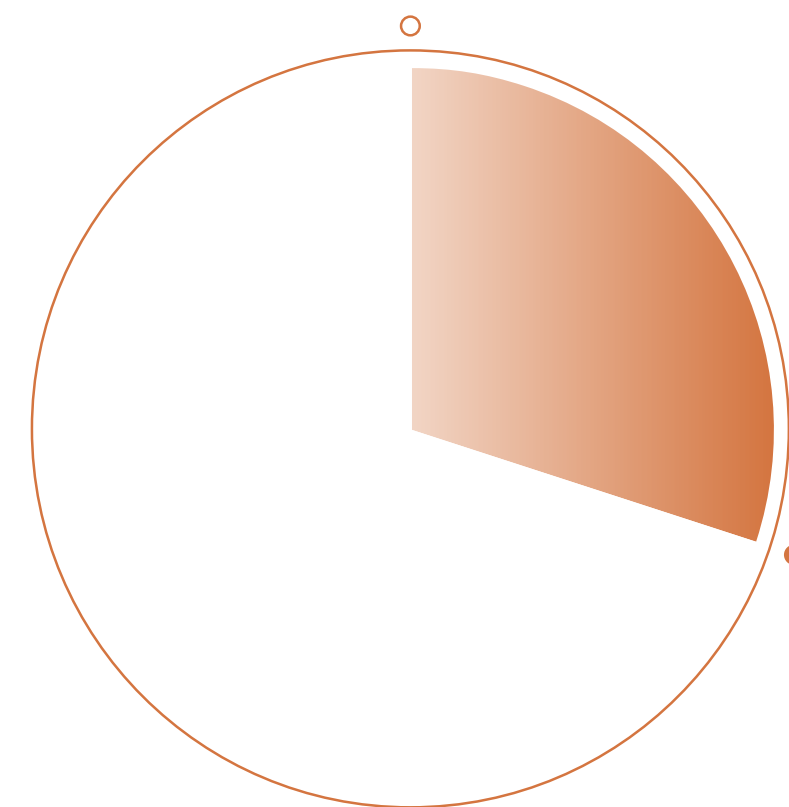
PROGRAM SPOTLIGHT

# AWS Training

**In 2023, Tyler and AWS evolved AWS training** to strengthen our team members' cloud skills and expertise.

We offered a variety of resources and events including multi-day AWS training sessions, three Accelerator programs for cloud practitioners, Builder workshops, and Game Days. Over 20 Tyler team members participated in a Developer Accelerator program that included a 70-hour training program spanning eight weeks in preparation for the AWS Developer Associate certification. Additionally, approximately 530 team members participated in the AWS Cloud Accelerator and Solutions Architect Accelerator programs.

Tyler also offered 27 AWS classes and additional resources through our TylerU online training platform, with 823 participating team members logging more than 11,000 hours of AWS training. Nearly 30% of Tyler's workforce has completed some type of AWS training, with 17% earning one or more AWS accreditations.



30%

Tyler workforce that has completed some type of AWS training

27

AWS classes and additional resources offered by TylerU

823

participating team members logging more than 11,000 hours of AWS training



# Employee Engagement

**Tyler actively connects with team members**, providing the latest company updates, celebrating accomplishments, reinforcing our shared culture and values, and nurturing employee collaboration. Tyler hosted our first company-wide town hall in 2023 allowing employees to engage with leadership in new ways.

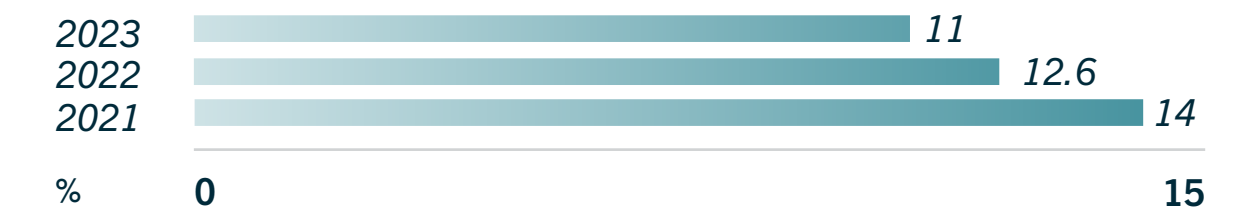
Our divisions and business units host town halls, virtual lunches, all-hands meetings, and “Ask Me Anything” sessions, inviting team members to share their thoughts directly with company leaders. We conduct multiple internal engagement surveys across our divisions to solicit team members’ feedback. Managers use this feedback to determine what, if any, changes are needed to operate consistent with our values and in support of our operational and strategic goals.

In 2023, overall engagement increased, with improved engagement scores reflected in most engagement survey categories and highest scores in each of the following categories:

- Work-life balance
- Team members’ willingness to refer a friend or family member to Tyler for employment
- Loyalty to the company
- Motivation to perform their best at work

Tyler Technologies’ workforce strategy is differentiated within our industry. Tyler works diligently to ensure a streamlined workforce to avoid layoffs. While we do have some project-based appraisal roles reflected in our turnover data, we consistently work with our full-time employees who may be impacted by changes in workforce needs to help them retool to prosper within our business today and in the future. We lowered our overall turnover rate<sup>8</sup> by 1.6% compared to 2022.

Overall Turnover Rate



Voluntary Turnover Rate



## 2023 Awards & Recognition

- Dallas Morning News “Top Workplaces D-FW”<sup>9</sup>
- Detroit Free Press’ “Michigan Top Workplaces”
- MaineBiz’s “Best Places to Work in Maine”
- Mississippi Business Journal’s “Best Places to Work”
- Newsweek’s “America’s Greatest Workplaces for Diversity”

<sup>8</sup> Inclusive of voluntary and involuntary turnovers.

<sup>9</sup> “D-FW” stands for the Dallas-Fort Worth metro area.

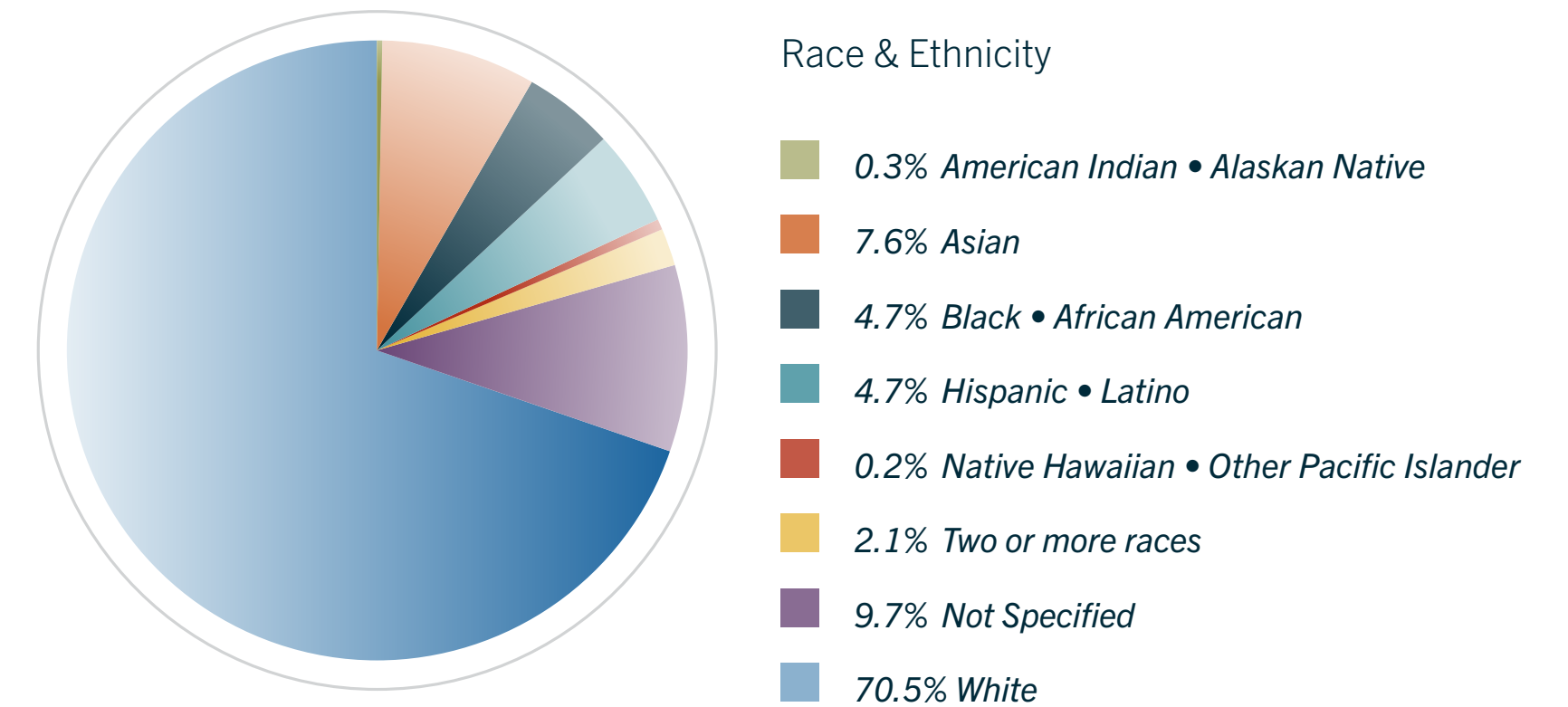
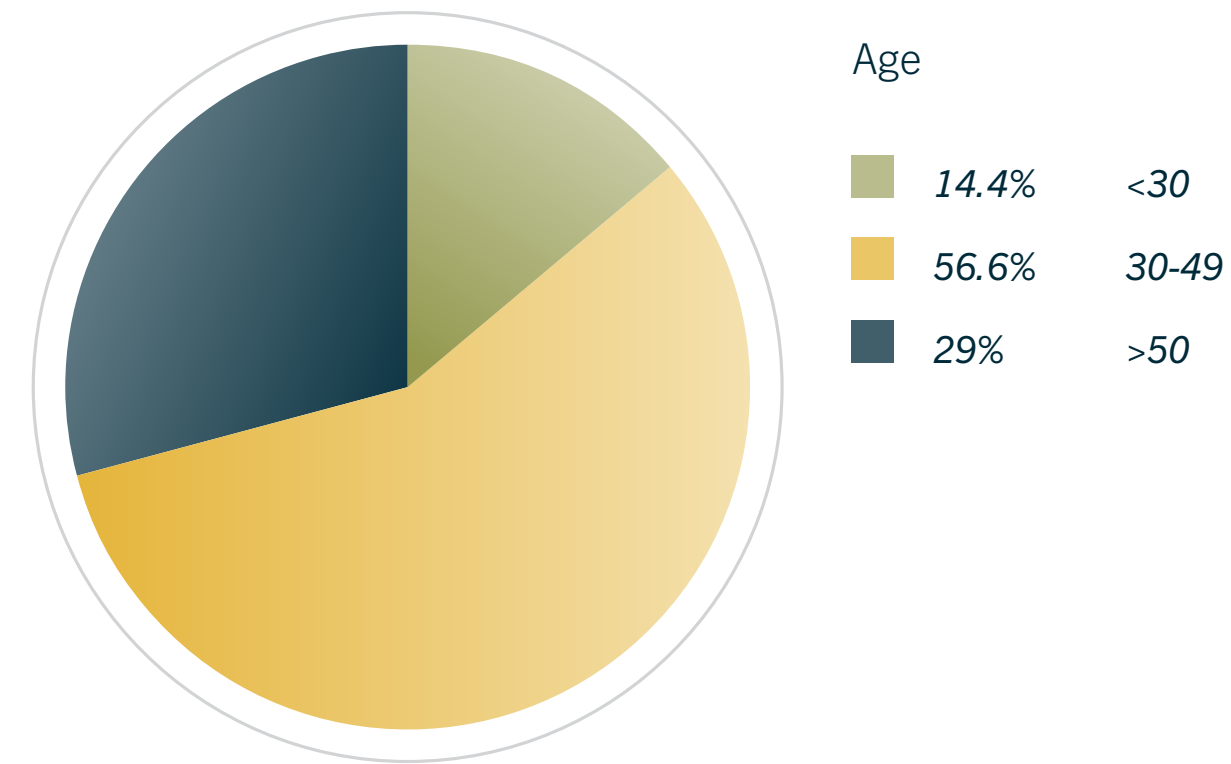
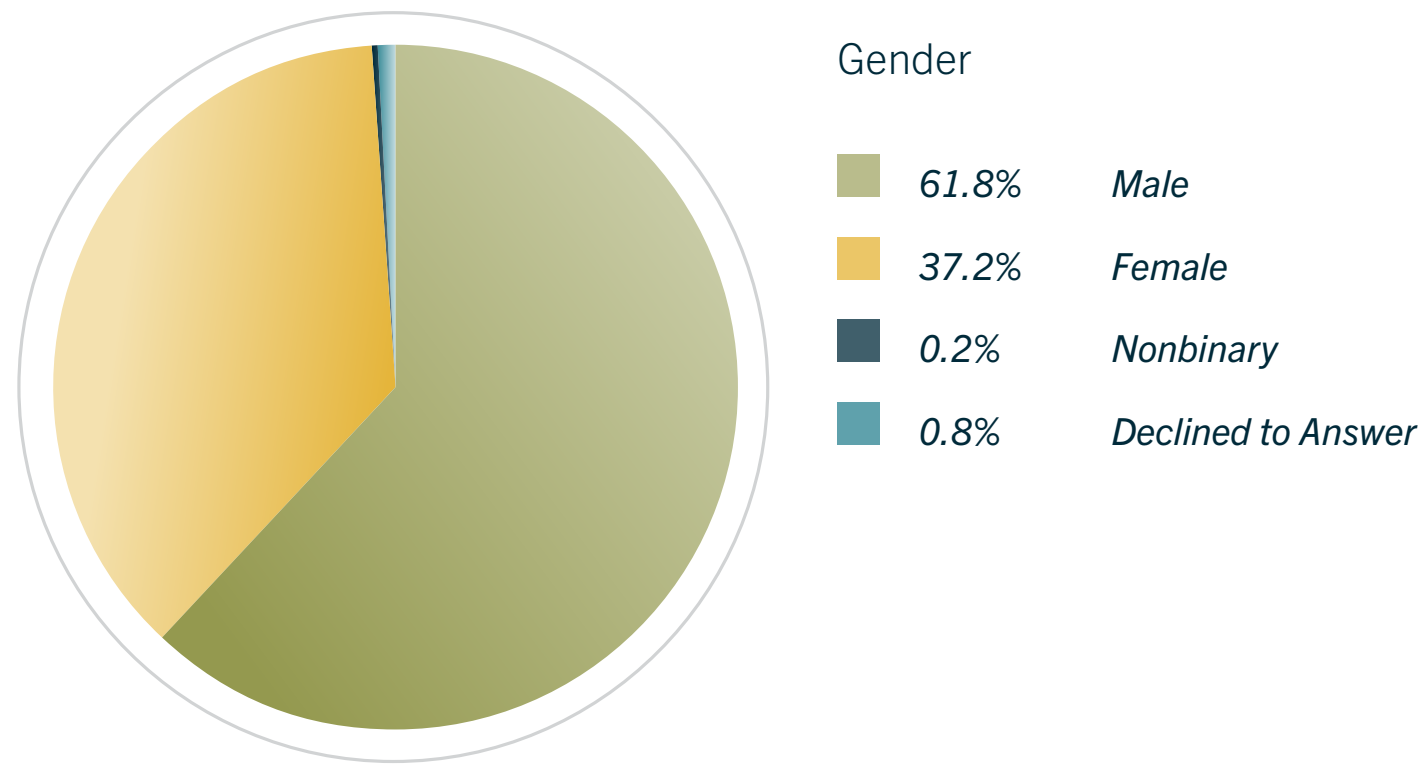


# Maintaining an Inclusive Workforce

## INCLUSIVE WORKFORCE

**We are committed to fostering and maintaining a workplace** where our 7,300+ team members feel included, valued, and represented.

We consistently evaluate the processes and outcomes of our recruiting, talent management and development, and compensation programs. We also create unique engagement experiences through our Employee Resource Groups (ERGs), which bring employees together across our organization. We also disclose U.S. Equal Employment Opportunity data in our [EEO-1 report](#).



For additional team member diversity data, please refer to [Appendix B](#).



# DEI Policies

## EQUAL OPPORTUNITY, NON-DISCRIMINATION, & ANTI-HARASSMENT

**Tyler is an equal opportunity/affirmative action employer** and prohibits discrimination by promoting equality in employment policies and practices.

Managers and supervisors are responsible for making decisions affecting team members without regard to race, religion, gender, marital status, citizenship, age, disability, 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.

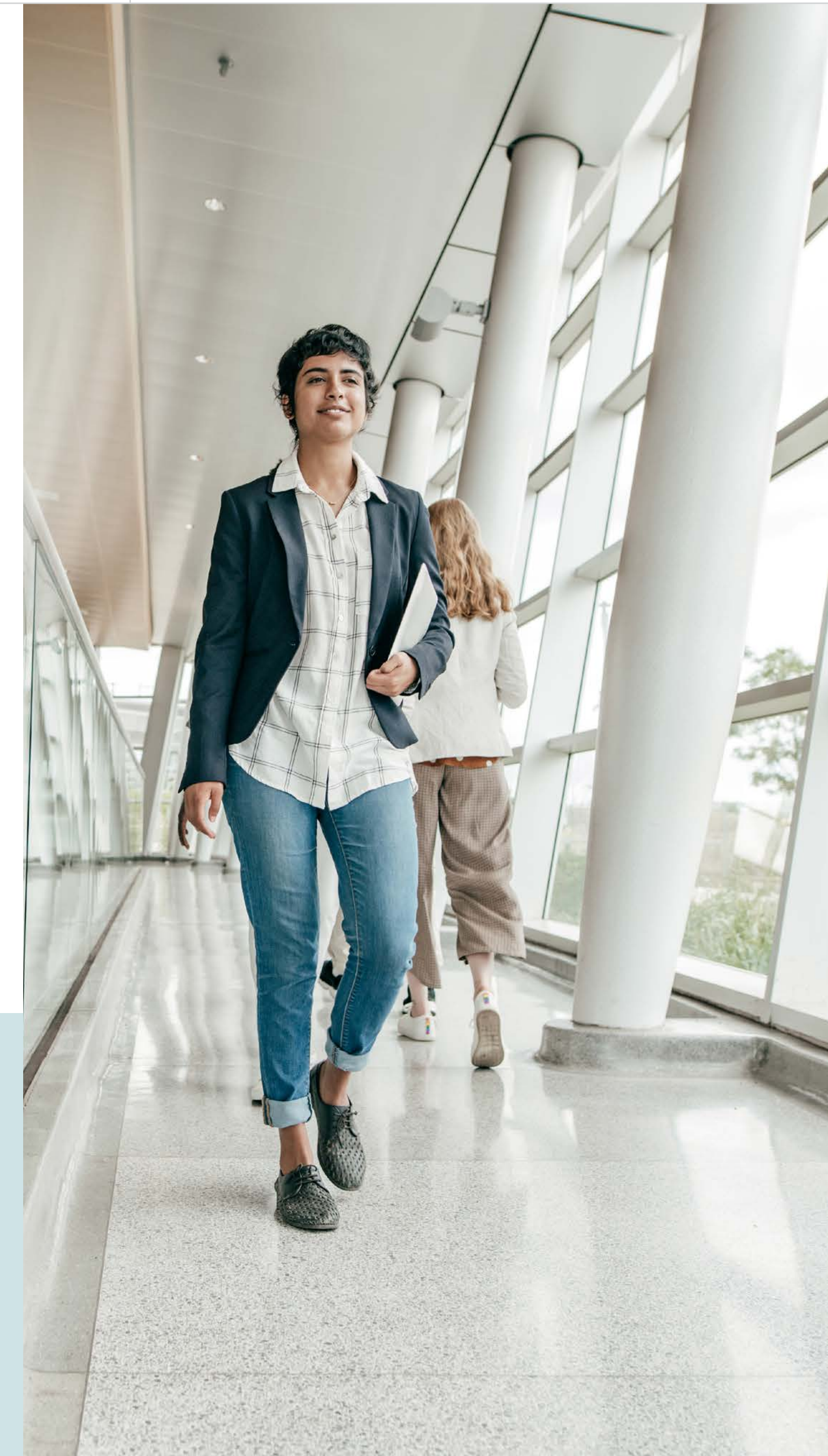
We have an established anti-harassment policy that prohibits all forms of harassment. This policy is outlined in our [Code of Business Conduct and Ethics](#) (Code), with complementary details available in our employee handbook. The anti-harassment policy is reviewed on an annual basis as part of the Code review completed by the board’s Nominating and Governance Committee. Tyler reviews the Code and our employee handbook with each new employee during the onboarding process, and subsequently requires an annual review and acknowledgment of both.

Our team members undergo annual anti-harassment training, and our managers participate in additional modules specific to their role and responsibilities in ensuring a workplace that is free from harassment. In 2023, 98% of managers and 99% of team members completed mandatory harassment prevention training. We made efforts to consolidate and redesign the course modules, resulting in a more efficient training process and over 20% higher course ratings. Our employee handbook and training content explain how to file a harassment complaint, how the investigatory process is conducted, and the consequences for a violation, which may include termination.

### PROGRAM SPOTLIGHT

# The Women’s Leadership Network (WLN)

Established in 2017, the Tyler WLN is dedicated to implementing measures that empower and advance women’s careers. In 2023, we launched a WLN mentorship program and established 20 mentoring pairs of high-performing women who were at senior manager, director, or above levels. Both mentees and mentors who participated in the program ranked their overall satisfaction with the program over 4.6 out of 5, noting appreciation for being able to focus on individual and leadership development. The mentoring program was so successful, we doubled funding and participation for 2024.





## Equal Pay

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We believe all team members should be paid equitably for what they do and how they do it. To ensure fair and equitable compensation, we regularly review our compensation data and practices and evaluate how they affect our workforce and individual team members.

In 2023, we provided leaders with demographic data to support compensation decisions. This included presenting data concerning diverse team member representation in the equity grant determination process helping decision-makers to identify and consider new, eligible, and diverse participants for the incentive program. The approach improved visibility on the diversity of grant recipients and promoted a more informed decision-making process for stock-based compensation. Through this strategy, women and diverse team member representation in the equity grant process increased.



# DEI Governance

**We recognize the importance of strong DEI governance** and the integration of thoughtful DEI principles into our operations. Tyler's DEI strategy focuses on our three strategic pillars:

**Career** • Recruit, manage, compensate, develop, and retain (with fairness and equity) a high-performing, diverse workforce at all levels.

**Culture** • Model our core values in a way that builds relationships across Tyler and empowers all employees to feel included, valued, and respected.

**Communities** • Create and strengthen external relationships with clients, partners, and vendors that allow for mutually beneficial growth opportunities.

Our approach to DEI reflects close collaboration and communication amongst our ERGs, human resources team, functional leaders, and executive officers. Our Executive DEI Council oversees consistency in our DEI initiatives and their alignment with our mission, vision, and values. The Executive DEI Council is responsible for developing the DEI strategy and reviewing progress towards its goals.

In collaboration with internal teams, our new Vice President of Talent created and introduced an elevated approach to our DEI efforts, transforming the way we execute our strategy through a cohesive One Tyler approach. The refined strategy is focused on creating synergy and measurable business-driven results from our DEI programs, advancing leadership involvement in our strategy, and promoting broad participation in ERG efforts. With an enhanced DEI governance structure and increased leadership support, we are ready to generate more lasting business impacts in 2024 and beyond.







# DEI Engagement

Our DEI engagements and resources are available to our team members through a variety of centralized forums. Our ERGs provide platforms for community building, education, awareness, and professional development.





PROGRAM SPOTLIGHT

# Tyler Military Veterans (TMV)

**At Tyler, more than 200 of our team members are veterans.** In recognition of their service, our TMV ERG collaborated with Tyler Marketing to develop a Tyler-branded challenge coin to gift our veterans and honor their accomplishments.

Throughout 2023, Tyler veterans received their challenge coins either by mail or in their offices. TMV also worked with Tyler leaders to present veterans with their challenge coins during divisional meetings and events.



The TMV challenge coins, steeped in the rich tradition of military challenge coins, serve as a powerful emblem of our Tyler family's deep appreciation. TMV takes great pride in presenting these coins, to unite Tyler veterans and also to express our gratitude for their dedicated service."  
— Ken Miles, 2023 TMV Executive Sponsor, and Vice President & General Manager for our Courts & Justice Division



Front



Back



left: veterans at the challenge coin presentation in our Plano headquarters  
above: TMV challenge coin



## Supplier Diversity

**Tyler is committed to engaging with diverse suppliers and underrepresented businesses**, with the goal of establishing a supplier base that contributes broadly to the economic development of the communities we serve.

To identify vendors for engagement, Tyler leverages a national database containing thousands of suppliers. In 2023, we adopted a new sales and accounting system that provides improved vendor management and access to their diversity details, which will help to better inform opportunities for enhanced engagement with underrepresented businesses moving forward.

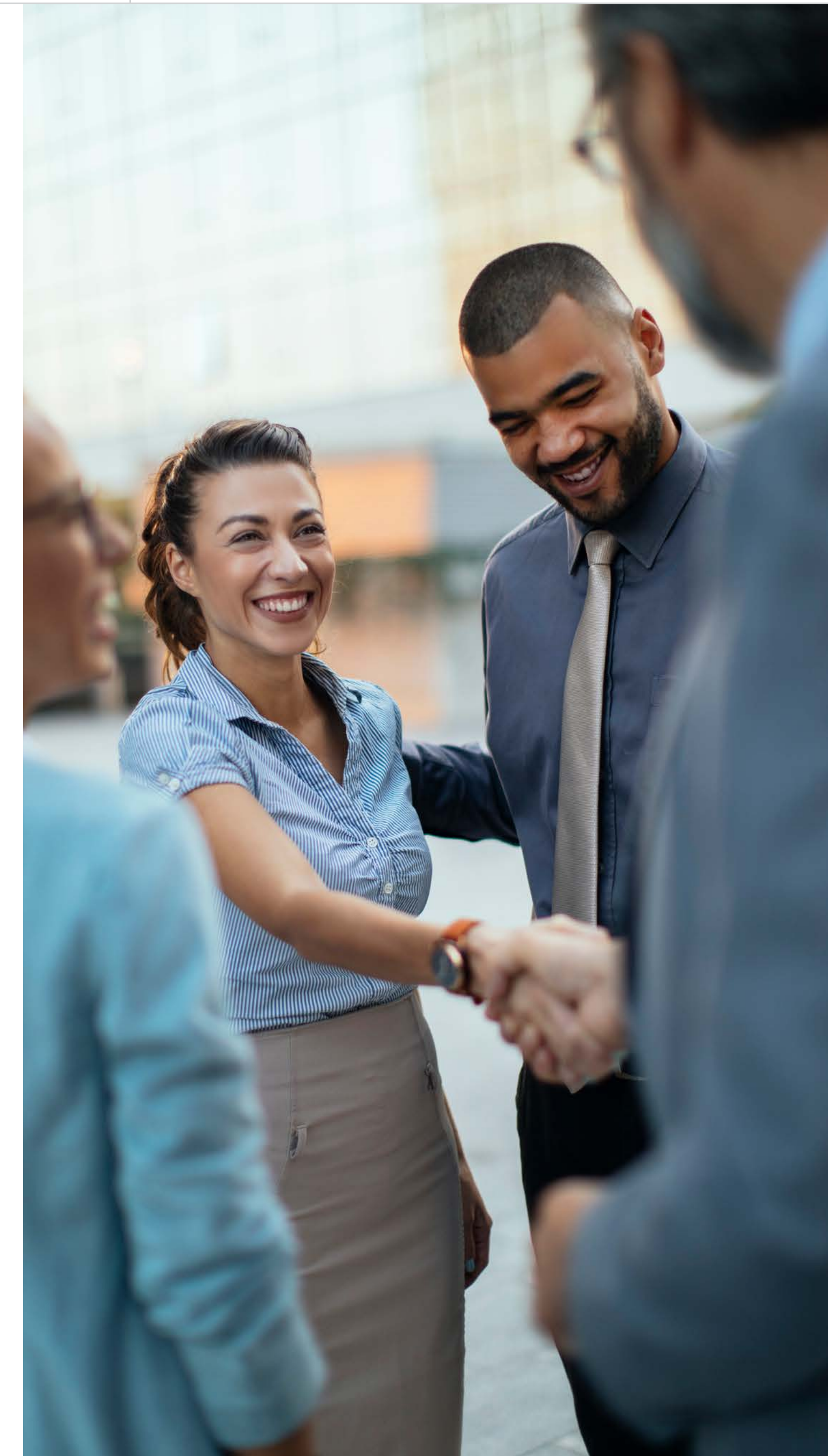
- \$94M spent with small businesses
- \$15.5M spent with diverse suppliers (women-owned, veteran-owned, and minority-owned businesses)
  - + \$8.8M spent with minority-owned businesses
  - + \$5.8M spent with women-owned businesses
  - + \$922K spent with veteran-owned businesses

### CODE OF SOCIAL RESPONSIBILITY

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**We are opposed to all forms of discrimination, slavery, human trafficking, forced or compulsory labor, and child labor.** Tyler's [Code of Social Responsibility](#) details our commitment to protecting the rights and well-being of our employees, clients, and communities. We remain steadfast in ensuring that our business is conducted in a way that complies with our Code of Social Responsibility and applicable laws. Tyler also extends this commitment to our business partners, as we expect them to operate in accordance with our Code of Social Responsibility. In line with the United Nations Universal Declaration of Human Rights and the International Labor Organization Declaration on Fundamental Principles and Rights at Work, we expect our business partners to uphold our values and standards regarding human rights, employee health and safety, and a voluntary labor force. We further expect our partners to attest, when requested, to their compliance with applicable human rights regulations and to respect their employees' freedom of association.

## Respecting Human Rights





# Living Well at Tyler

**Our policies, benefits, and resources support the overall well-being of our team members,** covering their physical and mental health as well as their financial security.

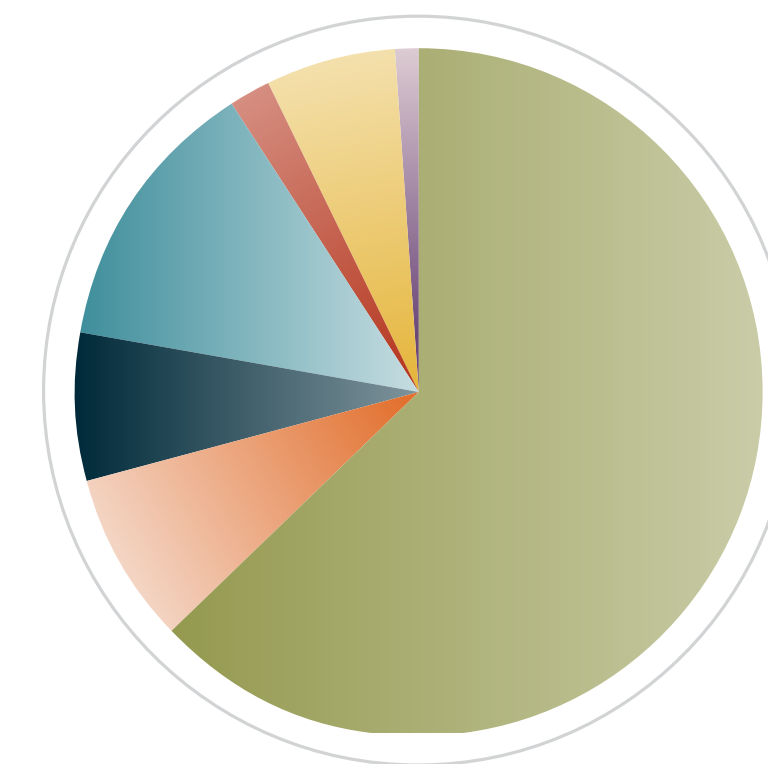
We follow the Occupational Safety and Health Administration (OSHA) standards and applicable laws in other jurisdictions for team member safety management and encourage employees to report any work-related injuries, as detailed in our Code of Business Conduct and Ethics and employee handbook. Our injury rate is low in our office-based work environment, but we require management to execute proper reporting of all work-related safety incidents or unsafe conditions to ensure timely corrective actions for hazard mitigation and prevention. Tyler offers an extensive number of programs assisting employees in managing their well-being, including a 24/7 employee assistance program and exclusive discounts on a wide array of health and wellness products.

# Return to Office/ Flexible Work

**Our “Better Together, With Flexibility” principle** guides our work arrangement policy.

We support hybrid working options that strengthen our culture, connectivity, and collaboration. Our work arrangements vary from fully office-based to fully remote. Our employee surveys continue to reflect team members’ appreciation for these flexible work arrangements.

We continue to invest in the revitalization of our major office locations. This includes improving collaboration and focus spaces, meal options, amenities, and overall building efficiencies. To optimize our office utilization and efficiency, we sublease some unused office spaces and share services, such as cafeterias, with subtenants. This multifaceted approach ensures a vibrant workspace that supports the evolving needs of our growing Tyler team.



2023 Work Arrangements

- 63% Fully Remote
- 8.3% 1 Day In-Office
- 7.1% 2 Days In-Office
- 13% 3 Days In-Office
- 2% 4 Days In-Office
- 6.3% Fully Office-Based
- 0.3% Unreported



# Benefits & Wellness Resources

## PAID PARENTAL LEAVE

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**In 2023, we continued to offer 12 weeks of paid parental leave, encouraging team members to spend time bonding with their growing families.** This benefit was provided in addition to paid disability leave for birth mothers. In 2023, our parental leave recipients continued to convey their appreciation for and the importance of this benefit to their transition as a parent. They also returned to the workforce and remained working at Tyler at a rate higher than our overall team member retention.

## PHYSICAL HEALTH AND MENTAL WELLNESS

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**We offer comprehensive virtual medical and mental health benefits coverage options.** Our extensive Employee Assistance Program provides various resources, including connecting team members and their family members with behavioral health and financial counselors, tools for money management and financial planning, and services for crisis support. This integrated strategy ensures a seamless navigation process of health and wellness resources for our team members. In 2023, our HR team offered targeted training to managers and staff on how to support team members struggling with mental health issues. The training provided managers and team members across Tyler with education and a reminder of resources available to help appropriately identify and support team members facing mental health challenges in the workplace. Communications to all Tyler team members throughout the year ensured that team members understood and accessed the multiple options available to them and to their family members for in-person and virtual mental health support.

## FINANCIAL WELLNESS

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**Tyler supports the long-term financial health of our team members by offering a comprehensive set of tools that are aimed at promoting financial well-being and savings.** Our monthly financial webinars are well-attended, and our one-on-one sessions consistently experience high demand each month. Through our Fidelity Investments partnership, participating employees have access to a full range of financial resources including:

**Ask Fidelity Group Session** • A complimentary monthly session covering a variety of topics, such as achieving savings goals and preparing for retirement.

**One-on-One Consultations** • Free personalized one-on-one consultations with a Fidelity Financial Advisor to discuss specific financial goals individually.

**Financial Wellness** • Access to a full range of financial resources through Fidelity for participating U.S. team members, including the extension of free virtual consultations through 2023.

**Employee Stock Purchase Plan (ESPP)** • 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 incentives. Now employees can purchase partial shares, allowing them to acquire more shares per offering period.

**401(k) Plan** • A company-match plan, with auto-enrollment and annual auto-increase features to help team members increase their savings for retirement.

**Health Savings Account (HSA)** • Employee and company contributions that provide triple tax benefits to Tyler team members, especially those seeking to save now for future medical expenses.



# Community Impact

## EMPLOYEE VOLUNTEERISM

**Our mission to serve the public and the communities** where we operate involves extending our support beyond our solutions and services.

We proudly achieve this by encouraging our team members to engage with their communities through local, grassroots volunteering events and charitable giving. Each year, we provide one paid day off for each team member to participate in volunteering activities with any recognized charity or community organization. 1,487 employees used their Tyler-sponsored paid volunteer day in 2023, contributing more than 11,800 volunteer hours to support various causes including public health, hunger relief, human services, animal welfare, and more.

For the tenth year, our Yarmouth and Falmouth, Maine, offices came together to support the annual supply drive hosted by Preble Street, a community service nonprofit that assists people experiencing homelessness, hunger, and poverty through accessible services and advocacy. In October 2023, Tyler team members participated in a Preble Street clothing drive, collecting and donating its two most-needed items — undergarments and T-shirts — to benefit people experiencing homelessness. By the end of the event, Tyler team members had donated more than 7,000 items, bringing total donations over the past 10 years to approximately 90,890 items.

## TYLER FOUNDATION

**In 1971, the Tyler Foundation was established to give back to the communities in which we live and work.** The Foundation, funded by Tyler, supports organizations that improve the well-being of local communities, with a specific emphasis on advancing health, humanitarian assistance, and technology education.

In 2023, the Tyler Foundation made charitable donations of more than \$296,800 to 74 organizations. Recipients included a variety of non-profit and health and human services organizations, disaster relief foundations, Boys and Girls Clubs, LGBTQ+ support services, technology education, and cultural arts organizations. We enjoy engaging in philanthropic work, and the spirit of philanthropy guides our efforts to be good neighbors and advocates for the wellness of the communities we serve.

\$296,800

*charitable donations made by the Tyler Foundation in 2023*





**Tyler continues to partner closely with BEB, a non-profit organization dedicated to improving global child welfare.** Many countries face difficulties in the placement and provision of care resources to institutionalized or vulnerable children due to the absence of digital infrastructure.

To address the challenge, Tyler provides ongoing technical leadership, technologies, time, and resources to build and ensure the Children First Software (CFS) remains state-of-the-art and secure. CFS, which is scalable and configurable to each country’s unique needs, empowers the government and the child welfare community to create and utilize comprehensive digital records of children in need, helping to establish successful placement and monitoring for reunification and adoption.

Through the development of CFS, Tyler’s contribution to BEB enables accountability of child welfare, improves process transparency, and increases the opportunity for every child to thrive in a loving family. Globally, 13 countries use CFS to support child welfare, and over 30,550 children have active profiles in the software. As of 2023, 7,492 children were placed in permanent families, and 1,384 children’s homes used the software. Tyler team members volunteered 224 hours with BEB in 2023 and a total of \$184,600 was donated by the Tyler Foundation and individual employees.

 7,492 children were placed in permanent families as of 2023

\$184,600

*donated by the Tyler Foundation and individual employees*

224

*hours volunteered by Tyler Technologies’ employees*



PROGRAM SPOTLIGHT

# Supporting Children in Uganda



**There are an estimated four million vulnerable children in Uganda** who are in need of care and protection, and about 50,000 live in childcare institutions.

Vulnerable children in Uganda, including orphans, unhoused children, and child laborers, live outside of family care primarily due to economic hardship, parental death or illness, and armed conflict and displacement. BEB partnered with Uganda’s Ministry of Gender, Labour, and Social Development (MGLSD) to improve the effectiveness of its child welfare system through the adoption of CFS. During the implementation process, the software showcased versatility and adaptability to Uganda’s particular requirements for case management and monitoring of children’s growth. By utilizing CFS, over 12,000 children had been registered in 176 MGLSD-licensed children homes as of May 2023. Of registered children, nearly 2,700 have been able to reunite with their families. The CFS implementation in Uganda improves children’s access to services, safety, security, quality of care, and opportunities for reunification.

👤 BEB partnered with Uganda’s Ministry of Gender, Labour, and Social Development (MGLSD) to improve the effectiveness of its child welfare system through the adoption of CFS.

12,000+

*children registered in MGLSD-licensed homes as of May 2023*

nearly 2,700

*children reunited with their families*





# • Governance



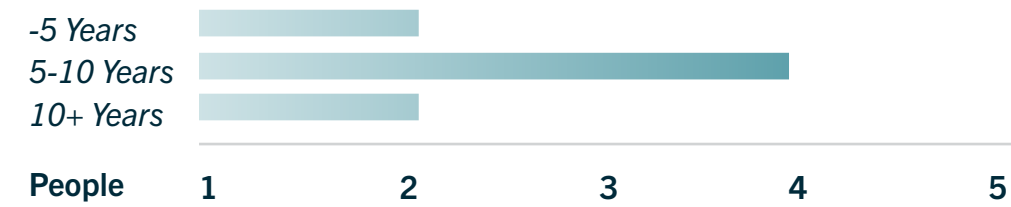
# Board of Directors

**At Tyler, our disciplined governance philosophy is supported by our board,** which includes three standing committees that are composed of independent directors: Audit, Compensation, and Nominating and Governance.

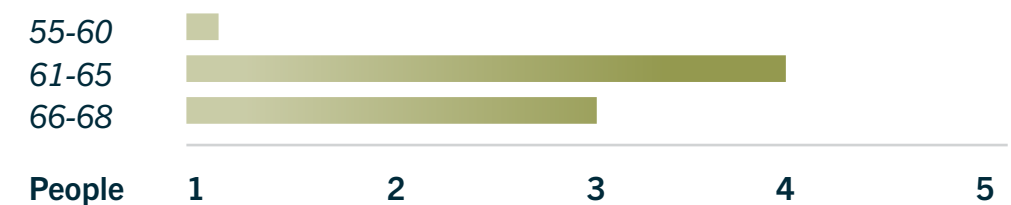
While the board does not adopt any specific ratio to determine the appropriate mix for director backgrounds, our board represents a diversity of experience, skills, perspectives, and backgrounds, including, but not limited to, the diversity of race, ethnicity, gender, geography, and/or areas of expertise. For more information about our board of directors, committees, and relevant board policies, including director election, please refer to our [Corporate Governance Guidelines](#) and [Proxy Statement](#).

## STATISTICS

### Board Tenure



### Age Range

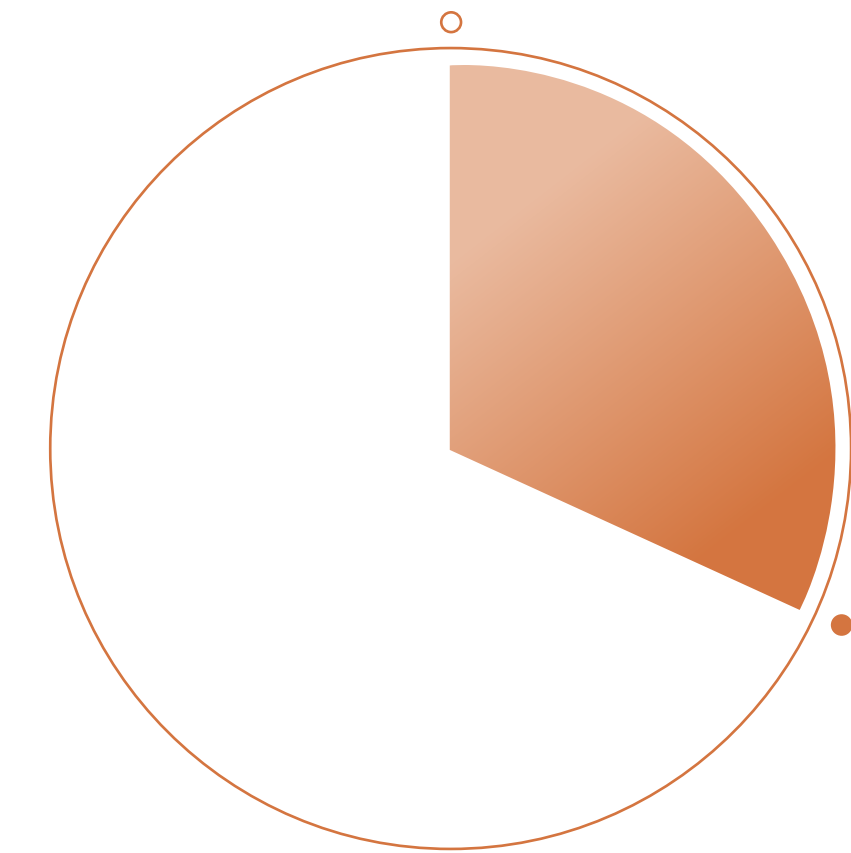


5

independent directors

8

total directors



38%

board diversity



**John S. Marr Jr.**  
*Executive Chair*



**Glenn A. Carter**  
*Lead Independent Director*



**Brenda A. Cline**



**Ronnie D. Hawkins Jr.**



**Mary L. Landrieu**



**H. Lynn Moore Jr.**



**Daniel M. Pope**



**Dustin R. Womble**



# Governance Practices & Policies

## Enterprise Risk Management

Tyler's board of directors is responsible for overseeing our overall approach to risk mitigation and the execution of risk management responsibilities by senior management. The board exercises these responsibilities periodically during its board meetings and through its committees, each of which examines various components of enterprise risk. The Audit Committee oversees our management of financial risks and processes pertaining to enterprise-wide risk assessment and management, including information security risk. The Compensation Committee is responsible for managing risks relating to 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 corporate responsibility initiatives.

## Shareholder Engagement

We place a high priority on participating in meaningful dialogue with shareholders. Throughout 2023, our executives and board members routinely engaged with domestic and international shareholders and prospective investors. Engagements predominantly focused on our enterprise risk management approach, human capital management, board composition considerations, compensation practices, environmental initiatives, and overall progress on corporate responsibility matters. The Chairs of our Compensation Committee and Nominating and Governance Committee typically participated in these engagements and were often joined by our chief financial officer, chief legal officer, and/or chief human resources officer. We welcomed a high volume of shareholders and prospective investors to our corporate headquarters to offer broader engagement opportunities with our executives and senior leadership, including our chief executive officer, chief operating officer, chief financial officer, and divisional leaders. For more information, please refer to our [Proxy Statement](#).

## Governance Policies

At Tyler, our policies guide our actions and behavior as we maintain a responsible, trustworthy, and ethical business. Our Nominating and Governance Committee regularly evaluates governance best practices and considers our current policies in light of those trends. In 2023, we updated our [Insider Trading Policy](#) to ensure that our expectations for responsible trading are properly communicated to team members at all levels throughout our organization. For a comprehensive list of our policies, please visit our [Governance Documents](#) webpage.





## Code of Business Conduct and Ethics

Tyler's [Code of Business Conduct and Ethics](#) describes our standards for responsible behaviors that align with our culture, values, and philosophy, including our commitment to integrity. The Code is designed to deter wrongdoing and promote honest and ethical conduct. It addresses topics including, but not limited to, conflicts of interest, non-discrimination, public advocacy, cybersecurity, and more. We expect all company officers, directors, and team members to exercise the highest degree of business ethics in all actions they undertake on behalf of Tyler and to adhere to the policies outlined in the Code.

We share any adopted updates to the Code on our website. As part of our risk management and compliance strategy, our team members must annually review and acknowledge the employee handbook, which incorporates the Code, and complete compliance training covering information security, data privacy, and anti-harassment.

## Anti-Bribery Policy

Tyler's [Anti-Bribery Policy](#) sets forth our standards for preventing corrupt actions, particularly in relation to our foreign activities and international presence. The policy aligns with the U.S. Foreign Corrupt Practices Act and other applicable international anti-bribery laws that prohibit illicit payments made to secure unfair business advantages. We expect our company, our subsidiaries, and third-party partners, agents, and representatives to abide by the policy.

## Policy on Political Contributions

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

## Whistleblowing

Tyler is committed to ensuring that any person reporting violations will be protected from retaliation. Based on the nature of the case, team members are encouraged to report concerns, anonymously where permitted by law, regarding potential violations of the Code or other policies to Tyler's chief human resources officer, the chief legal officer, or the board's Audit Committee. For incidents concerning questionable accounting or auditing matters, any person may anonymously file a report to the Audit Committee through a toll-free hotline or a third-party website, as outlined in our [Whistleblower Policy](#).





# Information Security

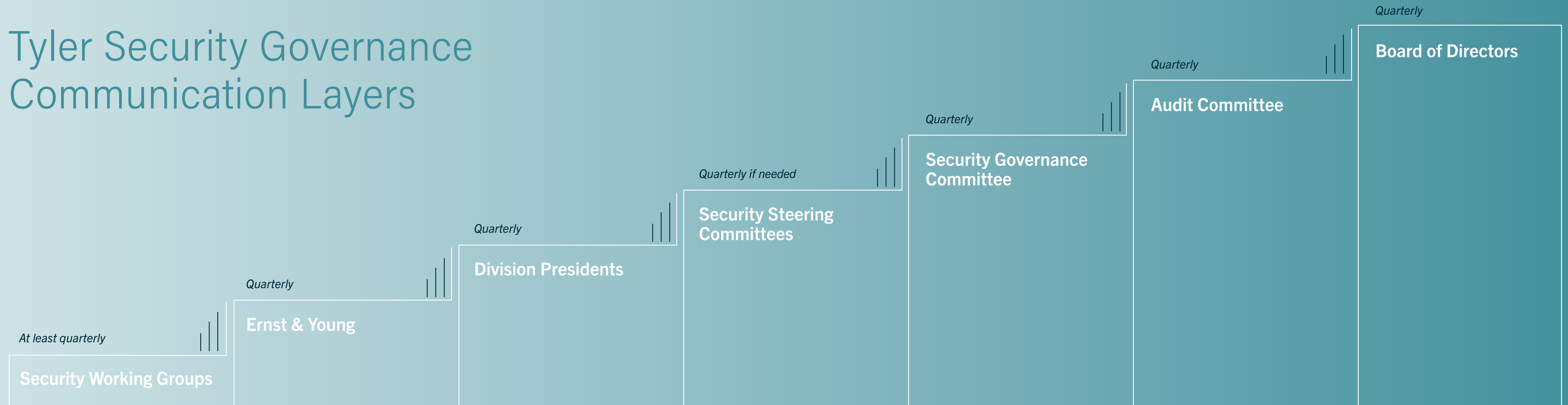
**Our commitment to information security is underpinned** by our security programs, governance framework, risk management process, policies, and training.

**Some of the major projects implemented throughout 2023 included:**

- Consolidated endpoint protection solutions across the enterprise;
- Started the migration to a new, synthesized, and secure code-scanning solution; and
- Enhanced the breadth and depth of insideTyler pages for information security to build greater awareness among Tyler team members.

We continue to strengthen our multi-layered security governance structure, focusing on ensuring clearly defined responsibilities, effective communication, coordinated priorities, and proper leadership oversight. Each layer of the governance structure has unique meeting, reporting, and action cadences to ensure consistent communication between our security working groups, our leadership team, and our board of directors. At least quarterly, Tyler’s chief information security officer provides a formal report to the Audit Committee and to the board pertaining to our security systems and strategy.

## Tyler Security Governance Communication Layers





## Information Security Program & Risk Management

Tyler approaches risk management efforts through tools and assessments targeted at people, processes, and technology. Tyler's enterprise Information Security Program is built on the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF) and applies to all business areas, with more rigorous policies in place for solutions that are governed by stricter federal regulations. We leverage both internal and external resources, including third-party assessments, to help mitigate security risks. Additional highlights include:

- We annually conduct audits and measure the maturity of our program for progress tracking and risk management. Company-wide, we engage external auditors to evaluate our security program for our various product solution hosting and internal environments. In collaboration with third-party assessors, we perform maturity analyses of our internal security, cloud security, and product development security.
- We maintain a business continuity plan that establishes comprehensive procedures to recover assets quickly and effectively following a service disruption. Tyler's policies and procedures for disaster recovery, as well as processes for recovering critical technology platforms, data center infrastructure, and operations, are updated regularly, annually tested, and presented to third-party auditors for validation.
- We offer security training to team members, perform unannounced security testing, and distribute periodic security alert messages for urgent security communications. We repeatedly test our software during the development cycle and once out in the field.
- We utilize technology designed to protect our environment from internal and external threats, such as web-filtering tools designed to prevent Tyler team members from visiting vulnerable third-party websites.
- We engage third-party vendors and partners when necessary for a legitimate business purpose. The standard contracts with those third parties are evolving to establish uniform requirements that they abide by Tyler policies and procedures around information security, end-user and acceptable use protocols, and business ethics standards. In addition, our team is extending data security and data privacy reviews critical to third-party solution offerings.

## Security Awareness & Training

Tyler is focused on developing strategies and tools to address emerging information security risks. Our Security Champions Program works to identify leaders in our application teams who proactively operationalize security best practices. This program helps to ensure that security measures are built into our programs from development to deployment and exemplifies our commitment to a security-first culture. The program has grown to 103 Security Champions who advocate security practices throughout the lifecycle of our applications.

**We actively engage team members to advance their security awareness and knowledge through various training and information-sharing initiatives, including:**

- Annual security compliance training;
- Cybersecurity Awareness Series articles highlighting current cybersecurity concerns;
- Information Security Alerts: company-wide communications distributed when needed to alert team members of potential threats; and
- Cybersecurity Awareness Month campaign featuring weekly security-related activities with the opportunity to win prizes.

In 2023, we achieved a 93.7% completion rate among the 6,700+ employees assigned to complete annual security and privacy training.

Our 2023 October Cybersecurity Awareness Month campaign — Super Security Twins — included interactive weekly trainings on cybersecurity topics, which were centered on strong security practices, recognizing phishing attempts, interacting with generative and retrieval AI, and a panel discussion. The campaign received a 28% participation rate, representing approximately 2,000 team members, an increase from 23.5% in the prior year. We look forward to improving attendance and driving expanded company-wide engagement in cybersecurity activities. As we refine security communications and programs, we anticipate increased engagement and attendance each year.

## Privacy Policies & Practices

We firmly believe that information security and data privacy practices must be coordinated to reflect the holistic approach to data privacy and data security. Tyler's incident response plan includes the participation of privacy team members in the security incident response team. Those team members are responsible for reviewing applicable laws and client and vendor contracts, assisting with internal and external communications, and partnering with senior leadership.

Our [Privacy Statement](#), which we updated in 2023, covers all lines of Tyler's businesses and promotes transparency by disclosing how we collect, process, share, and protect data.

Our privacy team also leads the development of data privacy asset inventories, routinely monitors and educates team members on new privacy legislation, and operationalizes key privacy processes within the company. In 2023, the team formalized the data privacy asset inventory process using a third-party tool and completed inventories for seven state enterprises in the Digital Solutions division for a total of 495 separate services. This baseline will inform the inventories scheduled for other Tyler business lines in 2024.



## About this Report

**This report highlights Tyler’s accomplishments and strategies** related to our corporate responsibility initiatives and sustainability efforts.

Unless otherwise noted, the information included in this report covers the fiscal year 2023 (January 1, 2023 – December 31, 2023) and 100% of Tyler’s divisions and business units. As detailed in Appendix A, the content of this report references the Global Reporting Initiative (GRI) standards and has incorporated material referenced by the S&P Global Corporate Sustainability Assessment and UN SDGs.

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 Relations](#) section of Tyler’s website. For questions regarding this report or its contents, please contact [public.affairs@tylertech.com](mailto:public.affairs@tylertech.com).



# Appendices





# Appendix A: GRI Index

**Statement of use** Tyler Technologies, Inc. has reported the information cited in this GRI content index for the period January 1, 2023 – December 31, 2023, with reference to the GRI Standards.

GRI 1 used		GRI 1: Foundation 2021	
GRI Standard	Disclosure	Response	Additional Information
GRI 2: General Disclosures 2021	2-1 Organizational details	<ul style="list-style-type: none"> <li>a. Tyler Technologies, Inc. (NYSE: TYL)</li> <li>b. Nature of ownership: See our SEC Form 10-K</li> <li>c. Headquarters: 5101 Tennyson Parkway, Plano, Texas 75024</li> <li>d. Countries of Operation: United States, Canada, the Philippines, and India</li> </ul>	
	2-2 Entities included in the organization’s sustainability reporting	<ul style="list-style-type: none"> <li>a. Tyler currently has eight operating divisions.</li> <li>b. Tyler’s Corporate Responsibility Report covers all entities included in our consolidated financial statements.</li> <li>c. Information included in the Corporate Responsibility Report has been consolidated in line with our reporting approach for financial statements.</li> </ul>	<a href="#">SEC Form 10-K</a> , Item 7. Management’s Discussion and Analysis of Financial Condition and Results of Operations.
	2-3 Reporting period, frequency and contact point	Unless explicitly noted, the information included in this report covers the fiscal year 2023 (January 1 – December 31, 2023) and we provide multi-year trend data where available. Tyler publishes Corporate Responsibility Reports annually. The 2023 report, published in April of 2024, is our fifth annual report. Any questions regarding the report should be directed to <a href="mailto:public.affairs@tylertech.com">public.affairs@tylertech.com</a> .	
	2-4 Restatements of information	Tyler is not reporting any restatements of information in this Corporate Responsibility Report.	
	2-5 External assurance	The information disclosed in our report is not externally assured. We are considering having reports assured externally in the future.	
	2-6 Activities, value chain and other business relationships	For activities and markets served, see our SEC Form 10-K, Part I, Item 1.	<a href="#">SEC Form 10-K</a> , Part I, Item 1
	2-7 Employees	<ul style="list-style-type: none"> <li>• As of December 31, 2023, we had approximately 7,300 total employees, detailed as follows:               <ul style="list-style-type: none"> <li>– Female: (37%), Male: (62%), Nonbinary: (0.2%), Decline to answer: (0.8%)</li> <li>– Employees by country:                   <ul style="list-style-type: none"> <li>+ United States of America: 6,930</li> <li>+ Canada: 111</li> <li>+ The Philippines: 243</li> <li>+ India: 34</li> </ul> </li> </ul> </li> <li>• Tyler does not track employee data by employee type (e.g., permanent, temporary, non-guaranteed hours, etc.).</li> </ul>	<a href="#">SEC Form 10-K</a> , Human Capital
		2-8 Workers who are not employees	Tyler does not track the number of workers who are not employees, their common types of work, and their contractual relationships with Tyler.



GRI Standard	Disclosure	Response	Additional Information
	2-9 Governance structure and composition	<p>A board of directors governs Tyler. The Nominating and Governance Committee is responsible for decision making on and overseeing the management of Tyler’s impacts on the economy, environment, and people. The composition of the board is as follows:</p> <ul style="list-style-type: none"> <li>• 2 executive and 6 non-executive members;</li> <li>• 5 independent directors</li> <li>• Tenure:               <ul style="list-style-type: none"> <li>– &lt;5 years – 2</li> <li>– 5-10 years – 4</li> <li>– 10+ years – 2</li> </ul> </li> <li>• 6 men, 2 women</li> <li>• 38% board diversity</li> </ul> <p>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.</p>	<p><a href="#">Investor Relations</a></p> <p><a href="#">Board of Directors</a></p>
	2-10 Nomination and selection of the highest governance body	The Nominating and Governance Committee nominates candidates for Tyler’s board of directors using a process that prioritizes relevant qualifications, ability to support strategic initiatives, and capability to serve the interests of our shareholders.	<a href="#">Board of Directors</a>
	2-11 Chair of the highest governance body	The chairperson of the board of directors is a senior executive at Tyler.	<a href="#">Board of Directors</a>
	2-12 Role of the highest governance body in overseeing the management of impacts	Tyler’s board of directors periodically reviews management’s human capital measures to guide how Tyler attracts, retains, and develops a workforce that enables our business strategies. The full board is informed of our corporate responsibility programs during quarterly board meetings through reports provided by the Nominating and Governance Committee.	<p><a href="#">SEC Form 10-K</a>, Oversight and Management</p> <p><a href="#">Environmental, Social, &amp; Governance Focus &amp; Oversight</a></p>
	2-13 Delegation of responsibility for managing impacts	The Nominating and Governance Committee of the board has oversight responsibility for the company’s ESG initiatives.	<a href="#">Environmental, Social, &amp; Governance Focus &amp; Oversight</a>
	2-14 Role of the highest governance body in sustainability reporting	Tyler’s board of directors is responsible for reviewing and approving the reported information, including Tyler’s priority ESG topics.	
	2-15 Conflicts of interest	All directors and named executive officers (NEOs) annually fill out a survey in compliance with the Securities and Exchange Commission (SEC) requirements. The disclosures in the survey ensure adherence to laws and provide transparency on key business topics, including potential conflicts of interest. Results are reviewed by Tyler’s chief legal officer and the board of director’s lead independent director to inform the disclosures in our Proxy Statement and address any relevant issues. Topics of importance to stakeholders are reported in our Proxy Statement.	
	2-16 Communication of critical concerns	Tyler’s Audit Committee receives reports of accounting- and auditing-related concerns or incidents. Other critical concerns are escalated to the board as appropriate.	



GRI Standard	Disclosure	Response	Additional Information
	2-17 Collective knowledge of the highest governance body	The Nominating and Governance Committee provides the board of directors an update on relevant ESG topics at each quarterly board meeting.	
	2-18 Evaluation of the performance of the highest governance body	No evaluation of the performance of the board of directors in overseeing the management of Tyler's ESG impacts is conducted.	
	2-19 Remuneration policies	Tyler's remuneration policies are described in our Proxy Statement. We maintain a pay-for-performance philosophy and responsibly administer our programs that include base salary, incentives, and equity-based compensation elements.	<a href="#">Proxy Statement</a>
	2-20 Process to determine remuneration	Tyler's Compensation Committee oversees the remuneration determination process and receives advisory support from an independent consultant.	<a href="#">Proxy Statement</a>
	2-21 Annual total compensation ratio	Tyler's CEO-to-median-employee pay ratio is available in our Proxy Statement.	<a href="#">Proxy Statement</a>
	2-22 Statement on sustainable development strategy	<a href="#">A Message from our CEO</a>	
	2-23 Policy commitments	Our policy commitments for responsible business conduct can be found in Tyler's <a href="#">Code of Business Conduct and Ethics</a> and <a href="#">Code of Social Responsibility</a> . Our precautionary approach is reflected in our Enterprise Risk Management Approach and <a href="#">Environmental Policy</a> .	
	2-24 Embedding policy commitments	Tyler's ESG Council and the Nominating and Governance Committee of the board oversee the implementation of our policy commitments throughout our organization and collaborate with team members to integrate our commitments into operational strategies.	
	2-25 Processes to remediate negative impacts	Tyler's Audit Committee provides oversight over our risk management process. Team members may report concerns regarding the compliance with the Code of Business Conduct and Ethics to Tyler's chief human resources officer. Potential or suspected violations of our Anti-Bribery Policy are to be reported to a member of the Audit Committee or to our chief legal officer. Should there be concerns of an accounting or auditing nature, any person may anonymously report these to the Audit Committee through a toll-free hotline or third-party website.	<a href="#">Code of Business Conduct and Ethics</a> <a href="#">Whistleblower Policy</a>
	2-26 Mechanisms for seeking advice and raising concerns	Tyler regularly engages with shareholders to discuss our business and sustainability strategies and integrates feedback into our programs, as appropriate.	<a href="#">Shareholder Engagement</a>
	2-27 Compliance with laws and regulations	There were no significant instances of non-compliance with laws and regulations during the reporting period.	
	2-28 Membership associations	<p>Tyler is a member of the following industry associations and/or national/international advocacy organizations and plays a significant role:</p> <ul style="list-style-type: none"> <li>• National Association State CIOs - Corporate Participant</li> <li>• National Association State Accountants, Controllers, Treasurers - Corporate Associate</li> <li>• National Association State Budget Officials - Corporate Sponsor</li> <li>• National Association State Secretaries - Corporate Affiliate</li> <li>• National Association State Chief Administrators - Corporate Partner</li> <li>• International City and County Managers Association - Corporate Partner</li> <li>• Esri - Corporate Member</li> <li>• National Association of County Officials - Corporate Partner</li> <li>• National League of Cities - Capstone Partner</li> <li>• Government Management Information Sciences - Corporate Partner</li> </ul>	



GRI Standard	Disclosure	Response	Additional Information
	2-29 Approach to stakeholder engagement	Tyler engages with team members, customers, investors, industry associations, and nonprofit organizations on various business and sustainability topics. These engagements shape our approach toward a responsible and ethical business and allow us to stay ahead of the curve in adopting innovative technologies and solutions that bring value to our stakeholders.	
	2-30 Collective bargaining agreements	None of Tyler’s employees are represented by unions. We operate in accordance with our Code of Social Responsibility. Our principles for respecting human rights and maintaining a voluntary labor force are aligned with the United Nations Universal Declaration of Human Rights and the International Labor Organization Declaration on Fundamental Principles.	<a href="#">SEC Form 10-K</a> , Human Capital <a href="#">Code of Social Responsibility</a>
GRI 3: Material Topics 2021	3-1 Process to determine material topics	In 2020 we conducted a high-level prioritization exercise to identify key ESG topics. We initiated a double materiality assessment in 2023. We look forward to sharing full assessment results in future disclosures.	<a href="#">Environmental, Social, &amp; Governance Focus &amp; Oversight</a>
	3-2 List of material topics	<ul style="list-style-type: none"> <li>• Environment               <ul style="list-style-type: none"> <li>+ Energy</li> <li>+ Emissions</li> <li>+ Waste</li> <li>+ Sustainable Procurement</li> </ul> </li> <li>• Social               <ul style="list-style-type: none"> <li>+ Diversity, Equity &amp; Inclusion</li> </ul> </li> <li>+ Training &amp; Education</li> <li>+ Physical &amp; Mental Wellness</li> <li>• Governance               <ul style="list-style-type: none"> <li>+ Customer Privacy</li> <li>+ Data Security</li> <li>+ Corporate Governance</li> <li>+ Risk Management</li> </ul> </li> </ul>	
	3-3 Management of material topics	The management of our material topics is delegated to leaders across our business to minimize our negative impacts.	
GRI 205: Anti-corruption 2016	3-3 Management of material topics	Tyler’s <a href="#">Anti-Bribery Policy</a> sets forth our standards for preventing corrupt actions, particularly in relation to our foreign activities and international presence. The policy aligns with the U.S. Foreign Corrupt Practices Act and other applicable international anti-bribery laws that prohibit illicit payments made to secure unfair business advantages. We expect our company, our subsidiaries, and third-party partners, agents, and representatives to abide by the policy.	
	205-2 Communication and training about anti-corruption policies and procedures	Tyler requires 100% of our board members to complete anti-bribery/corruption training. Additionally, Tyler requires that 100% of our team members complete online training on our Code of Conduct during the onboarding process to ensure the Code is well socialized.	
	205-3 Confirmed incidents of corruption and actions taken	If allegations of corruption are brought to our attention, we work to investigate and resolve them appropriately and disclose material, substantiated incidents as appropriate.	
GRI 302: Energy 2016	3-3 Management of material topics	Tyler has calculated our Scope 1, 2, and 3 emissions and energy consumption. We strive to reduce our energy usage by implementing energy efficiency projects.	<a href="#">Progress on Energy &amp; Climate</a>
	302-1 Energy consumption within the organization	Direct (Scope 1): 16,623 MWh Indirect (Scope 2): 19,645 MWh Total energy consumption: 36,268 MWh	<a href="#">Progress on Energy &amp; Climate</a>



GRI Standard	Disclosure	Response	Additional Information
GRI 305: Emissions 2016	3-3 Management of material topics	Tyler has calculated our Scope 1, 2, and 3 emissions and energy consumption. We strive to reduce our carbon footprint by implementing renewable sourcing, energy efficiency, and waste management projects.	<a href="#">Environmental Policy</a> <a href="#">Progress on Energy &amp; Climate</a> <a href="#">Resource Efficiency</a>
	305-1 Direct (Scope 1) GHG emissions	<p>Scope 1 emissions: 2,090 MT CO2e</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) and 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. Emissions factors were sourced from the U.S. Environmental Protection Agency (EPA), Green-e, and International Energy Agency (IEA). Global Warming Potentials (GWPs) have been sourced from the Intergovernmental Panel on Climate Change Fifth Assessment Report (IPCC AR5) whenever possible. In the absence of IPCC AR sources, GWPs have been sourced or calculated using information from The Climate Registry.</p> <p>The calculations include CO2, CH4, N2O, and HFCs. Biogenic emissions are not relevant. We have adjusted our base year from 2019 to 2023 to account for an acquisition that was completed in 2021 and an improved emissions accounting process. Tyler’s GHG inventory is not verified by an independent third party.</p>	<a href="#">Progress on Energy &amp; Climate</a>
	305-2 Energy indirect (Scope 2) GHG emissions	<p>Scope 2 emissions: 6,095 MT CO2e (market-based); 7,230 MT CO2e (location-based)</p> <p>Tyler’s greenhouse gas inventory methodology is as referenced in 305-1. The calculations include CO2, CH4, and N2O. We have adjusted our base year from 2019 to 2023 to account for an acquisition that was completed in 2021 and an improved emissions accounting process. Tyler’s GHG inventory is not verified by an independent third party.</p>	<a href="#">Progress on Energy &amp; Climate</a>
	305-3 Other indirect (Scope 3) GHG emissions	<p>Scope 3 emissions: 58,469 MT CO2e</p> <p>Category 1 Purchased Goods and Services: 32,874 MT CO2e</p> <p>Category 2 Capital Goods: 3,463 MT CO2e</p> <p>Category 3 Fuel- and Energy-related Activities: 2,558 MT CO2e</p> <p>Category 4 Upstream Transportation and Distribution: 168 MT CO2e</p> <p>Category 5 Waste Generated in Operations: 107 MT CO2e</p> <p>Category 6 Business Travel: 11,089 MT CO2e</p> <p>Category 7 Employee Commuting: 7,830 MT CO2e</p> <p>Category 8 Upstream Leased Assets: 379 MT CO2e</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. Emissions factors were sourced from the U.S. EPA and the United Kingdom’s (UK’s) Department for Environment, Food &amp; Rural Affairs (DEFRA). GWPs have been sourced from the Intergovernmental Panel on Climate Change Fourth Assessment Report (IPCC AR4) to maintain consistency with the methodologies used by emissions factor providers. Tyler’s GHG inventory is not verified by an independent third party.</p>	<a href="#">Progress on Energy &amp; Climate</a>



GRI Standard	Disclosure	Response	Additional Information
GRI 306: Waste 2020	3-3 Management of material topics	Tyler implements waste diversion and recycling projects to reduce our waste footprint. We partner with Iron Mountain and other vendors for responsible electronic waste (e-waste) management and monitoring. In 2023, 100% of our e-waste was recycled or remarketed.	<a href="#">Environmental Policy</a> <a href="#">Resource Efficiency</a>
	306-1 Waste generation and significant waste-related impacts	Tyler’s waste is primarily generated from our office locations. We do not produce a huge amount of solid waste due to the nature of our business.	<a href="#">Resource Efficiency</a>
	306-2 Management of significant waste-related impacts	We consolidate underutilized printers to save paper and reduce waste and partners with a vendor for recycling toner cartridges. To prevent environmental impacts derived from the disposal of electronic devices, we are engaged in partnerships with Iron Mountain and other third-parties to ensure safe processing and recycling of e-waste.	<a href="#">Resource Efficiency</a>
	306-3 Waste generated	E-waste: 77,869 lbs.	<a href="#">Resource Efficiency</a>
	306-4 Waste diverted from disposal	100% of e-waste was recycled or remarketed.	<a href="#">Resource Efficiency</a>
	306-5 Waste directed to disposal	No e-waste was directed to landfill.	<a href="#">Resource Efficiency</a>
GRI 404: Training and Education 2016	3-3 Management of material topics	Training and education are provided to Tyler team members covering a multitude of areas ranging from data security and privacy to management training and cloud development skill building.	<a href="#">Talent Management</a>
	404-3 Percentage of employees receiving regular performance and career development reviews	In 2023, nearly 93% of team members completed a performance review. Tyler team members and managers are reviewed on an annual basis using a structured performance appraisal process which measures performance against competencies and individual and team goals.	<a href="#">Talent Management</a>
GRI 405: Diversity and Equal Opportunity 2016	3-3 Management of material topics	Tyler is committed to creating an inclusive corporate environment where our team members feel valued and respected and where they are encouraged to act with integrity and to foster an inclusive community. Through a DEI lens, we consistently evaluate processes and outcomes of our recruiting, professional development, and compensation programs.	<a href="#">DEI</a>
	405-1 Diversity of governance bodies and employees	38% board diversity 37% female team members 20% team members from underrepresented groups	<a href="#">DEI</a> <a href="#">EEO-1 Report</a>
GRI 418: Customer Privacy 2016	3-3 Management of material topics	Tyler’s Privacy Statement promotes transparency by disclosing how we collect, process, share, and protect personal data. Our privacy team leads the development of data privacy asset inventories, routinely monitors, and educates team members on new privacy legislation, and operationalizes key privacy processes within the company.	<a href="#">Privacy Policies &amp; Practices</a>
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no substantiated complaints concerning breaches of customer privacy or losses of customer data during the reporting period.	



# Appendix B: Team Member Demographics

## Team Member Diversity

2023		
Metric	Number	Percentage
Total Workforce		
By Gender		
Female	2,704	37.2%
Male	4,498	61.8%
Nonbinary	17	0.2%
Declined to answer	54	0.8%
By Age		
<30	1,048	14.4%
30-49	4,114	56.6%
>50	2,111	29.0%
By Race/Ethnicity		
American Indian/Alaskan Native	18	0.3%
Asian	557	7.7%
Black or African American	344	4.7%
Hispanic or Latino	344	4.7%
Native Hawaiian or other Pacific Islander	20	0.3%
Two or more races	156	2.1%
White	5,127	70.5%
Not specified	707	9.7%
Workforce by Management Level: All Management		
By Gender		
Female	576	37.3%



2023		
Metric	Number	Percentage
Male	969	62.7%
By Race/Ethnicity		
American Indian/Alaskan Native	4	0.3%
Asian	95	6.1%
Black or African American	44	2.8%
Hispanic or Latino	41	2.7%
Native Hawaiian or other Pacific Islander	1	0.1%
Two or more races	20	1.3%
White	1,307	84.6%
Not specified	33	2.1%
Workforce by Management Level: Senior Management		
By Gender		
Female	22	40.0%
Male	33	60.0%
By Race/Ethnicity		
Asian	1	1.8%
Native Hawaiian or other Pacific Islander	1	1.8%
White	53	96.4%
Workforce by Management Level: Middle Management		
By Gender		
Female	479	37.5%
Male	800	62.5%
By Race/Ethnicity		
American Indian/Alaskan Native	2	0.2%
Asian	79	6.2%
Black or African American	41	3.2%





2023		
Metric	Number	Percentage
Hispanic or Latino	33	2.6%
Two or more races	14	1.1%
White	1,080	84.4%
Not specified	30	2.3%
Workforce by Management Level: Junior Management		
By Gender		
Female	75	35.5%
Male	136	64.5%
By Race/Ethnicity		
American Indian/Alaskan Native	2	1.0%
Asian	15	7.1%
Black or African American	3	1.4%
Hispanic or Latino	8	3.8%
Two or more races	6	2.8%
White	174	82.5%
Not specified	3	1.4%
Workforce by Role: Technologies Roles		
By Gender		
Female	622	22.4%
Male	2,131	76.8%
Nonbinary	8	0.3%
Declined to answer	15	0.5%
By Race/Ethnicity		
American Indian/Alaskan Native	5	0.2%
Asian	317	11.4%
Black or African American	73	2.6%



2023		
Metric	Number	Percentage
Hispanic or Latino	92	3.3%
Native Hawaiian or other Pacific Islander	8	0.3%
Two or more races	68	2.4%
White	1,903	68.6%
Not specified	310	11.2%
Workforce by Role: Sales Roles		
By Gender		
Female	139	34.4%
Male	264	65.4%
Declined to answer	1	0.2%
By Race/Ethnicity		
American Indian/Alaskan Native	1	0.2%
Asian	10	2.5%
Black or African American	18	4.5%
Hispanic or Latino	8	2.0%
Two or more races	5	1.2%
White	342	84.6%
Not specified	20	5.0%
Workforce by Role: Support Roles		
By Gender		
Female	593	39.9%
Male	867	58.3%
Nonbinary	7	0.5%
Declined to answer	19	1.3%
By Race/Ethnicity		
American Indian/Alaskan Native	6	0.4%



2023		
Metric	Number	Percentage
Asian	72	4.8%
Black or African American	87	5.9%
Hispanic or Latino	92	6.2%
Native Hawaiian or other Pacific Islander	6	0.4%
Two or more races	30	2.0%
White	1,054	70.9%
Not specified	139	9.4%
Workforce by Type: Veterans		
By Gender		
Female	34	15.8%
Male	180	83.7%
Nonbinary	1	0.5%
By Race/Ethnicity		
Asian	4	1.9%
Black or African American	17	7.9%
Hispanic or Latino	5	2.3%
Two or more races	5	2.3%
White	175	81.4%
Not specified	9	4.2%
Workforce by Type: Disabled Team Members		
By Gender		
Female	132	42.9%
Male	172	55.8%
Nonbinary	4	1.3%
By Race/Ethnicity		
American Indian/Alaskan Native	2	0.6%



2023		
Metric	Number	Percentage
Asian	8	2.6%
Black or African American	17	5.5%
Hispanic or Latino	16	5.2%
Two or more races	14	4.6%
White	241	78.2%
Not specified	10	3.3%
New Hires		
By Gender		
Female	354	41.4%
Male	460	53.7%
Nonbinary	3	0.4%
Declined to answer	39	4.5%
By Race/Ethnicity		
American Indian/Alaskan Native	3	0.4%
Asian	75	8.8%
Black or African American	74	8.6%
Hispanic or Latino	68	8.0%
Native Hawaiian or other Pacific Islander	2	0.2%
Two or more races	20	2.3%
White	483	56.4%
Not specified	131	15.3%
Turnover		
By Gender		
Female	293	38.8%
Male	449	59.5%
Nonbinary	2	0.3%



2023		
Metric	Number	Percentage
Declined to answer	11	1.4%
By Race/Ethnicity		
American Indian/Alaskan Native	4	0.5%
Asian	56	7.4%
Black or African American	73	9.7%
Hispanic or Latino	36	4.8%
Native Hawaiian or other Pacific Islander	1	0.1%
Two or more races	19	2.5%
White	450	59.6%
Not specified	116	15.4%