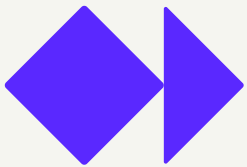




Paysafe



Sustainability Report 2024



We are Paysafe

At Paysafe, we give ambitious businesses their launchpad through safe and secure online payment solutions and help consumers turn their transactions into experiences.

It starts here.

Contents

01. Overview

- 2 Our business at a glance
- 4 CEO foreword
- 5 Strategy and business model

02. Our sustainability strategy

- 8 Our sustainability approach
- 9 Our sustainability framework
- 10 Our progress in 2024
- 11 Sustainability governance
- 12 Stakeholder engagement

03. Trusted technology

- 15 Cyber security and data privacy
- 17 Consumer safety and wellbeing
- 19 Responsible technology and innovation
- 20 Spotlight

04. Engaged employees

- 22 Workforce management
- 24 Diversity, equity and inclusion
- 26 Health, safety and wellbeing
- 28 Spotlight

05. Thriving society

- 30 Financial access and inclusion
- 31 Community relations and impacts
- 33 Climate change impacts
- 36 Spotlight

06. Responsible business principles

- 38 Corporate governance
- 42 Business behaviour and ethics
- 44 Responsible supply chain management

07. Appendix

- 46 Sustainability performance metrics
- 50 TCFD disclosure table
- 51 SASB table

Reporting ecosystem

Reporting transparently on the sustainability issues that affect our business is vital to our desire to promote sustainable development.

Our reporting suite aims to provide comprehensive and comparable disclosures for a broad range of stakeholders. Unless where expressly stated, the information set out within this report has been provided on a voluntary basis and as a matter of best practice. Alongside our annual Sustainability Report, we make our Modern Slavery Act Transparency Statement, Paysafe Code and Paysafe Partner Code, and our Annual Report (20F) available on our website.



Fuelling fun through the power of safe payments

Paysafe is a leading global provider of end-to-end payment solutions. Our core purpose is to enable businesses and consumers to connect and transact seamlessly through industry-leading capabilities in payment processing, digital wallet, card issuing and online cash solutions.

For more than 29 years, we have pioneered the development of digital payment solutions that help reduce complexity and expand payment alternatives for merchants and consumers.

Our solutions process more than 260 payment types in 48 currencies, primarily focused on global entertainment sectors including online betting and gaming, travel, streaming, retail and hospitality.

We have five hub offices and operations in more than 12 countries, employing approximately 3,300 people.

Culture and values

Our entrepreneurial culture and energetic, innovative and collaborative mindset are central to delivering on our strategic ambitions and doing business in the right way.

Our culture is protected and promoted through our four core values:

Pioneering

We are curious and collaborate to find innovative ways to improve our business.

Focused

We are results driven, achieving our goals by delivering relevant solutions that meet our clients' needs.

Open

We are open and transparent in the way we work together, building trustworthy relationships with our colleagues, customers and shareholders.

Courageous

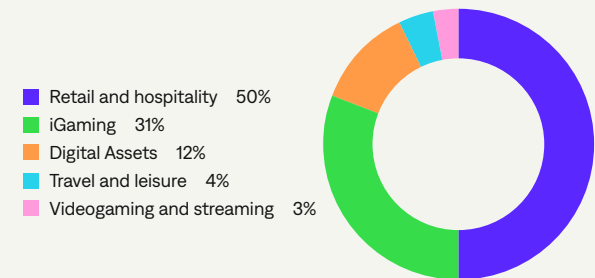
We encourage empowered people to be brave when challenging the status quo and decisive when proposing and implementing the resulting change.

Our brands



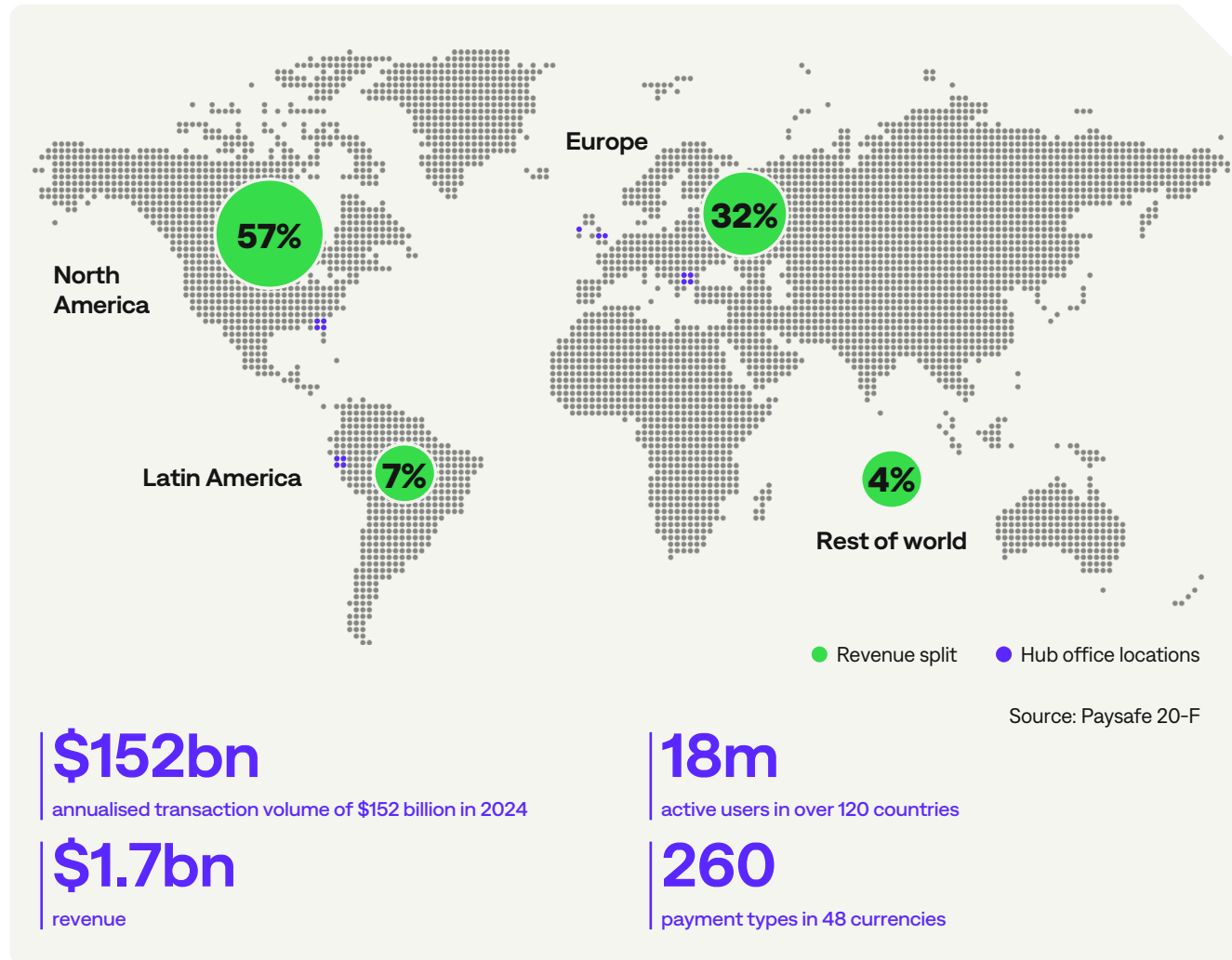
Our verticals

We are a leading payments platform with an extensive track record of serving merchants and consumers in the global entertainment sectors.





Paysafe's footprint



2024 sustainability highlights

Published our

First sustainability report

Achieved an EcoVadis rating of

Good ecovadis

Delivered

Board sustainability training

Supported

49 individual community initiatives globally



Entering our next phase of growth, we are as committed as ever to being a responsible fintech company and stepping up our efforts for all stakeholders.

Turning challenges into opportunities

One year on from our first sustainability report and the introduction of our sustainability strategy, I am proud of what we have already accomplished together and just as excited about the possibilities that lie ahead. We have empowered people across the business to drive change and built a culture of community, adaptability and resilience as we strive to deliver better experiences for everyone.

Our refreshed strategy: “Experience Our Paysafe”

We continue to focus on developing a world-class organisation, connecting consumers and merchants around the world through seamless payment experiences. We engaged with merchants, consumers and employees to refresh our strategic priorities, but our overarching goal is unchanged: to become the leading network in the experience economy, driven by courage, imagination, empathy and trust.

Consumer protection, better customer experiences, strengthened governance and environmental impact all remain key considerations of our strategy.

As we continue to deliver on this, I believe data will be central to analysing customer behaviour, forecasting market trends and improving operational efficiencies. As a result, we will be investing more in our data collection and working harder to understand the story the metrics tell us.

From ambition to action

In 2024, we issued our first annual sustainability report. We remain committed to our sustainability strategy and have clear aspirations for where we want to go. This year was about execution and delivering on our plans. We made significant strides in developing governance and policies as well as more sustainable operations.

We're a people-focused business striving to deliver world-class experiences to our merchants and consumers by prioritising user experience, security and reliability, and affirming our customers can transact with confidence. Our customer satisfaction scores continue to trend positively, highlighting the success of

investments made in the customer success function to deliver a best-in-class service globally.

I've always been keen for us to establish ourselves as caring corporate citizens in the communities where we operate, and I'm delighted with our progress this year. The highly successful launch of the Paysafe Giving programme has resulted in hundreds of hours of volunteering, and our team members have raised thousands of dollars for people in need.

We also launched our new intranet to improve internal communication, and held a series of impactful events to celebrate our welcoming culture and to promote wellbeing.

A long-term commitment

Building a sustainable business is a long-term endeavour, and we are committed to putting in the work. Keeping sustainability top of mind when innovating is key to ensuring that the future of fintech includes long-term value creation, and we have many plans to continue our momentum.

In 2025, we will introduce five 'core competencies': a set of behaviours that we need all employees to embrace as we start our new strategic journey. We will introduce AI training for all employees so that we understand the role new technology can play as we target adaptability and efficiency. Finally, we will expand Paysafe Giving to support healthier lives and thriving communities.

I'm grateful for the contributions our stakeholders have made to our shared success and want to thank the entire Paysafe team for their continued dedication, resilience and passion. Together, we will continue to reach new milestones and build on our remarkable story.

Bruce Lowthers

Chief Executive Officer



The leading payment network in the experience economy



Our core purpose is to enable businesses and consumers to connect and transact seamlessly through industry-leading capabilities in payment processing, digital wallets and online cash solutions.

Delivered through an integrated platform, our solutions are geared towards mobile-initiated transactions, real-time analytics and the convergence between brick-and-mortar and online payments.

Our strategy

Over the past three years, we have stabilised the business, improved our risk profile, completed significant investments and strengthened our balance sheet, all while accelerating organic revenue growth.

By transforming the company and focusing on the biggest opportunities in front of us, Paysafe has been positioned for long-term value creation. Over the next couple of years, our mission is to drive more revenue through product innovation, improve the sales efficiency of our expanded sales team, create new partnerships and power greater scale and interoperability of our product suite. In doing so, we will enable users to leverage the functionality of the entire Paysafe network and create better experiences for our customers and employees.

Key social and environmental priorities embedded in our mission include ensuring a focus on consumer experiences, increased consumer protection and overall better service, improved environmental impact from targeting efficiencies in operations, and strengthened governance and risk management.



Our business model and value chain

We offer a broad selection of B2B and B2C commerce solutions across multiple digital and physical channels. Our unique global platform combines acquiring services, local payment methods, digital wallets and the digitisation of cash, coupled with vertical expertise, best-in-class security and risk management, and strong customer service.

The key elements of our value chain are described below to provide an overview of our operations. While this does not follow a typical upstream/downstream model, it illustrates the resources we leverage and the value we generate.

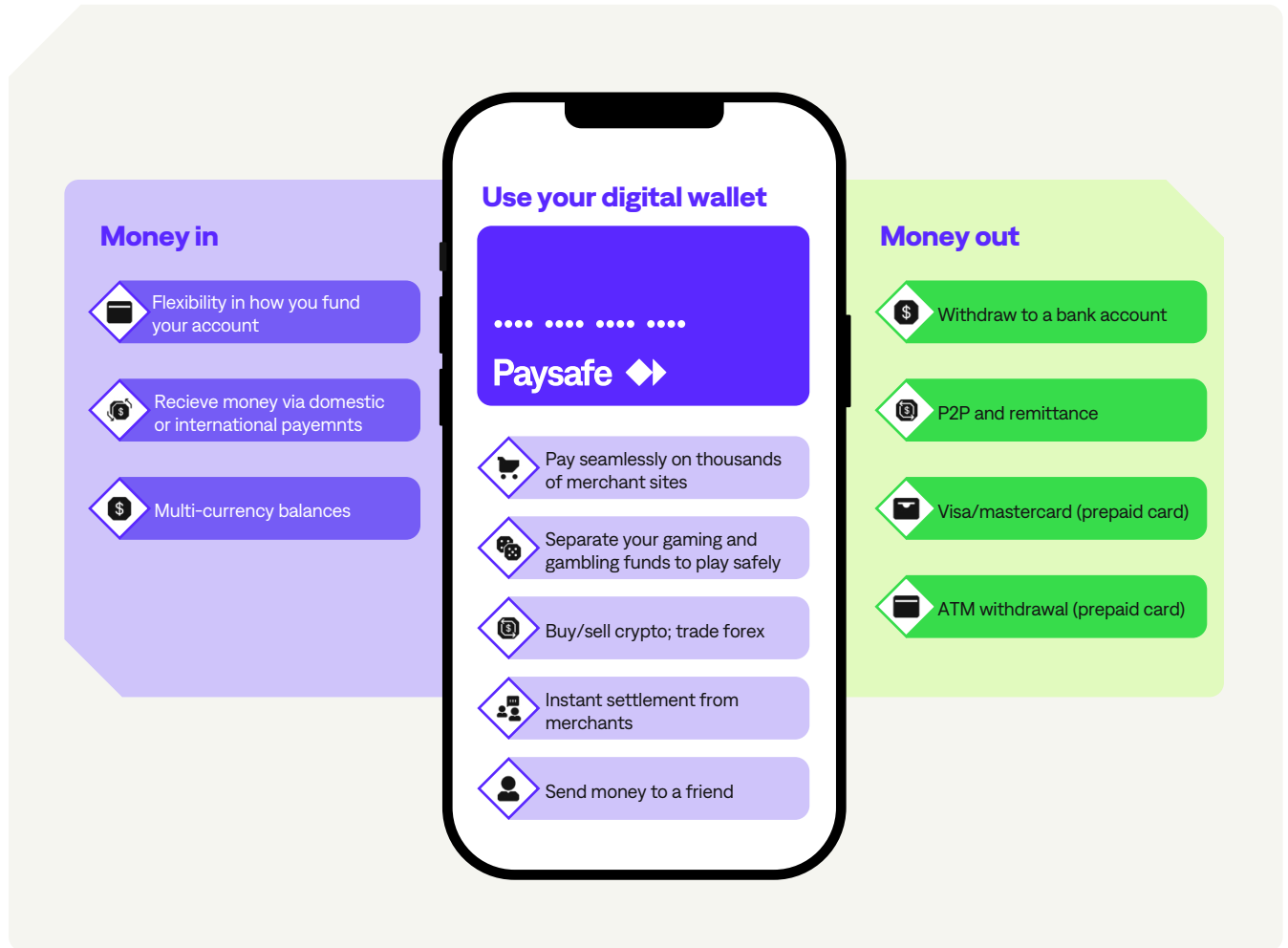
Our business has two segments: digital wallets and merchant solutions.

Digital wallets

Our digital wallets are internet-based accounts that enable merchants and consumers to send and receive funds instantly, conveniently and securely. They support a wide selection of funding alternatives. Our proprietary digital wallet solutions are marketed under the Skrill, NETELLER and PagoEfectivo brand names.

This segment also includes our eCash solutions, which provide consumers with a safe and easy way to purchase goods and services online without the need for a bank account or credit card. Our eCash solutions are marketed under the PaysafeCard and PaysafeCash brands, which are available at over one million locations in 50+ countries worldwide.

We work with distributor partners, payment processors and other financial institutions to accept a customer's source of payment and subsequent withdrawals from the digital wallet.





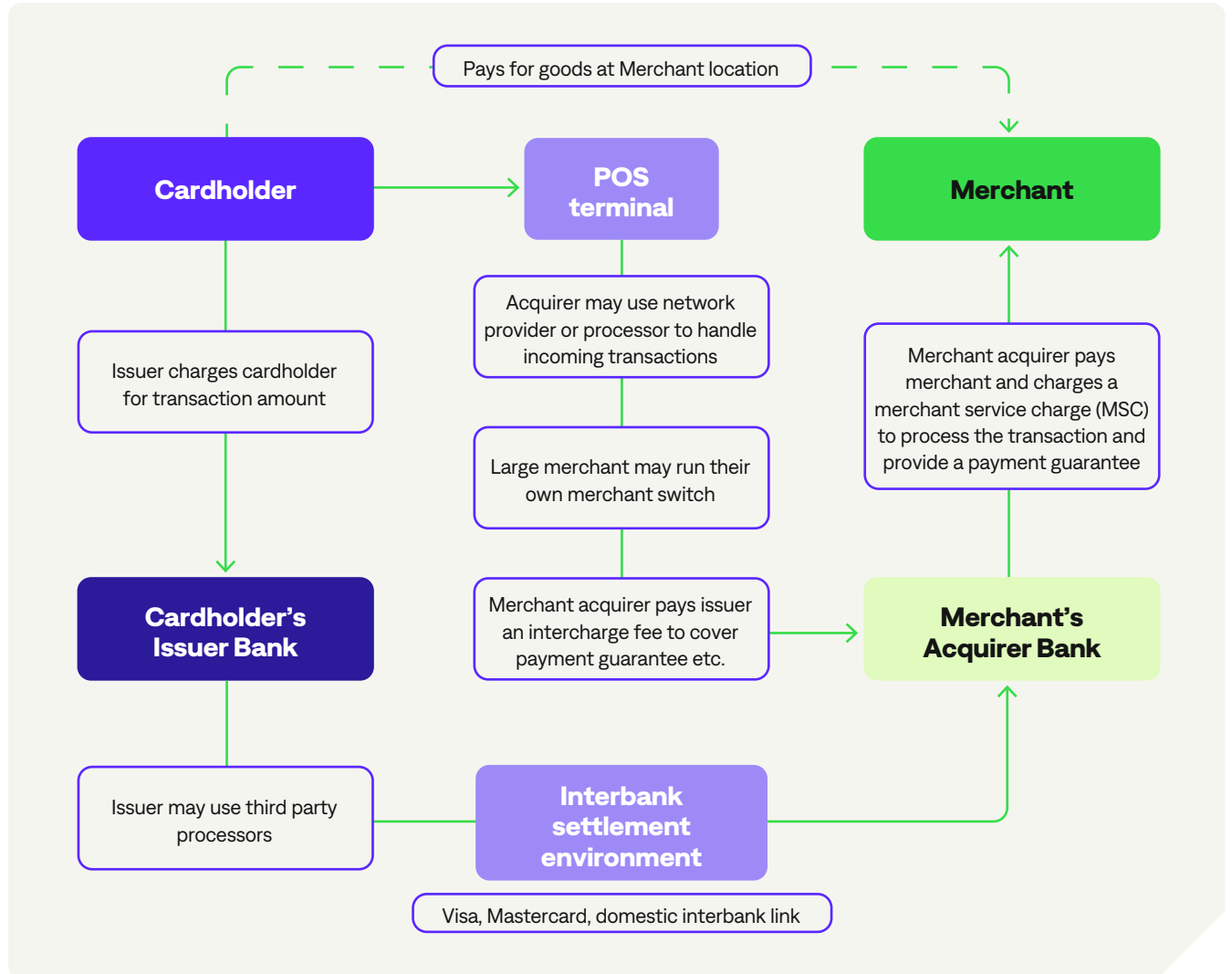
Merchant solutions

We provide a comprehensive suite of payment acceptance and processing services for merchants. These enable small and medium-sized merchants and larger enterprises to accept payments through in-store, online and mobile channels. Our comprehensive online toolkit supports a broad selection of payment alternatives and includes gateway connectivity, shopping carts, tokenisation and encryption.

Through our global gateway, we manage and provide all connections to card processing networks, acquiring banks and transaction processors, and allow merchants to build and scale their online commerce presence.

Merchant solutions services are primarily derived from processing credit and debit card transactions for merchants. We work with a network of Independent Sales Organizations ("ISOs"), as well as sponsor banks and processing partners.

This graphic shows how the various participants interact throughout the payment ecosystem. Paysafe fulfils several of these roles through the diverse solutions we offer.





Our sustainability approach

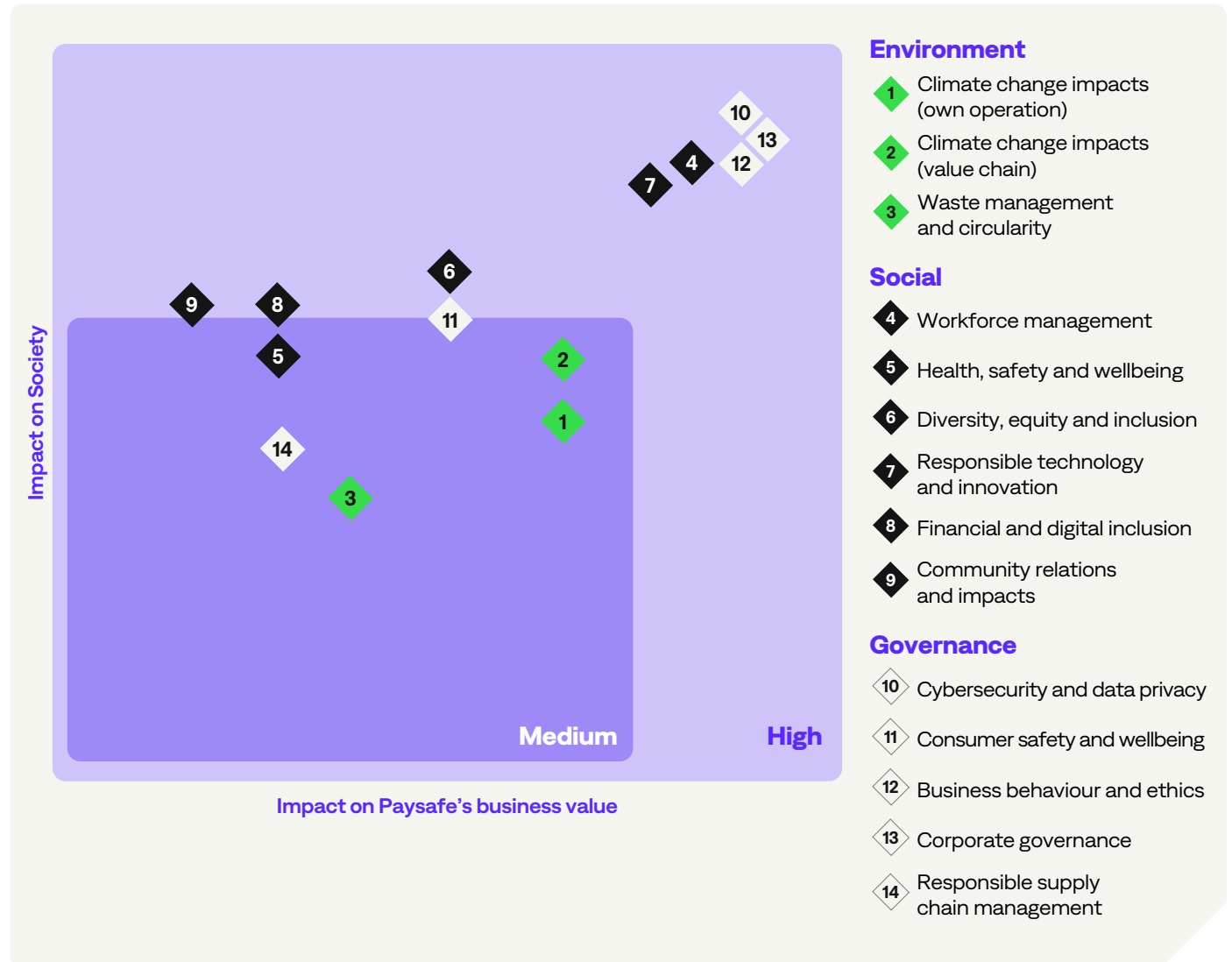
Empowering safe payments and better experiences – for everyone

Our sustainability framework guides our work as we strive to increase our positive impact and mitigate our risks. It dovetails with our corporate strategy to have plans and actions that are responsible, ethical and for the benefit of our stakeholders.

It comprises a comprehensive framework that articulates our sustainability vision, focus areas and commitments. It also includes a governance framework for the management and oversight of these topics, setting strategy and reporting on progress. In 2024, we updated our sustainability policy to outline our strategic commitment and approach to sustainability, as well as guide decision-making across the organisation. The policy also serves as the basis for internal training and awareness-raising on sustainability.

In 2024, we built on last year's double materiality assessment. These assessments have been completed on a voluntary basis and in consideration of forthcoming regulatory requirements. It does not reflect a determination of "materiality" under other legal regimes, including but not limited to the securities laws of the United States, or in the context of financial reporting.

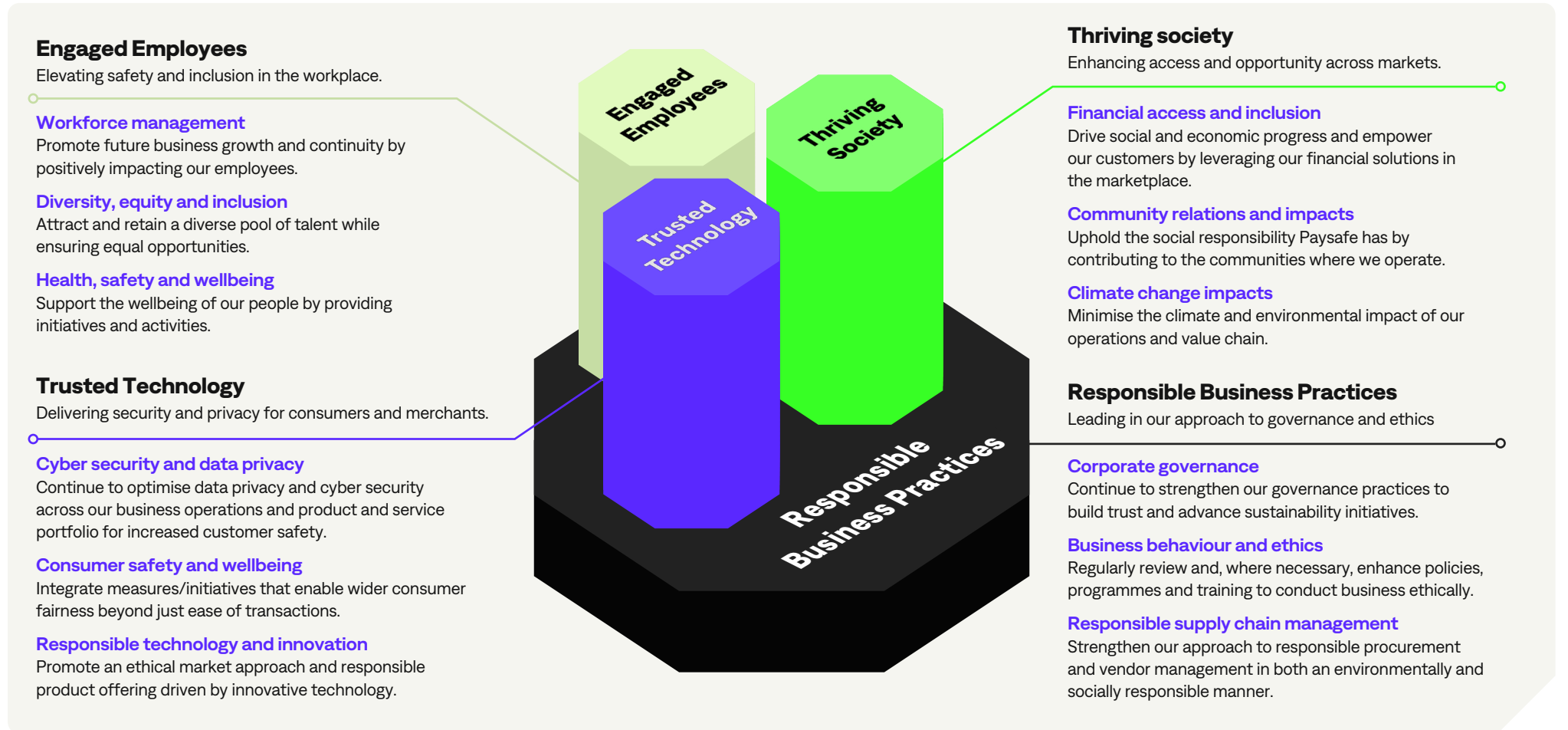
Following that exercise, we have refreshed some of our targets and supporting KPIs to increase our measurement and keep in line with industry best practice.





Demonstrating our commitment to sustainability

Our sustainability framework focuses on three pillars underpinned by our responsible business principles, which reflect the topics identified in our double materiality assessment.





Our targets and KPIs

Key: Achieved On track Not met

In 2024, we established targets and KPIs under our commitments to monitor and measure our performance. Some of these targets and measures have been updated in 2025 to reflect our progress or evolving focus.

Priority topic	2024 Target	Progress	2024 progress and target updates for 2025
Cyber security and data privacy	Achieve 95% completion rate of mandatory data privacy and security training		Having surpassed our mandatory training target in 2024, we are also introducing a target related to the click through rate for our phishing simulations.
Consumer safety and wellbeing	Extend measuring the NPS to the entire business and establish a baseline		We have achieved this target in 2024 and have now set a target to build on last year's NPS score and carry out user experience audits of our products.
Responsible technology and innovation	Benchmark our offering		In order to establish the benchmark we developed our responsible technology principles and have set a target to embed these in 2025.
Workforce management	Maintain employee engagement above 75%		Our employee engagement score dropped in 2024 as a result of organisational changes. In response, we are refining our engagement survey strategy to capture more specific feedback on a more frequent basis, so that we can address the things that are most important to our people.
Diversity, equity and inclusion	Work towards equal representation in leadership roles		We have maintained this target for 2025.
Health, safety and wellbeing	100% of our core locations to have an employee wellbeing programme in place		Alongside maintaining our target for all core locations to have a wellbeing programme, this year we will establish an updated companywide H&S policy.
Financial access and inclusion	Increase the accessibility to financial products and digital solutions for our customers		Over the year, through the products offered to our customers, Paysafe has increased access to financial products. This year, we have updated 'Financial and digital inclusion' to 'Financial access and inclusion'.
Community relations and impacts	Formalise a volunteering programme and establish a baseline		With the formal volunteering programme in place, we now have a clear baseline and have set a 2025 target to achieve a minimum of 2,500 employee hours (+30%) of community volunteering and charity initiatives.
Climate change impacts	Map our carbon footprint and engage with our suppliers/providers		To build on our carbon footprint mapping, in 2025, we will establish reduction targets for Scope 1 and 2 and expand our Scope 3 measurement.
Corporate governance	Provide a sustainability training module to our Board		Having delivered a sustainability training module to our Board in 2024, we will turn our attention to delivering a specialised sustainability workshop to our Sustainability Taskforce, and sustainability training for employees.
Business behaviour and ethics	95% of compliance training completed		In 2025, we will look to continue our strong track record of delivering compliance training to our teams.
Responsible supply-chain management	Update the E/S criteria in our supply chain management standards		Understanding sustainability in our upstream supply chain remains an ongoing focus. In 2025, we will update the Partner Code to have a greater focus on environmental and social issues.



Sustainability governance

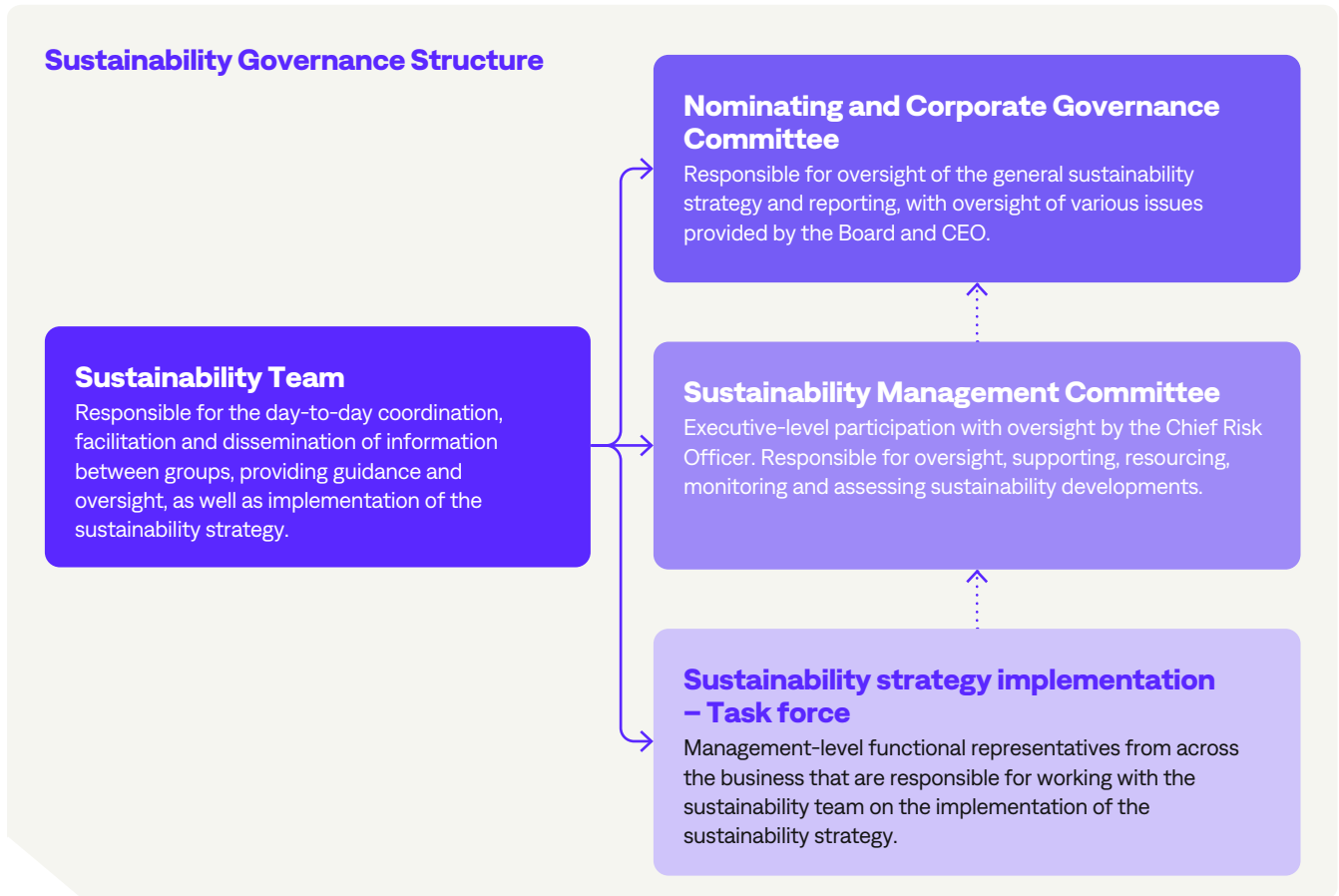
We have established a robust structure for the governance and oversight of sustainability matters. Though we have created this structure so that we have clear layers of management and oversight, putting our ambitions into practice is the responsibility of every person across Paysafe.

Our sustainability governance structure

Sustainability matters are driven by the Board of Directors and the CEO, and they are being embedded across the organisation. The Board Nominating and Corporate Governance Committee is responsible for oversight of the general sustainability strategy and reporting (see more about board composition, skills and structure on page 38), with oversight of various material issues provided either by the full Board or by a specific committee, as appropriate. The Nominating and Corporate Governance Committee reviews and discusses important sustainability matters, including Climate Change on a quarterly basis.

The Executive-level Sustainability Management Committee, chaired by the Chief Risk Officer (CRO), steers and approves our strategic direction for sustainability and is accountable for oversight and performance on important sustainability matters, including Climate Change.

Day-to-day management of sustainability matters is the responsibility of Sustainability Team. Alongside working with other functions across the business to implement the sustainability framework and monitor actions against the targets set, we also have a global sustainability reporting working group. Composed of members from the sustainability, finance, investor relations and regulatory teams, it meets approximately monthly.



To strengthen oversight and encourage involvement at all levels of the organisation, this year we introduced a Sustainability Strategy Implementation Task Force. Having management representation from many functions, we are delivering actions against our targets.

A key cross-functional activity from the year has been collaboration with our risk team to integrate sustainability into our enterprise risk management (ERM) framework (see more on page 41).



Delivering for our stakeholders

Listening to and responding to our stakeholders

Engaging with the people we impact, and considering what they want from us, is central to our strategic journey.

Merchants



Consumers



Employees



Communities



Purpose and engagement channels

We engage with merchants to build trust and enable them to use our solutions effectively.

We provide support to merchant customers and gather feedback on our products through a variety of channels, including dedicated service centres, calls, email, chat and social media.

We also gather feedback on our products from merchants through interviews and surveys.

We engage with consumers to learn about their experience of our products and services.

We engage with them via interviews and automated surveys as well as dedicated communication channels for customers, including our website, dedicated email addresses and in-account options

We also run educational campaigns on safe use of our products.

We engage with our employees to build trust and transparency and make sure we gather feedback on their work experiences.

We keep our employees informed through various digital and in-person activities, including town halls, digital channels and information screens.

We launched a new companywide intranet this year to keep employees informed.

We are currently in the process of revamping our employee engagement survey so that it continues to provide valuable feedback.

We engage with communities to support causes and initiatives that align with our values and enable employees to support causes they care about.

Driven by the central Paysafe Corporate Responsibility team, our Paysafe Giving programme, platform and annual Giving Week are encouraging increased community support from the company and our people.

Impact on operations, business model and strategy

Tangible improvement of our solutions to empower merchants and drive sustainable growth.

Enhanced consumer experiences through acting on feedback to deliver exceptional products, services and interactions, thereby driving increased satisfaction and loyalty.

Creation of an environment where the world's top talent is included, engaged and fulfilled in their roles at Paysafe.

Increased investment in the communities where we operate and a strong reputation as a caring corporate citizen.



Investors



Regulators



Suppliers



Purpose and engagement channels

We engage with investors to better understand their expectations of us.

Our senior management team maintains regular contact with a broad base of investors, utilising quarterly earnings calls, conferences and individual meetings.

We maintain open communication with investors through our investor relations website, investor presentations and via the regulatory news service.

We respond to annual investor questionnaires, due diligence requests and other requests for information, and we also engage with ratings agencies.

Through engaging with regulators, we aim to promote transparency and oversight, and support the creation of a forward-looking legislative framework for financial services.

Our dedicated regulatory and government affairs team builds and maintains relationships with key regulatory and legislative authorities by direct meetings and briefings, and participating in relevant industry working groups and associations.

We engage with suppliers to foster strong relationships and aid compliance.

Our supplier management approach includes KPIs and service level agreements (SLAs).

We communicate our supply chain requirements in the Paysafe Partner Code.

We also undertake appropriate supplier due diligence, including with regards to sustainability matters.

Impact on operations, business model and strategy

Creation of shareholder value by driving long-term growth and profitability.

Trusted relationships with regulatory authorities across the globe based on proactive and open engagement.

Increased collaboration and more streamlined supplier communication.

Trusted technology

Delivering security and privacy for consumers and merchants

As a global financial services business, our success is built on trust. Having a brand that is synonymous with security and protection for customers is critical to our strategic ambition to become the leading player in the experience economy.

The nature of our business means we handle, transmit and store large amounts of financial assets and sensitive information for consumers and businesses. We continually invest in the security of our products, services and internal processes to manage and mitigate the threat of financial crime, to protect data privacy and to maintain the trust, reliability, availability, and stability of our systems.

Beyond that, achieving positive outcomes from all our dealings with customers is important to our mission. We take particular care to consider the needs of vulnerable customers in all our practices.

As technology plays such a key role in our offering, we are committed to its responsible stewardship, this year introducing new principles to guide our development and use of all technology.





Putting the safe in Paysafe

Our targets and supporting KPIs for 2025

Target	Supporting KPI
Achieve 95% completion rate of mandatory data privacy and security training.	% of employees who completed mandatory data privacy and security training.
Achieve <5% click-through rate for phishing campaigns.	% of employees who fail phishing simulations.

Key policies

- Global Information Management Policy
- Global Information Technology Policy
- Global Privacy Policy
- Global Privacy Standards
- Artificial Intelligence and Machine Learning Privacy Standards
- Global Security Policy
- Cyber Incident Response Policy
- Encryption and Key Management Policy

Protecting our consumers and merchants through robust information security and responsible use of data

Our customers trust us with their assets and data, and we take our responsibility to safeguard them seriously. Going above and beyond in providing the best in security risk management and security control implementation and monitoring, we aim to deliver cybersecurity and data privacy so that Paysafe lives up to our name.

Strengthening the security of our products and services

We continually enhance our information security programme to safeguard customer and commercial data against cyber attacks. We have a robust security controls framework, a broad range of cyber defences, a 24/7 Security Operations Centre and systems to identify security threats and vulnerabilities.

This is underpinned by a security-aware culture, which is encouraged through mandatory annual compliance training and monthly campaigns and exercises, including phishing simulations to test our employees' vigilance during their day-to-day work. We are also expanding our use of AI and machine learning to help us identify, prevent, protect, detect and respond to threats.

Our vigilance has heightened across recent years, driven by the growing sophistication of threat actors and new technologies. Our cyber security team, led by our Chief Information Security Officer, monitors a cyber risk exposure score to provide visibility on current risk levels.

We undertake regular independent assessments and testing of our cyber maturity from leading international consultancies. In 2024, these raised no material concerns, and we also experienced no material cyber security incidents during the year.

Other key actions in the year included establishing a new cyber threat intelligence centre to provide increased visibility of the threat landscape and deploying a new risk management platform to enhance our third-party due diligence processes. We also undertook a security resilience exercise, which demonstrated a higher security resilience level over industry peers of similar size, and our executive and senior leadership completed a crisis simulation exercise to test our preparedness should a significant cyber attack occur. We also implemented new Data Loss Prevention tooling and User Behaviour Analytics tooling, ensuring alignment to the local laws in the territories in which we operate.

Looking ahead, we will continue to mature our security operations through plans to introduce strategic enhancements in cloud security, increased automation in identity and access management, implementation of a new integrated risk management platform and further development of our threat intelligence and early warning systems.



Committed to customer privacy and data protection

We strive to have the merchant, consumer and employee data we handle used in a fair and lawful way. Transparency and choice are principles we live by, informing customers in our privacy and cookies notices about how we use their data, their rights and options regarding privacy, and seeking consent where necessary.

Our Chief Privacy Officer and dedicated privacy function is responsible for the governance and oversight of privacy and data protection across Paysafe, though our employees act as our first line of defence.

We maintain a privacy framework to comply with data protection, privacy laws and regulations in the jurisdictions in which we operate. Our framework is underpinned by our global privacy standards, which provide a set of key business actions for employees that handle data to follow. Our suppliers, subsidiary or affiliate companies are contractually obliged to meet our data security and handling standards.

Driven by our widely communicated 'Think Privacy' and 'Privacy by Design' approach, our employees have regular mandatory training and engagement to keep privacy and information security front of mind. It is also a focus for all new developments involving data, including product design and product updates.

Our privacy function is focused on the secure, consent-based and accountable deployment of biometric facial recognition technology utilised during our customer onboarding and identity verification processes. We will be introducing optional biometric facial recognition for re-authentication purposes, with the aim of further safeguarding customer accounts from fraudulent misuse.

We are also developing our governance around the use of AI and machine learning, ensuring that any automated decision-making is transparent, as we respond to new Privacy and AI laws, including the EU AI Act and new regulations across North and South America.



Supporting consumers to achieve good outcomes

Our targets and supporting KPIs for 2025

Target	Supporting KPI:
Maintain Net Promoter Score (NPS) within industry benchmarks.	Net Promoter Score (NPS).
Carry out user experience (UX) audits of our products.	Number of UX audits carried out.

Key policies

- The Paysafe Code
- Consumer Duty Policy
- Consumer Due Diligence Policy
- Customer Vulnerability Policy
- Global Compliance Policy
- Compliance Training Policy

Delivering for our customers is at the heart of our refreshed corporate strategy, with safety and wellbeing vital to our responsible approach.

The regulatory environment continues to evolve towards ensuring the fair treatment of customers, with a particular focus on vulnerable customers, increased protection against fraud and financial crime, and good customer outcomes.

We have embraced the requirements of the Financial Conduct Authority's (FCA) Consumer Duty as part of our transformation journey, insofar as it applies to our UK-regulated business. In addition, we have worked to embed customer experience considerations in all parts of the business.

Our global user experience strategy has been created to equip our people at Paysafe to apply the principles of Consumer Duty and make customer-centred decisions. Teams across product development, technology, customer support, marketing, risk management and governance in particular have been collaborating to identify ways to improve our services and better protect our consumers.

These collaborations have led to a number of new initiatives in 2024, including our 'Voice of the Customer' programme, optimising our internal chatbot to support our employees (see more about Ask Paysafe on page 20) and educational campaigns for consumers on safe usage of our products.

As part of our embracement of AI tools and automation, we launched "Ask Paysafe", an internal chatbot to help our employees access information on the regulatory requirements around Consumer Duty and vulnerable customers. Employees have been very positive on the impact this feature has had for them.



Launching the 'Voice of the Customer' programme

In 2024, we developed a Voice of the Customer programme as an evolution of the 'Next Best Action' initiative we reported on last year. A collaboration between our product, customer support and automation teams, the programme is focused on improving feedback channels for our customers and empowering the organisation to make decisions based on the feedback collected.

One of the key goals of the initiative was to improve the way we measure our Net Promoter Score (NPS). We have introduced automated NPS surveys across critical steps in the customer journey to increase the amount of feedback we collect. With expanded NPS measurement in place, we will establish a baseline for performance in 2025.

The programme has also included work on new customer support features and increased automation, in line with feedback on what our customers want. An improved virtual assistant is enabling faster and more accurate responses to customer enquiries, while a new portal is making it simpler and more secure for customers to upload the key documents we require.



Committed to helping vulnerable customers

Understanding the needs of our customers and recognising that some customers may be vulnerable is crucial to the way we do business. We make reasonable adjustments to our processes and practices, considering the unique needs of our customers so that they are not put at undue risk.

We have an additional support programme for our vulnerable customers, which provides customer service agents with information regarding vulnerabilities so that customers can receive tailored support.

This year, following significant research into our customer base and vulnerabilities relating to our products and services, we have formalised our approach in an internal Customer Vulnerability Policy to promote the fair and appropriate treatment of customers. We have also reviewed other core policies and updated them so that the needs of vulnerable customers are adequately reflected in each.

In 2025, we will be building on this work by carrying out several user experience audits of our products.

Fighting fraud and financial crime

We are committed to monitoring and preventing financial crimes, operating in accordance with specific legislation to the territories in which we operate. Our Global Compliance Policy prohibits our products from being used in money laundering or terrorist financing, and helps to prevent fraud, tax evasion and proliferation financing.

We fulfil our responsibilities in a number of ways. Firstly, through careful onboarding of customers. Our rigorous customer due diligence programme embraces Know Your Customer guidelines, which exist to help financial companies verify customers' identities and deter criminal actors. Secondly, through sophisticated monitoring of activity to detect unusual or suspicious behaviour that requires further investigation. We use a blend of automated decisioning, powered by a combination of rules and machine learning, and review by trained experts. We also mitigate fraud in our merchant business with dedicated tools and teams of agents who review and act on concerning triggers.

Our robust system and control framework is underpinned by mandatory training for employees and contractors, and collaboration with authorities to exchange knowledge on risks across the financial industry.

Given the growing threat of Authorised Push Payment fraud – when a consumer is tricked into sending money to a scammer – we introduced new targeted in-app warnings this year and ran educational campaigns to raise awareness of potential scams and fraud.

We monitor outcomes very closely, using data provided by our payment partners and reviewing any issues identified by our customers. We see low rates of fraud on payments through our ecosystem. As of September 2024, scams accounted for under 0.01% of transaction volume in both our digital wallet portfolio and our eCash portfolio.

Internal fraud is another risk we monitor, with an established policy, risk assessment and response procedure to identify and manage any incidents. Our efforts to comply with laws designed to prevent financial crimes are supported by mandatory annual training for Paysafe employees.





Optimising our technology and operations

Our targets and supporting KPIs for 2025

Target	Supporting KPI:
Embed our LASER principles of responsible technology across the business.	Update relevant processes to reflect overarching responsible tech principles and communicate the principles to employees.

Key policies

- Global Information Technology Policy
- Global Enterprise Architecture Policy
- Global Artificial Intelligence (AI) Policy
- Cloud Security Policy
- Acceptable Use of Technology and Information Assets

We are targeting efficiency, scalability and customer satisfaction through optimised technology and greater automation.

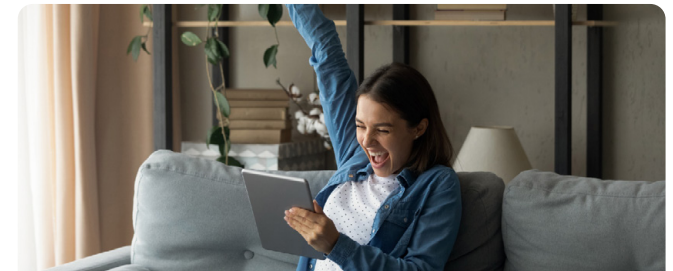
To reflect the importance of technology to our sustainable growth ambitions we have made a number of key leadership appointments over the past year, including a new Chief Technology Officer, Technology Operations leader, Global Operations leader and Chief Data and AI Officer.

Three transformation programmes under our Experience Our Paysafe strategy will drive platform consolidation for merchants and new partner-driven solutions to modernise and simplify our risk and financial systems.

In innovation, we are also focused on building partnerships with external companies rather than building solutions from scratch – for example, leveraging ChatGPT-based productivity solutions for our AskPaysafe personal assistant (see more on page 20) and new call centre technology that is significantly advancing our analytics capabilities. We are encouraging collaboration between our technology and product teams, with an emphasis on customer outcomes and value.

We are committed to upholding high ethical standards in our use of AI and machine learning (ML). As part of this commitment, we are advancing our 'Consumer Risk ML Model Explainability Framework' to align with the Wolfsberg Principles for Responsible AI/ML. These principles emphasise transparency, ensuring that outcomes are explainable and underpinned by a clear methodology for determining customer risk ratings. We continue to enhance our measures to address ethics-related considerations in our AI and ML practices.

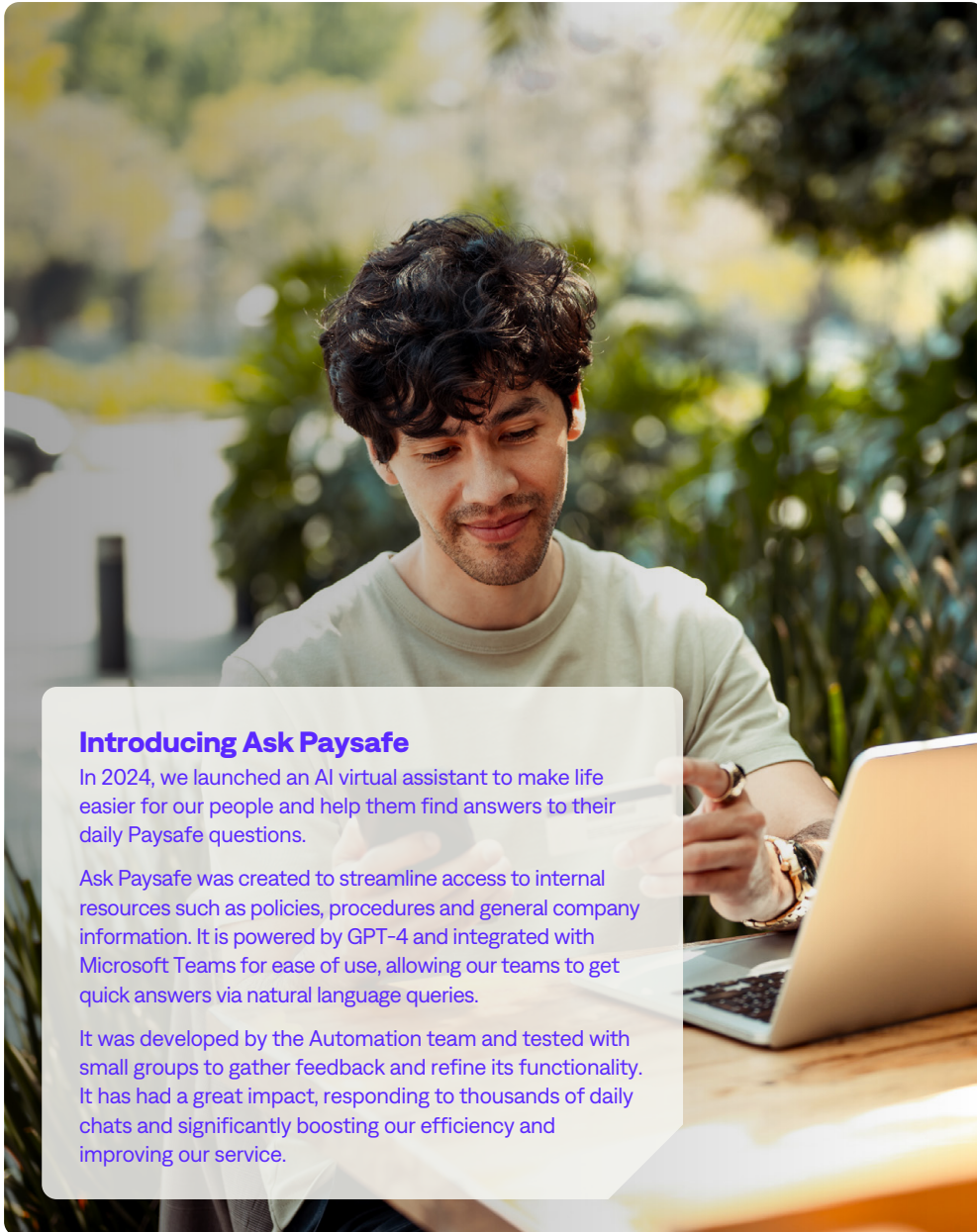
Advancing strategic partnerships, especially around AI, will be a key focus for 2025. In 2025 we will also invest in AI training to engage our employees on the role it is already playing and how it can be leveraged to drive further innovation.



A LASER-focused approach to responsible technology

We have defined five overarching responsible technology principles to guide our approach across the organisation. The LASER principles are applied whenever we buy new technology, develop our own technology, consume technology in internal work, provide technology to customers or when we dispose of technology. Initially, we have identified existing practices we have in place that align with each of the LASER principles. The focus for 2025 will be on carrying out a gap analysis against these and embedding these across the business.

- **Legitimate** – We operate with integrity, so that our actions are compliant with laws and regulations.
- **Accountable** – We take responsibility for our actions and their impacts and protect against harm.
- **Secure** – We prioritise data privacy and security.
- **Equitable** – We treat everyone fairly, empower communities and consider our impact on the planet.
- **Respectful** – We listen and are open and transparent.

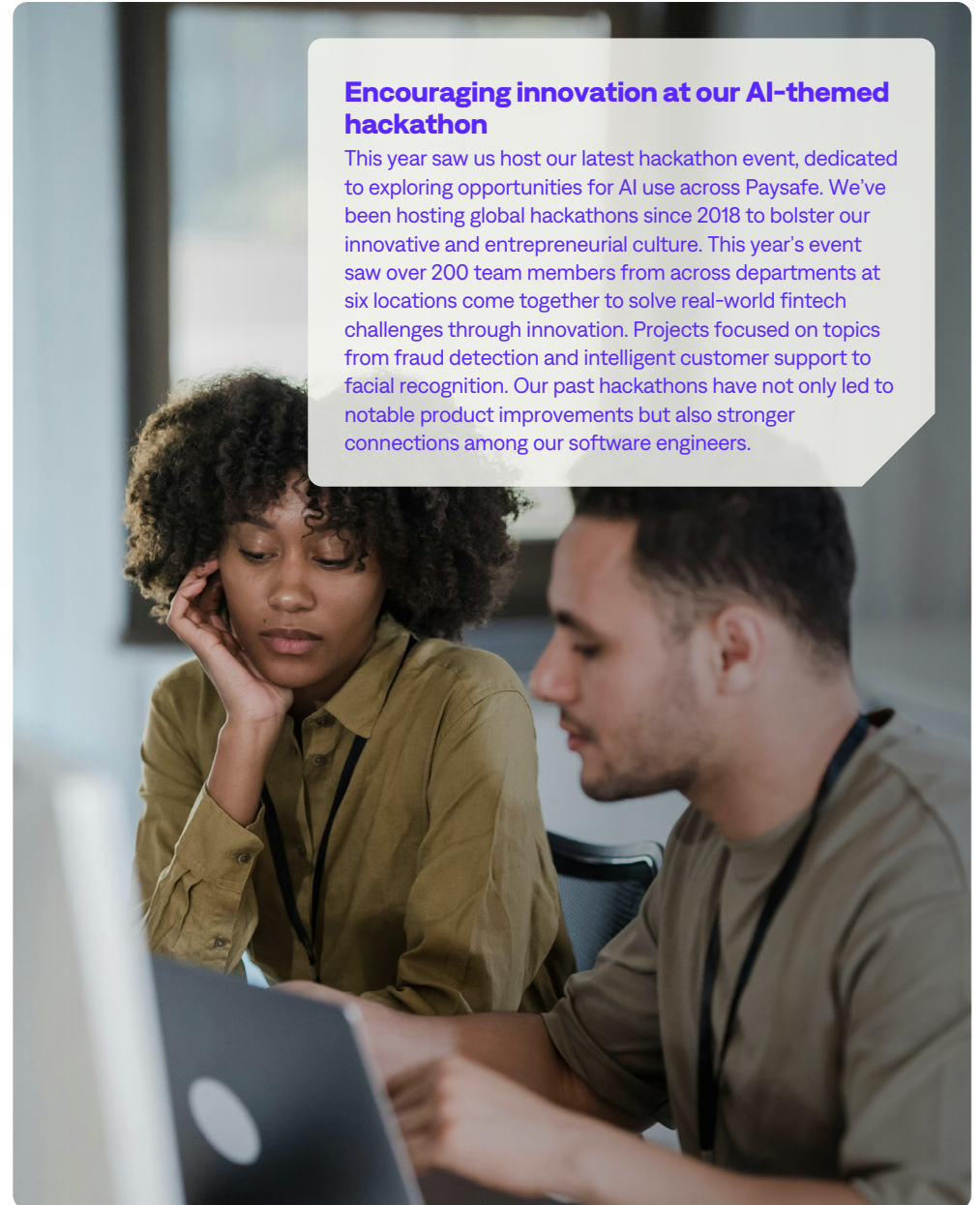


Introducing Ask Paysafe

In 2024, we launched an AI virtual assistant to make life easier for our people and help them find answers to their daily Paysafe questions.

Ask Paysafe was created to streamline access to internal resources such as policies, procedures and general company information. It is powered by GPT-4 and integrated with Microsoft Teams for ease of use, allowing our teams to get quick answers via natural language queries.

It was developed by the Automation team and tested with small groups to gather feedback and refine its functionality. It has had a great impact, responding to thousands of daily chats and significantly boosting our efficiency and improving our service.



Encouraging innovation at our AI-themed hackathon

This year saw us host our latest hackathon event, dedicated to exploring opportunities for AI use across Paysafe. We've been hosting global hackathons since 2018 to bolster our innovative and entrepreneurial culture. This year's event saw over 200 team members from across departments at six locations come together to solve real-world fintech challenges through innovation. Projects focused on topics from fraud detection and intelligent customer support to facial recognition. Our past hackathons have not only led to notable product improvements but also stronger connections among our software engineers.



Engaged employees

A leading employee experience where people can realise their full potential

Our talented and diverse workforce, underpinned and enabled by our collaborative culture, are a vital source of competitive advantage for our business.

We are committed to enabling our people to perform at their best by giving them a great place to work – one that rewards commitment, promotes engagement, offers development opportunities and prioritises their wellbeing. This also helps to attract and retain the talent we need to deliver on our ambitions.

Championing a culture that is welcoming to all people is embedded in everything we do, from how we recruit and promote talent, to the policies that support our colleagues inside and outside of work.



Attracting, developing and engaging the best talent

Our targets and supporting KPIs for 2025

Target	Supporting KPI:
Maintain employee engagement scores in line with the industry benchmark.	Employee engagement score.

Key policies

- Global Our People Policy
- Sustainability Policy
- Anti-Harassment and Bullying Policy
- Diversity and Inclusion Policy
- Equal Opportunities Policy
- Local employee handbooks detailing benefits and entitlements

We aim to foster a motivating and rewarding environment where our employees can learn, grow and develop their career.

A global people approach

We employ almost 3,300 people across our 12 offices. Our locations and workforce are spread across more than 12 countries, and we're on a journey to globalise and modernise the employee experience across Paysafe. Historically, our workforce management has been decentralised, allowing regional functions to base their approach on local practices and expectations. While there was great value in this, our global teams and departments are now spread across countries and continents.

With that in mind, we have restructured our people organisation to improve alignment, consistency and efficiency, creating a centralised delivery team and establishing global functions dedicated to reward, talent acquisition, enablement, development and partnering.

A new centralised point of contact for employees has already had a positive impact in streamlining people-related queries and requests, alongside our new intranet that serves as a hub of people resources including policies, benefits and communications.

These improvements have built on our established framework of global employee policies, country-specific policies and employee handbooks. Through these documents, available to employees on our intranet, we lay out our commitments and positions on all key people matters. Our global policies are applicable to all Paysafe employees unless a limited eligibility scope is clearly set out. They are owned by our people team and have been approved by our senior management team.

In 2025, we will be continuing to globalise our processes and policies so they are fit for purpose to support a new unified global approach.

	Unit	2023	2024 ¹
Total number of employees as of 31 st December	headcount	3,189	3,294
LATAM	headcount	173	183
Europe	headcount	2,163	2,196
North America	headcount	853	915
Average number of employees during the year	headcount	3,237	3,206

1. In 2023, 10 Non-Executive Directors (NEDs) were included in the total number of employees while interns were excluded. In 2024, NEDs were removed from the definition of employees and interns were included.

Focused on talent and career progression

One of the foundations of our work to modernise the employee experience is our focus on enhancing our job architecture and bringing consistency and clarity to job functions, job families, career levels and pay as our people advance through their career with us.

We've been reviewing our practices with the goal of understanding the skills of our people and their ambitions in order to better match them with progression opportunities. At the same time, we are refining our approach to pay and pay equity as we prepare for the increased obligations of the EU Pay Transparency Directive, to be introduced in 2026. In 2025, we will be moving to a market-based pay structure to promote competitiveness.

With regards to employee reward and recognition, we also introduced a new long service reward whereby long-standing employees benefit from additional days off, and a new tool to encourage peer-to-peer recognition.

Creating opportunities for learning and development

Our people continue to benefit from a broad portfolio of learning opportunities across the employee lifecycle, from mandatory compliance training and technical courses from our learning academies to mentoring to develop future leaders.

We introduced a new leadership programme this year, targeting senior people managers, alongside two new mentoring programmes, a reverse mentoring programme (see more on page 25) and a parental support programme, which was created to assist parents with the work-life balance challenges they face. Further inclusive developments include opening our learning opportunities to employees' family members.

We created a dedicated portal for development resources and opportunities on our new intranet. This has led to more than 54,870 learning hours completed and an increase in the average number of training hours per person in 2024. Over 8,400 hours were logged on online learning libraries, 124 individuals participated in our mentoring programme and over 600 employees gained an external certification.

	2023	2024
Average number of training hours per person	17.1	18.7

There was also strong interest in our Fintech Academy, with participants benefiting from courses on 15 different industry and Paysafe topics and reporting a 90% satisfaction rate.

In 2025, we will look to continue our learning and development momentum with new training modules on AI and sustainability for employees. We will also introduce new core competencies for employees, aligned with our strategic goals.

Enhancing employee engagement

Engaged and informed teams are a vital part of empowering our people to contribute to accelerated business performance.

This year we launched our new companywide intranet, Starting Point, as a central channel for keeping our people aware of key developments. Adoption and feedback have been positive, highlighting the clarity it has brought to our communications and the simplicity and efficiency of accessing resources.

To measure our engagement, our annual pulse survey was carried out in June 2024. In a year of significant change for the business, our response rate reduced and our overall engagement score dropped to 70, below our target. In response, we are refreshing our strategy for engagement surveys in 2025.

In recent years we have held an overall engagement survey once a year alongside two surveys to gather feedback on manager effectiveness. Going forward, we want to have a more timely and ongoing understanding of employee sentiment and engagement. As such, all three surveys will now focus on both engagement and manager effectiveness so that we are able to gather more feedback and act faster regarding the issues most important to people. This will also include a change in scoring system to enable more nuanced responses.

To better engage our people on their role in our broader transformation, we will also launch a new performance management programme. It will include updates to objective setting in which employees will be encouraged to link one or two of their personal objectives to Paysafe's global performance scorecard, ensuring alignment and a shared understanding of success.

As part of our employee engagement, we take steps so that employees have access to and are regularly reminded of remediation and whistleblowing channels. For more information on our remediation channels, see Business behaviour and ethics on page 43.

“My mentor always demonstrated an extraordinary level of expertise, kindness and commitment to my personal and professional development.”

Almost 100

employees' family members are currently using our resources to learn a foreign language.

Over 54.8k

learning hours logged by employees during 2024.

18.7

average training hours per person in 2024.



Embracing and celebrating our teams

Our targets and supporting KPIs for 2025

Target	Supporting KPI:
Work towards equal representation in leadership roles.	% of women in leadership-level roles.
Enhance Paysafe's DEI Strategy.	Formalise a new strategy with clear targets to enhance DEI.

Key policies

- Diversity and Inclusion Policy
- Equal Opportunities Policy
- Anti-bullying and Harassment Policy

We are committed to building an inclusive and welcoming organisation.

Our commitment is underpinned by companywide DEI training and a global Diversity and Inclusion Policy, which guides our recruitment and employment policies and practices, and lays out our expectation that everyone at Paysafe will work to create a respectful, welcoming and inclusive business for all.

Our local employee handbooks prohibit discrimination related to gender, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, disability, religion or belief or age. Our handbooks also align with local laws on direct and indirect harassment, including sexual harassment, victimisation and disability discrimination.

As demonstrated by strong scoring in our annual employee survey in recent years, our people believe that we demonstrate a genuine commitment to inclusion, and that we have a culture in which employees appreciate the differences that people bring to the workplace.

Building on our DEI action plan and work to embed further DEI measurement and risk management, in 2025 we are partnering with an external DEI consultancy to formalise our global DEI strategy. Our performance against our goals for women in leadership-level roles has been stable, and formulating concrete plans to improve that representation will be a key part of the new strategy.

	Unit	2023	2024
Gender balance of total workforce	% women/men	47/53	46/54

Focusing on employee diversity data

Expanding our data collection and reporting practices around DEI is a key focus for Paysafe. In June 2024, we launched a global self-disclosure campaign to encourage our employees to voluntarily share characteristics of their identity such as gender identity, sexual orientation and ethnicity. Ongoing communication campaigns will seek to increase the disclosure rates into 2025.

This increased disclosure will enable us to better understand the diversity of our workforce, how well we are representing the communities where we operate and how we can tailor initiatives to better support our people.

Championing inclusion throughout the year

Our calendar of responsibility-focused themes was held again in 2024, with months dedicated to education and celebration of Black history, Asian heritage, Latin celebration and Pride, among others.

These months feature fireside chats from Paysafe leadership, renowned external speakers, panel discussions and employee spotlights to celebrate our diversity, foster inclusion and engage our employees.

Leveraging our networks to drive action

We continue to empower our six inclusion-focused employee networks to organise activities and events to raise awareness and encourage allyship, as well as working alongside our People Team to build policies and initiatives that are fair and inclusive.

In 2024, these networks:

- Engaged Stonewall – a UK-based LGBTQ+ rights charity – to review and strengthen our inclusive workplace policies so that they are providing adequate protection for employees. The results of this work will be communicated in 2025.
- Launched our first Reverse Mentoring Programme to engage senior leaders on the role they have to play in promoting our welcoming and inclusive workplace.
- Held Women's Network Café sessions during Women's Month. In Berlin, we held a 'tech life-work balance' workshop, tackling the topic of tech-life balance and sharing tips on how to achieve it. In Peru, our employees held an event to recognise the International Day for the Elimination of Violence Against Women.

Each network is open to all employees and now has a community hub on our new intranet, Starting Point, as another channel for engagement.

77%

of respondents in our 2024 employee survey believe Paysafe shows a genuine commitment to DEI

74%

of respondents in our 2024 employee survey feel that the work they do at Paysafe is meaningful to them



Keeping our people safe, healthy and happy

Our targets and supporting KPIs for 2025

Target	Supporting KPI:
100% of our core locations to have an employee wellbeing programme in place.	Number of locations delivering employee wellbeing initiatives.
Continue to offer safe working environments for employees.	Establish a companywide updated H&S policy.

Key policies

- Global Our People Policy
- Physical and Environmental Security Policy
- Office security – Emergency office evacuation procedure
- Substance use policy (zero tolerance)
- Fire evacuation procedures
- Dedicated fire wardens in each office

We believe in the positive impact that health and wellbeing initiatives bring to our people.

Though we operate in low risk work environments, we believe a strong health and wellbeing approach is vital to a strong culture and, ultimately, improved performance and growth. Our Workplace Services teams are focused on health, safety and wellbeing as they strive to create clean, effective and welcoming working environments for our people. We celebrate our people during our annual global Employee Appreciation Day and annual Paysafe Day.

Ensuring an inclusive approach

We are committed to making our people feel welcome, included and fairly treated whatever their circumstances. We offer flexible working, paid or unpaid family-related leaves (aligned to country provision and collective bargaining agreements), such as marriage leave, compassionate leave and parental leave.

We offer assistance and financial security to employees, including insurance, disability compensation, pension schemes and retirement benefits, though these vary across countries. Where applicable, benefits are provided to our employees the moment they join the organisation.

We believe in the importance of close collaboration and fostering a strong sense of community between teams, while understanding the benefits of flexible working for our people. This year, we updated our hybrid working policy to help foster a healthy balance between remote work and in-person collaboration.

Nurturing and promoting wellbeing

We believe that people are at their best when their physical, mental, social and financial wellbeing are nurtured and protected. Our commitment to wellbeing is centred around these four aspects, with the aim of enabling our people to thrive.

Our locations deliver regular employee wellbeing initiatives catering to local needs, alongside our annual global Wellbeing Month. Our offices also feature a range of wellbeing-focused amenities, including free nutritious snacks and dedicated spaces for relaxation. Across Paysafe, we offer “summer hours”, allowing employees to finish early on Fridays during the summer months.

As part of our calendar of corporate responsibility activity, a variety of local events were organised to celebrate Wellbeing Month in January 2024. These included sessions to encourage physical fitness and nutrition, and support for neurodiversity and mental health. For example, in Sofia, a workshop was held on real-life habits for healthier living and stronger minds. In London, a nutrition and healthy eating habits workshop was organised with Vitality, as well as financial health webinars.

Our Jacksonville office holds two events a month dedicated to a variety of topics, from setting healthy work boundaries, mentorship, time management and balancing parenting with work. Other events during the year included a talk on International Men’s Day about men’s wellbeing challenges, and a global menopause webinar held in October.

There was also a focus on wellbeing across the office refurbishments that took place this year, with emphasis on inclusivity and neurodiversity in office designs. This came to life through introducing work areas to support employees who need calm environments to focus and thrive. For those working at home, we also offer a scheme to spread the cost of technology purchases.

To further promote the importance of mental wellbeing, we introduced voluntary mental health first aid training in November 2024. The training will equip people from across the business with skills to recognise and respond to common workplace mental health issues. The first cohort of 16 learners began their training in early 2025, with further cohorts expected later in the year.

Health and safety

We are committed to maintaining high standards of health and safety through established protocols, clear roles and responsibilities across all offices, and training for all employees. Annual assessments help us to stay on top of any risks associated with our physical office environments.

In 2024, we introduced a Physical and Environmental Security policy that outlines comprehensive security processes and practices to improve workplace safety.

16

employees on our first mental health first aider training course

67%

of respondents in our 2024 employee survey believe Paysafe takes a genuine interest in employees' wellbeing



Preparing and supporting our colleagues impacted by natural disasters

Across our business, we proactively monitor adverse climate and environmental situations around our physical locations to promote the safety of people. In 2024 and early 2025, colleagues across a number of Paysafe locations in the US and Ireland were impacted by severe weather and natural disasters.

In September and October, Hurricane Helene and Hurricane Milton caused devastation, power outages and evacuations in Florida, while wildfires in California in January 2025 caused further widespread damage and disruption. In the same month, Storm Eowyn in Ireland also left many without power.

Throughout each of these incidents, our Operational Resiliency & Crisis Management team monitored the situation and leveraged Staysafe, our emergency notification system, to alert personnel of impactful events and incidents, conduct wellness checks and provide supportive resources to assist impacted personnel.

For those colleagues affected we made many resources available, including funding emergency accommodation, offering flexible working arrangements and providing other assistance services, including counselling.

Thrivng society



Striving to make a positive contribution to society

Our easy and fast payment options enable a broad spectrum of customers to find the right product for their needs. Ensuring our solutions remain accessible and inclusive is central to our commitment to provide positive outcomes for consumers.

We also believe in being a responsible corporate citizen whose impact goes beyond the customers who choose to work with us. With the launch of Paysafe Giving in 2024, we have heightened our support for worthwhile causes and the communities where we operate.

Finally, understanding our own carbon footprint and the climate-related risks and opportunities we face remain the key focuses of our environmental considerations.



Empowering businesses and consumers

Our targets and supporting KPIs for 2025

Target	Supporting KPIs:
Increase consumer access to Paysafe’s ecosystem (and thus to the experiential economy).	Number of new users who have triggered a payment.
	Number of active users on consumer products.

* We have updated the name of one material topic this year, changing 'Financial and digital inclusion' to 'Financial access and inclusion', reflecting our focus on increasing access to financial products and services.

Key policies

- Product Development Lifecycle
- Marketing and Communication Policy
- Consumer Awareness policy
- Merchant Acceptance guidelines
- Merchant onboarding guidelines

We are playing our part in shaping an inclusive and sustainable digital economy for all.

Our easy and fast payment options enable a broad spectrum of consumers and merchants to participate in the modern economy. Our commitment to financial inclusion extends beyond borders as our products are accessible to a global audience, supporting multiple currencies and offering various funding options. By facilitating cross-border transactions and providing flexible payment options, we contribute to a more inclusive global financial ecosystem.

Providing solutions that empower small and micro businesses and supporting underserved and unbanked consumers remain key focuses for us. We also continue to work to improve the inclusivity of our products and services, with an emphasis on helping vulnerable customers (see more on page 17).

Empowering small and micro businesses

Small businesses make a vital contribution to the global economy. In the UK, small to midsized enterprises (SMEs) account for 99.9% of the business population (5.6 million businesses)¹, while in the USA, small businesses employ 61.7 million Americans (46.4% of private sector employees)².

Our reliable payment processing solutions help small businesses to overcome potential infrastructure challenges and expand their reach. Customers in over 200 countries can be targeted, and credit cards, e-wallets, instant bank transfers, prepaid cards and more can be used to pay for goods and services on our platform. Paysafe research in 2023 found 59% of people expect even small businesses to offer alternative payment methods.

The flexibility, security and convenience we provide supports the economic empowerment of this vital segment of the business community and ensures small businesses can meet their customer needs.

Supporting cash-based customers

People across many countries still rely on cash. However, cash-based customers increasingly face challenges in accessing goods and services only available online. Paysafe strongly believe in building an open and inclusive product which satisfies the needs of different customer groups. Not everyone is comfortable or capable of fully shifting to card and digital payment options and we have a strong mandate to cater to that customer segment. Everyone has the right to access experiences, and we are committed to enabling that.

As a leading player in the eCash market, we provide a bridge between online products and services and the offline world of physical money. By lowering the barriers for entry for participating in digital transactions, we connect millions of cash-dependent or cash-preferring consumers with online merchants across different sectors and geographies. We also support banks by maintaining a dense networking of cash service points at times when bank branches and ATMs are limited, thereby ensuring people’s access to cash services for financial transactions.

Promoting financial literacy and management

We believe that financial inclusion goes hand in hand with financial literacy and management. Our digital wallets provide users with tools to manage their finances effectively. These wallets offer features like budgeting tools, transaction tracking, and multi-currency support, empowering users to take control of their financial lives. By promoting financial literacy, we help individuals make informed financial decisions and improve their overall financial wellbeing.

1. <https://www.fsb.org.uk/uk-small-business-statistics.html>
 2. <https://advocacy.sba.gov/2023/03/07/frequently-asked-questions-about-small-business-2023/>



Supporting healthy lives and thriving communities

Our targets and supporting KPIs for 2025

Target	Supporting KPI:
Minimum of 2,500 hours dedicated by our employees to community volunteering and charity initiatives.	Number of hours dedicated by employees to community volunteering and charity initiatives annually.

Key policies

- Employee Volunteering Policy
- Paysafe Giving Guidelines

We're building a culture of giving and volunteering to increase the positive impact we have on our communities.

Contributing to the communities in which we're based and beyond is important to us. Our global causes are supporting healthy lives and thriving communities, but we also empower our team members to give back to causes that are meaningful to them.

We believe in the positive impact that volunteering can also have on our employees, recognising that it boosts wellbeing and engagement, and contributes to a positive company culture.

Paysafe Giving

Taking our community support to the next level was a key ambition for 2024 and we're pleased to have successfully launched Paysafe Giving, our formalised global volunteering and charitable giving programme.

Key features of the new approach included the introduction of the Paysafe Giving platform, enhancing our ability to manage giving and volunteering across the organisation and making it easier for our people to discover and engage with opportunities. Additionally, we held our first annual Paysafe Giving Week in September.

During the inaugural Paysafe Giving Week, our local Corporate Responsibility Committees organised activities, events and initiatives across all locations. That week alone, volunteers dedicated over 850 hours to 26 community initiatives, including soup kitchens, care kit packing for children in crisis, charity walks and blood drives. Feedback from participants was positive, with 100% rating Paysafe Giving Week excellent or good, and the vast majority saying they would participate in the initiative again.



“Giving back has always been close to my heart, shaped by my belief that we have responsibility as a company to make a positive impact.”

Bruce Lowthers, Chief Executive Officer

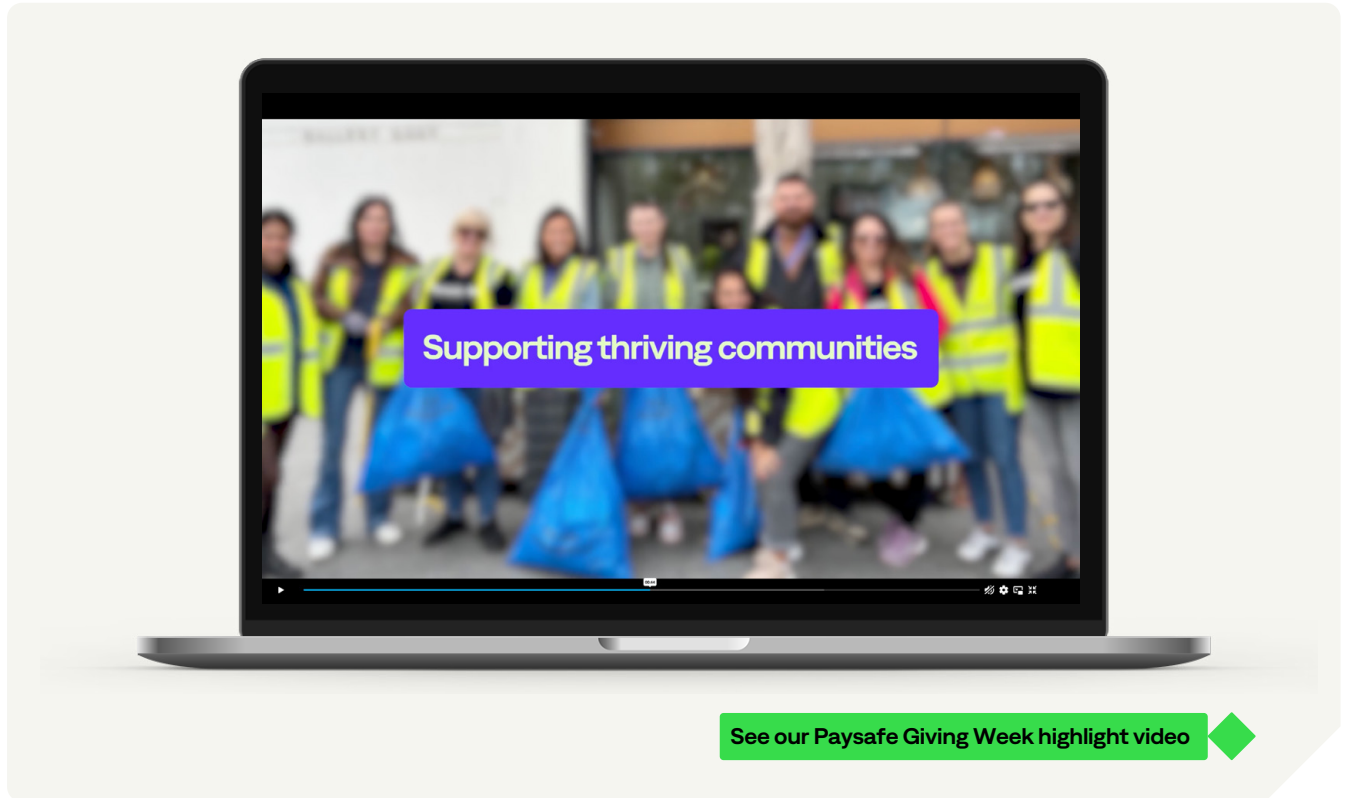


In December 2024, following Paysafe Giving Week, we celebrated Community Month. Community champions arranged giving and volunteering opportunities across our offices, as well as an innovative global virtual volunteering opportunity open to everyone where our teams learned how to use a mapping tool to trace roads, buildings and other features to help disaster response and humanitarian aid provision. Teams were also encouraged to celebrate colleagues who go above and beyond to make a difference in their communities by sending a virtual Community Champion badge. A total of 817 badges were given.

Other community-focused activities from the year included colleagues from our Jacksonville office playing a key role in the Leukemia & Lymphoma Society's annual 'Light the Night' fundraising walk (see more on page 36). Our team in Sofia volunteered at Vitosha Park, helping to preserve its natural beauty and support the local community.

Overall, in 2024 our employees completed more than 1,900 hours of volunteering. Our impact resulted in 2,117 meals served and care packages delivered to those in need, 23 employees donating blood and over 162 miles walked to raise funds for cancer research.

We are continuing to work on new campaigns, competitions and rewards in 2025 to build on the positive momentum to date and encourage more people to participate in Paysafe Giving. As a sign of our commitment to further strengthening our community impact, we have also increased our donation goals and targeted volunteering hours for 2025.



49
community initiatives in 2024

Over 1,900
hours of volunteering

Over 60
non-profit organisations supported



Managing environmental impact and risk

Our targets and supporting KPIs for 2025

Targets:	Supporting KPIs:
Set emissions reductions goals and expand our Scope 3 GHG accounting.	Establish Scope 1 & 2 GHG emissions reduction targets.
	Expand our Scope 3 GHG emissions accounting procedures.

Key policies

- Sustainability Policy
- Sustainability Strategy Implementation Task Force
- Sustainability Management Committee
- Board oversight of climate-related risks and opportunities

Committed to minimising the climate and environmental impact of our operations and our value chain.

Our environmental impact

We recognise that we have a role to play in minimising the environmental impact of our operations and thereby reducing our contribution to climate change. As of 2024, our physical footprint included 12 rented offices globally and rented racks in 7 data centres across Europe and North America. We are focused on reducing the environmental impacts of our operations through targeted initiatives.

Key initiatives and achievements in 2024 included:

- In recognition of our efforts to create greener workspaces, this year our London office achieved a GOLD SKA rating – an industry-standard environmental assessment that evaluates commercial fit-out projects against a set of sustainability good practice criteria.
- We refreshed our Green Office Charter and launched it to all employees during Earth Month in April 2024. The Charter outlines our commitment to creating workplaces that are environmentally conscious, from reducing waste, recycling and keeping our kitchens plastic free, to carrying out sustainable office refurbishments. We also rolled out a survey to gather green office ideas from employees, with a number of suggestions already implemented.
- Our Global Workplace Services and IT teams collaborated to reduce electronic waste going to landfill. As part of this initiative laptops were given to local communities and our Montreal and Jacksonville offices sold laptops with proceeds donated to charity.

Understanding our climate risk

Building on last year's work to assess our climate-related risks and opportunities in line with the framework of the Task Force on Climate-Related Financial Disclosures (TCFD), this year we have integrated two climate-related risks into our enterprise risk management framework.

The two risks relate to climate-induced business disruption in our own operations and social and environmental-induced business disruption in our value chain. These risks are in line with the topics identified in our 2024 double materiality assessment (see more on page 8).

We monitor the potential for climate-induced disruption in our own operations through the controls and governance of our enterprise risk management (see more on page 41). The potential for social and environmental-induced disruption in our value chain is monitored through our supplier risk assessments and our sustainability questionnaire. You can read more about responsible supply chain management on page 44.

In recognition of our increased understanding of the threat of climate-related disruption to our operations, we have also expanded the climate insurance we have in place for our US offices this year.



Evolving our strategy

Gathering and improving environmental data

The Sustainability team, in collaboration with the Workplace Services and IT Operations team, are actively focused on understanding, managing and reducing greenhouse gas (GHG) emissions. The company allocates resources to support dedicated projects aimed at emissions reduction and continuously assesses its operational needs to promote effective GHG management.

In 2024, our Workplace Services team worked closely with building managers to collect more primary data across our sites, reducing the amount of estimated data and improving the data quality of our energy consumption and footprint performance disclosures. This year, we received primary data for all of the sites within our reporting boundary.

Setting targets

In 2024, we began a project to set our first Scope 1 and 2 emissions reduction targets, compatible with limiting global warming to 1.5°C above pre-industrial levels, in line with the Paris Agreement. This will be completed in 2025.

As part of the process, we engaged the Carbon Trust to review our 2023 footprint baseline calculations, identify any gaps and make recommendations for appropriate targets. We also held a series of climate workshops with the Workplace Services and IT Infrastructure teams to better understand the potential carbon reduction levers for our operations.

In 2025, we will continue work on creating a transition plan to align our strategy and business model with the shift to a sustainable economy and the goal of limiting global warming to 1.5°C. Although we are still formalising the targets, plans and actions required to reduce our footprint, we have continued to make progress this year, as demonstrated in the performance section on page 35.

Investing in carbon projects

In line with our focus on developing targets aligned with the Science Based Targets initiative (SBTi), we have decided to phase out our use of the term 'carbon-neutral company' when describing the impact of carbon credits. To have a positive impact beyond our own operations, we continue to invest in energy and carbon projects. This includes supporting a global renewable energy portfolio that delivers improvements in renewable energy infrastructure.





Our performance

We aim to periodically assess the integrity of our baseline and adjust methodologies as needed for a faithful representation of our climate performance.

2023 was chosen as the baseline year for our footprint reporting as it represents a typical year of operations without any anomalous events.

Energy consumption¹

	Unit	2023	2024
Total global energy consumption	KWh	7,444,933	5,818,572
Renewable energy consumption	KWh	206,211	567,594
Non-renewable energy consumption	KWh	7,238,722	5,250,978
Energy consumption from offices	KWh	4,067,889	3,108,921
Energy consumption from data centres	KWh	3,337,044	2,709,651

Our total global energy consumption decreased by 22% in 2024 compared to 2023, driven by further facility portfolio reductions. This included downsizing our Austria and California offices by approximately 55% and 63% respectively, as well as closing a large US office and decommissioning three data centres over the course of the year as part of our strategy to transition to the cloud.

In 2024, 100% of electricity in our London office (560,465 KWh) came from renewable sources, along with 60% of the electricity supplied to our Berlin office (7,129 kWh).

Scope 1 and 2 GHG emissions¹

As a company that operates in leased office spaces and utilises third-party data centres, we have limited direct control over Scope 1 and 2 emissions. However, we are actively engaging with our landlords and service providers to gather energy data and understand the initiatives they are taking to reduce emissions, reflecting our commitment to climate responsibility.

All GHG emissions data has been prepared following the guidelines of the GHG Protocol Corporate Accounting and Reporting Standard.

	Unit	2023	2024
Direct GHG emissions (scope 1)	tCO ₂ e	105.3	94.3
Indirect GHG emissions location based (scope 2)	tCO ₂ e	1,877.5	1,499.3
Indirect GHG emissions market based (scope 2)	tCO ₂ e	2,136.4	1,548.6

Scope 1 emissions

Scope 1 GHG emissions decreased by 10%, due to a reduction of our office facilities portfolio.

Scope 2 emissions

Location-based GHG emissions fell by 20% in 2024, largely due to a reduction of our office facilities portfolio as well as the decommissioning of some of our datacentres during 2024.

Market-based GHG emissions dropped by 28%, primarily due to the relocation to a smaller London office powered entirely by 100% renewable electricity in May 2023.

Scope 3 emissions¹

One of our 2025 targets is to expand our Scope 3 accounting procedures. We currently report data on business travel, homeworking, waste, and emissions from purchased cloud services, which are all activities that fall within the Scope 3 category. The emissions resulting from these activities in 2024 are detailed in the summary table below.

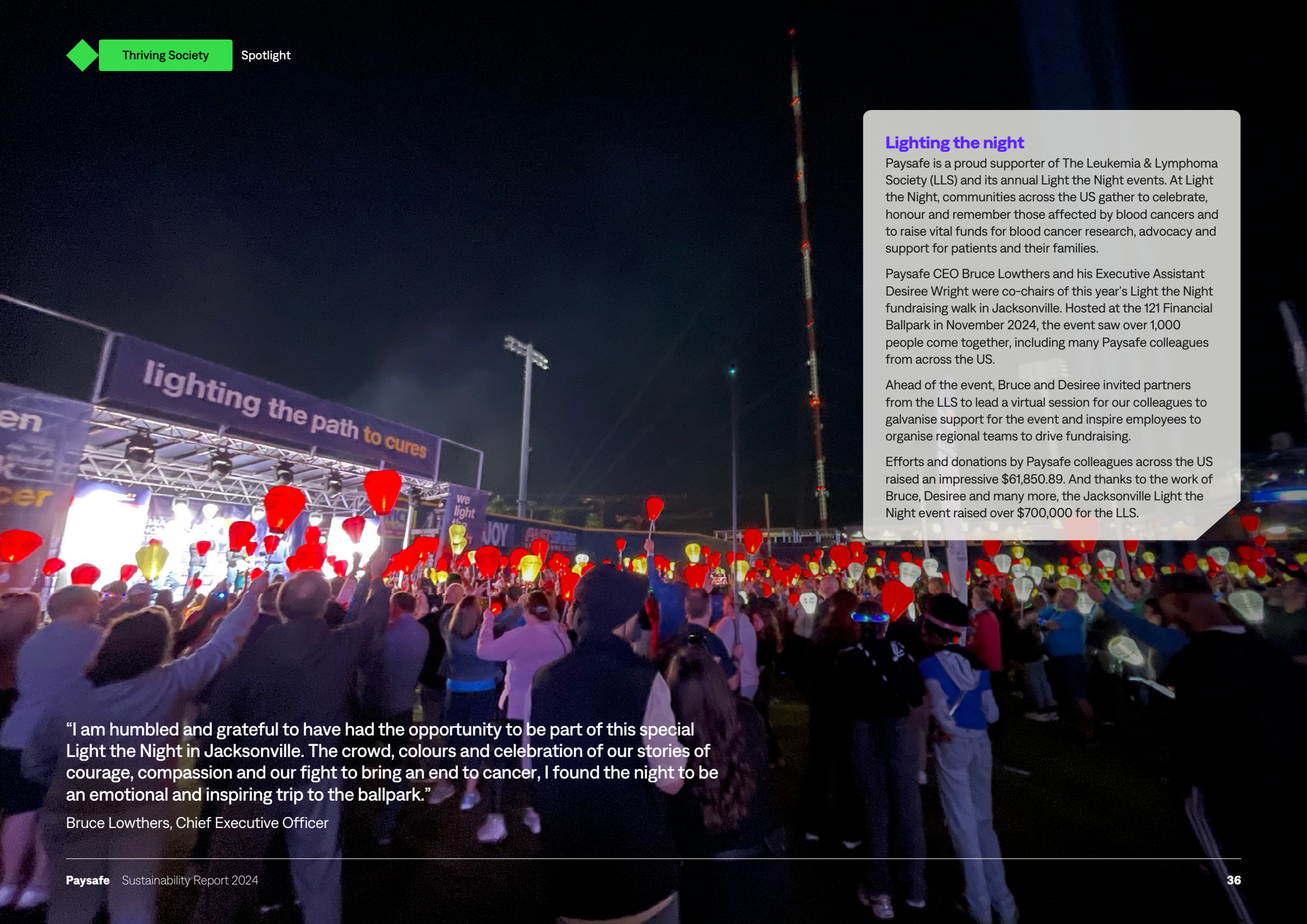
	Unit	2024
Indirect GHG emissions (scope 3)	tCO ₂ e	8,909.4
• 3.1 Purchased cloud services	tCO ₂ e	73.5
• 3.3 Fuel and energy not included in Scope 1 and 2	tCO ₂ e	150.4
• 3.5 Waste generated in operations	tCO ₂ e	23.9
• 3.6 Business travel	tCO ₂ e	7,967.0
• 3.7 Employee homeworking	tCO ₂ e	694.7

GHG emissions intensity¹

Despite total revenue and total employees increasing in 2024, our emissions intensity decreased due to a reduction in size of our facilities portfolio.

	Unit	2023	2024
Intensity metric (Scope 1 & 2), employee	tCO ₂ e per employee	0.7	0.5
Intensity metric (Scope 1 & 2), revenue	tCO ₂ e per billion \$ revenue	1,401.1	966.5

1. For details on the methodology and underlying assumptions as well as our notes on restatement, please refer to the full data tables in the appendices.



Lighting the night

Paysafe is a proud supporter of The Leukemia & Lymphoma Society (LLS) and its annual Light the Night events. At Light the Night, communities across the US gather to celebrate, honour and remember those affected by blood cancers and to raise vital funds for blood cancer research, advocacy and support for patients and their families.

Paysafe CEO Bruce Lowthers and his Executive Assistant Desiree Wright were co-chairs of this year's Light the Night fundraising walk in Jacksonville. Hosted at the 121 Financial Ballpark in November 2024, the event saw over 1,000 people come together, including many Paysafe colleagues from across the US.

Ahead of the event, Bruce and Desiree invited partners from the LLS to lead a virtual session for our colleagues to galvanise support for the event and inspire employees to organise regional teams to drive fundraising.

Efforts and donations by Paysafe colleagues across the US raised an impressive \$61,850.89. And thanks to the work of Bruce, Desiree and many more, the Jacksonville Light the Night event raised over \$700,000 for the LLS.

"I am humbled and grateful to have had the opportunity to be part of this special Light the Night in Jacksonville. The crowd, colours and celebration of our stories of courage, compassion and our fight to bring an end to cancer, I found the night to be an emotional and inspiring trip to the ballpark."

Bruce Lowthers, Chief Executive Officer

Responsible business practices



Committed to strengthening governance and ethics

We promote effective governance, ethics and compliance across our organisation and to our stakeholders. Strengthening governance and enhancing our approach to risk management are key focus areas of our new corporate strategy as we strive to set the right foundations for sustainable growth.

Delivering on our consumer-focused strategy means we must act ethically, responsibly and in accordance with all applicable legislation and compliance requirements. We reinforce this commitment with robust policies, standards and procedures.

Our expectations extend beyond our employees to our value chain, with clear requirements for suppliers and increasing work to engage them on our sustainability ambitions.

Maintaining effective systems of internal control

Our targets and supporting KPIs for 2025

Target	Supporting KPI:
Enhance the Sustainability Taskforce's awareness and understanding of sustainability and their role to play in the organisation.	Delivery of specialised sustainability workshop to Sustainability Taskforce.
Enhance employees' awareness and understanding of Paysafe's sustainability strategy and governance framework.	% of Paysafe colleagues who have completed introductory sustainability training session.

Key policies

- Global Enterprise Risk Management Policy
- Enterprise Risk Governance Policy

We are committed to instilling good governance at every level of our organisation and ensuring we maintain an effective system of internal control.

Our governance structure enables the Board, its subcommittees and executive leadership to act responsibly in strategic decision-making, risk management and the pursuit of our objectives.

Our approach to corporate governance is designed to facilitate effective management of the organisation, promote ethical and responsible business conduct, promote accountability and balance our strategic growth ambitions with the long-term interests of our stakeholders.

Role and responsibilities of the Board

The Board is the ultimate decision-making body of Paysafe and its members are focused on exercising their business judgement in the best interests of the company. The Board oversees the members of senior management, who direct and oversee our strategy, performance and risk management.

Board composition, skills and structure

Our Board members possess relevant skills, qualifications and extensive industry experience. We believe they bring diversity in thought, background and experience with notable track records of success.

Our Board has 10 members. We have an independent Chairman and 50% of our directors are independent. We currently have two female Board members, equating to 20% female representation.

As of 2024, 30% of our Board members have sustainability skills and experience, up from 22% in 2023.

For further information on our Board committees and composition, please see our 20F Annual Report.



The Board has established the following Board committees to oversee certain functions within the business:

Audit Committee

The Group Audit Committee has oversight of Paysafe’s accounting and financial reporting processes and internal controls, compliance with legal and regulatory requirements regarding accounting and financial reporting, and the performance of both our external auditor and internal audit function, as well as our whistleblowing process.

Compensation Committee

The Group Compensation Committee is responsible for setting compensation for executive officers and directors, and monitoring our incentive and equity-based compensation plans.

Nominating and Corporate Governance Committee

The Group Nominating and Corporate Governance Committee’s duties include developing and implementing corporate governance guidelines, identifying potential new Board members, overseeing Board and committee evaluations and owning our management continuity-planning processes. See also Sustainability governance on page 11.

Risk Oversight Committee

The Group Risk Oversight Committee is responsible for overseeing and advising the Board on risk management matters, overseeing our enterprise risk management framework and internal control systems, monitoring the effectiveness and independence of the Group Chief Risk Officer and risk management function, and advising the Board on risk appetite.

The Board, through the Nominating and Corporate Governance Committee, conducts annual self-evaluations, in line with yearly data collection, to determine whether it and its committees are functioning effectively.

Developing Board sustainability knowledge

This year, as part of our ambition to increase sustainability knowledge across the business, our Board received training sessions dedicated to sustainability and conduct and ethics (for more information on Paysafe's sustainability governance and the Board's role see page 11). The training was conducted by external experts and updated the Board on sustainability trends and current practices, including expanding their knowledge of forthcoming regulations.

Continuing to develop our policies

Our group-level expectations and standards are laid out in our global policy framework. Consisting of five layers of policies, it contains practical support and operational guidance on a wide range of governance topics for everyone at Paysafe.

Each policy has an Executive owner with overall responsibility, supported by people at the operational level who are responsible for its implementation. All policies are reviewed and enhanced on an annual basis, managed by our Policy Committee, which meets quarterly.

Our policies are managed using a policy management software, ConvergePoint, which automates regular reviews and audits and simplifies how relevant stakeholders can review policies, provide feedback and approve changes. Employees are made aware of all policy changes through monthly communications and training where appropriate, with mandatory annual training on key policies also required for everyone across the business.

Key policy updates this year included significant enhancements to our Sustainability Policy, with training to engage employees to follow in 2025.

Our Global policy framework

The Paysafe Code

The overarching policy is supported by the Paysafe Partner Code and Senior Managers' Code.

TIER 1 policies

Ten overarching and strategic corporate policies with global application across Paysafe.

TIER 2, 3 & 4 policies

Policies designed to support the implementation of TIER 1 policies.



Advancing our approach to risk management

Effective management of risk is central to the ongoing success and resilience of Paysafe. Enterprise Risk Management (ERM) is an integral part of good corporate governance as it improves decision making, enhances outcomes and strengthens leadership accountability. For further information about the risks facing our business and industry, please see our 20F Annual Report.

The procedures, risk limits and risk controls needed for adequate identification, monitoring, management, mitigation and reporting of risks across the organisation are captured in our Global Enterprise Risk Management Policy, Group Risk Appetite Framework and Enterprise Risk Governance Policy.

We adopt a three lines of defence model, which sets out appropriate governance structures, accountabilities, responsibilities and independent oversight of risk management.

As a payment solution provider, we are facing increased regulatory scrutiny and legislation around risk management, alongside increasingly advanced threat actors. Enhancing our approach to risk management is a key focus area of our new corporate strategy. We are strengthening existing risk management and oversight processes, enhancing risk governance and organisational structure and devoting more resources to risk management.

In 2024, we finished embedding a new risk governance framework structure, with Executive owners and first line committees for each of our principal risk categories. This has resulted in stronger ownership, regular risk discussions and better communication, including new KPI reporting to the Board.

A survey for employees who completed our mandatory enterprise risk management training module this year, which was launched in 2023, showed we have an increased understanding of risk across the business.

Sustainability in the risk management framework

We are expanding the breadth of risks we consider by integrating sustainability risks into our framework, in line with regulatory developments and our desire to embed sustainability in all business activities.

We have now integrated sustainability as a Level 2 Strategic Risk in our risk management framework. This includes the assessment of risk appetite, and the development of controls and mitigating actions required to manage our sustainability risks. The scoring criteria used to assess sustainability risks and opportunities, including climate-related risks and opportunities, was aligned to our general risk scoring approach.

Alongside the sustainability strategic risk, a detailed risk and opportunity mapping of material sustainability topics across our ERM framework has supported our efforts to embed sustainability in our day-to-day systems and decision-making.

First line of defence

Made up of the business line management and accountable staff who own and manage the risks. Responsible for implementing corrective actions to address process and control deficiencies.

Second line of defence

Facilitates and monitors the implementation of effective risk management practices, the continuous assurance of the internal control environment and supports reporting of risk-related information throughout the organisation.

Third line of defence

Internal Audit, which provides leadership with independent assurance on the effectiveness of governance, risk management and internal controls, including the manner in which the first and second lines of defence achieve risk management and control objectives.

Conducting our business with honesty and integrity

Our targets and supporting KPIs for 2025

Target	Supporting KPI:
Every member of the Paysafe team understands their role in upholding compliance responsibilities, including combating financial crime, anti-bribery and anti-money laundering.	% of employees that completed compliance training.

Key policies

- Paysafe Code
- Paysafe Senior Managers' Code
- Paysafe Partner Code
- Global Our People Policy
- Global Conduct Policy
- Global Compliance Policy
- Anti-Bribery and Corruption Policy
- Conflicts of Interest Policy
- Modern Slavery and Human Trafficking Policy
- Whistleblowing Policy
- Compliance Whistleblowing team
- Whistleblowing Champion
- Whistleblowing channel

We strive for the highest standards of corporate governance and ethical conduct.

This commitment is instilled across the business through our global policy framework (see page 40). Policies dedicated to maintaining ethical behaviour include our Global Conduct Policy, Global Compliance Policy, Anti-Bribery and Corruption Policy, Conflicts of Interest Policy, Modern Slavery and Human Trafficking Policy, Whistleblowing Policy and the Paysafe Code.

Everyone working for Paysafe is required to understand and follow the Paysafe Code and its supporting policies. We strive to keep employees up to date and compliant with regulatory requirements and ethical business conduct through annual training.

We also have a Senior Managers' Code, specially designed to outline the roles and responsibilities of our senior managers, and the Paysafe Partner Code, which details the business conduct expectations we have for our business partners.

Our Conduct, Ethics and Governance Committee meets quarterly to report on all topics, as well as performing monthly spot checks on all key processes and procedures.

Tackling bribery and corruption

We have a zero-tolerance approach regarding bribery and corruption, with rigorous policies, procedures and controls in place to prevent it. Our anti-bribery and corruption programme sets out rules and measures to detect and mitigate the risk of potential bribery and corruption. It guides our approach to risk assessment, prevention and detection and how we assess our effectiveness.

By virtue of our business model and the fact that we handle sensitive payment data, we consider all functions at risk of corruption and bribery. Anti-bribery and corruption policies are therefore part of annual conduct and ethics online training, which is also a requirement for all new employees when they join Paysafe. Anti-corruption policies and procedures are communicated to employees each year and employees have access to these policies on Paysafe's policy management system, ConvergePoint.

Where incidents occur, an independent investigation is performed and the outcome is reported to the respective Committee/Board.

Promoting our corporate culture

Our Board sets the culture for Paysafe and works so that our purpose, values and strategy are aligned with it. Our customers should always be confident that fair treatment of customers is central to our culture, while our people benefit from a workplace that values collaboration, optimism, inclusion, fun and success.

Our Global Our People Policy sets out the principles we follow to provide a safe, stimulating and respectful workplace for our people, as well as what we expect from them.

Through our internal communications and corporate responsibility plan we aim to drive our growth and foster our open culture through clear presentation of our strategic direction, open leadership and employee engagement.

Our companywide employee surveys help evaluate workplace culture by providing insights into employee sentiment, engagement and overall wellbeing. We use the feedback to identify areas for improvement and create action plans.

Encouraging stakeholders to speak up

Compliance with all applicable laws relating to whistleblowing is important to our business. Our Whistleblowing Policy encourages employees to raise concerns about any misconduct or wrongdoing that goes against our values and the Paysafe Code. We have a Compliance Whistleblowing team, a Whistleblowing Champion and an external confidential whistleblowing channel, Lighthouse Services, which offers 24/7 reporting via a dedicated hotline. This channel is also available on our website, enabling external stakeholders to also raise concerns.

Employees are trained on whistleblowing as part of compulsory annual compliance training. We have safeguarding measures in place to protect whistleblowers, as highlighted in the annual conduct and ethics declaration that all employees must complete.

Where concerns are raised, we are committed to investigating incidents promptly, independently and objectively. We take all reported cases seriously and strive to provide fair outcomes, as well as to maintain secure and confidential records of all reports and outcomes.

Respecting human rights

Modern slavery and human trafficking are crimes and violations of fundamental human rights. We are committed to having no involvement in modern slavery, human trafficking, child labour and forced labour of any type, including having no dealings with any business knowingly involved in these practices. Regular compliance training educates and raises awareness for our employees, and we publish an annual transparency statement to communicate the steps we are taking to prevent forced labour, slavery and human trafficking.

Political activities

Paysafe makes donations of a charitable, social, cultural, sporting and academic nature. It does not – either directly or indirectly – donate to or sponsor political parties or related foundations. Paysafe is also registered on the EU Transparency Register.



Establishing appropriate due diligence in our supply chain

Our targets and supporting KPIs for 2025

Target	Supporting KPI:
Work towards implementing a risk-based approach to responsible procurement.	Update Partner Code to have a greater focus on environmental and social issues.

Key policies

- Paysafe Partner Code
- Modern Slavery Statement (UK)

We are working on extending our focus on sustainability across our upstream supply chain.

We partner with hundreds of suppliers who provide us with key payment services and technology, risk services, software development, contact and marketing services, and more.

We seek to work with third parties that share our commitment to conducting business in a responsible, environmentally and socially sustainable manner.

Our expectations are detailed in the Paysafe Partner Code, which lays out requirements for how we expect our partners to treat consumers, their employees and their own supply chain. Its focuses include zero-tolerance for modern slavery and human trafficking, bribery and corruption, money laundering, discrimination and harassment, and standards for achieving consumer protection and fair dealing.

To promote fairness for suppliers, we have payment terms of 30 days, in line with good practice.

Assessing our supply chain risks

To assess and mitigate risks in our supply chain, we operate a risk-based supplier management approach in line with our regulatory obligations. This approach closely monitors key suppliers against KPIs, SLAs and our business continuity plans, along with other key commercial and strategic considerations.

For critical suppliers, we carry out detailed risk assessments, which include considerations of country risks, business ethics risks and risks to our reputation from certain labour and human rights topics.

We are introducing new processes, tools and resources to enhance supplier onboarding. These include a central tool to manage onboarding, including third-party risk management, a single procurement gateway form and a centralised contract repository.

To complement and strengthen our approach to responsible supply chain management, this year we engaged an external consultancy to carry out an assessment of the environmental and social (human rights and labour) risks in our supply chain. This involved determining which locations and supplier categories may present the highest risks, as well as identifying strengths and opportunities to enhance our current approach to risk management.

Our processes, policies and practices were all reviewed, resulting in the identification of four supplier categories for Paysafe which give rise to higher risk, as well as a number of recommendations for improvement. Implementing these recommendations will be our key focus for 2025, with collaboration between our sustainability and procurement teams.

Appendix

Contents

- 46 Sustainability performance metrics
- 50 TCFD disclosure table
- 51 SASB table

Scope of the report

The report includes information about Paysafe Limited and all of its subsidiaries, and applies to the global Paysafe Group as a whole. As such, all references to Paysafe in this report relate to the global Paysafe Group. However, any references to specific laws and or regulations should be deemed to apply only to the relevant Paysafe entities as applicable in each relevant jurisdiction. The data and examples in this report reflect activities undertaken during the 2024 financial year (1 January to 31 December 2024) and, where relevant to performance, activities and events before and after this period (as indicated in the report).

This report has been prepared with reference to the Global Reporting Initiative (GRI) Sustainability Reporting Standards and the Sustainability Accounting Standards Board (SASB) for the Software and IT Services Industry.

We also frequently monitor global sustainability regulations and evolving reporting standards so that our reporting is aligned.

Sustainability performance metrics

In the following table, we disclose our sustainability performance for 2024 and have included a mapping to the Global Reporting Initiative (GRI) Standards. Our mapping to the Global Reporting Initiative (GRI) Standards is provided for informational purposes and represents a preliminary or informal alignment rather than an official endorsement or disclosure.

	Unit	2024	2023	GRI
Environment				
Energy consumption and mix (restated)¹				
Energy from natural gas	KWh	228,378	224,119	302-1
Consumption of purchased or acquired electricity and heat from fossil sources	KWh	5,022,211.8	7,014,603.2	302-1
Total non-renewable energy consumption	KWh	5,250,978.4	7,238,722.0	302-1
Consumption of purchased or acquired electricity and heat from renewable sources ²	KWh	567,594	206,211	302-1
Total renewable energy consumption	KWh	567,594	206,211	302-1
Total global energy consumption	KWh	5,818,572	7,444,933	302-1
Share of non renewable energy	%	90	97	
Share of renewable energy	%	10	3	
Greenhouse Gas (GHG) emissions (gross Scope 1, 2 & 3 emissions) (restated)^{1,3}				
Direct GHG emissions (Scope 1) ⁴	mtCO ₂ e	94.3	105.3	305-1
Indirect electricity emissions (Scope 2 – location based) ⁵	mtCO ₂ e	1,499.3	1,877.5	305-2
Indirect electricity emissions (Scope 2 – market based) ⁶	mtCO ₂ e	1,548.6	2,136.4	305-2
Total Scope 1 and 2 emissions	mtCO₂e	1,643.1	2,241.7	

1. We have restated our 2023 baseline for energy consumption and for Scope 1 and 2 GHG emissions. This is due to a number of factors including estimated electricity consumption data being updated to actual consumption data, a power usage effectiveness (PUE) uplift for data centres as the source kWh provided to Paysafe by the data centres is presumed to be the ICT component only, unless otherwise stated. Fugitive gas was also included for data centres and natural gas consumption was added for three office locations.
2. This accounts for renewable energy used to power our London and Berlin offices.
3. For our GHG emissions reporting, we take an operational control approach and only account for CO₂ emissions in our reporting.
4. Includes actual natural gas data from US, Canada and Ireland offices, and estimated refrigerant gas loss data for offices and data centres within the reporting boundary. As no data was available for refrigerant gas losses it was estimated following the screening method set out in DEFRA's reporting guidelines. It is assumed that the refrigerant type is R410A, with a 10% annual leakage for data centres and a 3% annual leakage for offices.

	Unit	2024	2023	GRI
Indirect GHG emissions (Scope 3)				
C1. Purchased goods and services (cloud emissions only) ⁷	mtCO ₂ e	8,909.4	1,289.7	305-3
C3. Fuel and energy related activities T&D losses	mtCO ₂ e	150.4	163.3	305-3
C5. Waste generated in operations (other waste) ⁸	mtCO ₂ e	23.9	62.4	305-3
C6. Business travel (hotel and transportation) ⁹	mtCO ₂ e	7,967	498	305-3
C7. Employee homeworking ¹⁰	mtCO ₂ e	694.7	473.8	305-3
GHG emissions intensity (Scopes 1 and 2)				
Intensity, employees ¹¹	mtCO ₂ e/employee	0.50	0.69	305-4
Intensity, revenue ¹²	mtCO ₂ e/billion \$ revenue	966.5	1,404.1	305-4

5. We report on the indirect Scope 2 emissions impacts associated with leased data centres and office facilities within Paysafe's Portfolio Strategy, which includes global hub offices and satellite offices. Electricity consumption from data centres includes a PUE uplift for data centres where Paysafe received only the IT component consumption data.
6. Where residual mix emission factors were not available the grid average (location-based) was used.
7. This data includes cloud emissions only – we are working to improve and build on our scope 3 data.
8. Where we were unable to collect waste data, waste emissions were assumed to be average commercial waste and assumed 130 kg/FTE/year (Cundall, 2013) with 50% to landfill, 50% recycled.
9. We used actual activity data from our travel provider software to calculate emissions. The activity data used was total hotel rooms per night by location, passenger kilometres (pkm) travelled by plane, and miles travelled by car and rail.
10. Paysafe does not currently collect data on employee commuting. This data is for home working only.
11. mtCO₂e per employee (market-based) is calculated by taking the absolute value of Scope 1 and 2 emissions (market-based) for the reporting period, divided by the total number of employees for the reporting period. The figure for the number of employees is as of 31st December of the reporting period and is in line with the figure reported in our annual shareholder letter, sourced from Paysafe's HRIS.
12. mtCO₂e per billion dollars of revenue (market-based) is calculated by taking the absolute value of Scope 1 & 2 emissions (market based) for the reporting period, divided by the total revenue for the reporting period. The figure for the annual revenue is in line with the revenue reported in Paysafe's accounts and the 20F and covers the financial year.



	Unit	2024	2023	GRI
Social				
Employees, geographic distribution¹				
Total number of employees as of 31 December	Headcount	3,294	3,189	
LATAM	Headcount	183	173	
Europe	Headcount	2,196	2,163	
North America	Headcount	915	853	
Average number of employees during the year	Headcount	3,206	3,237	
Employees, by gender²				
LATAM, male	Headcount	105	108	
Europe, male	Headcount	1,180	1,149	
North America, male	Headcount	499	434	
Total male employees	Headcount	1,784	1,691	
LATAM, female	Headcount	78	65	
Europe, female	Headcount	1,011	1,013	
North America, female	Headcount	415	418	
Total female employees	Headcount	1,504	1,496	
Total employees	Headcount	3,294	3,187	
Share of men	%	54	53	
Share of women	%	46	47	

1. Employee: Includes all employees (including active and those on paid leave, sabbatical, medical leave or any other paid/unpaid leave). Includes the following employee types: Interns, Employees, Executives, FTC employees, Senior Management Team, People Managers, Strategic Leadership Team, Senior Managers. Excludes the following employee types: Contractors, Non-Executive Directors and Contingent workers.

2. 2024 – 6 employees do not disclose gender.

	Unit	2024	2023	GRI
Employees, by gender distribution in management				
Top management, men	Headcount	50	59	
Top management, women	Headcount	25	29	
Employees at top management level	Headcount	75	88	405-1b
% employees at top management level	%	2.3	2.8	
Middle management, men	Headcount	316	282	
Middle management, women	Headcount	235	217	
Employees at middle management level	Headcount	551	499	405-1b
Employees, by age				
Total employees < 30	Headcount	711	744	
Share of employees <30	%	22	23	
Share of top management <30	%	0	0	405-1bii
Share of middle management <30	%	4	4	405-1bii
Total employees 30-50	Headcount	2,270	2,146	
Share of employees 30-50	%	69	67	
Share of top management 30-50	%	68	56	405-1bii
Share of middle management 30-50	%	83	85	405-1bii
Total employees >50	Headcount	313	266	
Share of employees >50	%	9	8	
Share of top management >50	%	32	35	405-1bii
Share of middle management >50	%	13	11	405-1bii



	Unit	2024	2023	GRI
Employment characteristics¹				
Male, full time employees	Headcount	1,731		
Female, full time employees	Headcount	1,446		
Total full time employees	Headcount	3,183		
Male, part-time employees	Headcount	41		
Female, part-time employees	Headcount	48		
Total part-time employees	Headcount	89		
Total number of employees who left the business	Headcount	602		
Rate of employee turnover	%	18.9		
Learning and development				
Average number of training hours per person ²	Hours	18.71	17.1	404-1-ai
Annual survey participation rate	%	78	84	
Annual survey engagement rate	Rate	70	75	
Employees that participated in regular performance reviews and career development reviews	%	98.42	100	404-3a

1. Due to the evolving maturity of our data collection processes, we are disclosing information on employment characteristics for the first time in 2024.
2. In 2024, we began accounting for learning from online libraries in addition to learning tracked in our HRIS, resulting in an increase in learning hours per person.

	Unit	2024	2023	GRI
Work-life balance				
Employees that were entitled to take parental leave	%	100	100	401-3a
Health & safety				
Employee fatalities as a result of work related injuries	Number	0	0	403-9a i
Community impacts and giving				
Individual charities supported	Number	62	36	
Number of employee volunteers ³	Number	394		
Employee volunteering hours	Hours	1,974	1,200	
Aggregated giving/donations annually	\$ USD	279,597	155,013	

3. Due to improved data collection processing and tracking, we are disclosing information on number of employee volunteers for the first time in 2024



	Unit	2024	2023	GRI
Governance				
Board members, by gender and by age				
Board members, male	%	80	89	405-1
Board members, female	%	20	11	405-1
Total Board members	Individuals	10	9	
Board members <30	%	0	0	405-1
Board members 30 -50	%	40	44	405-1
Board members >50	%	60	56	405-1
Frequency of Board evaluations	N/A	Annual	Annual	
Board members with sustainability experience and skill-set	%	30	22	
Board independence	%	50	44	
Business ethics and compliance				
Employees that the organisation's anti-corruption policies and procedures have been communicated to	%	100	100	205-2 a
Employees that have completed conduct and ethics training	Headcount	3,130	3,211	205-2 e
Employees that have completed conduct and ethics training	%	99	99	205-2 e
Functions at risk of corruption and bribery that are covered by training programmes	%	100	100	
Number of convictions for violation of anti-corruption and anti- bribery laws. ¹	Number	0		
Amount of fines for violation of anti-corruption and anti-bribery laws. ¹	\$ USD	0		

1. We are disclosing this metric for the first time in 2024.

	Unit	2024	2023	GRI
Responsible supply chain management				
Percentage of new suppliers onboarded through the Paysafe due diligence system that received a questionnaire containing environmental social and governance criteria	%	100	100	
Data privacy				
Employees that completed mandatory data privacy and security training	%	100	100	

TCFD disclosure table

The table below summarises our approach to managing and reporting our progress against the TCFD recommendations. We will continue to assess and develop our disclosures, considering relevant TCFD guidance and materials along with evolving best practice.

TCFD pillar	TCFD recommendation	Paysafe disclosure
Governance Disclose the organization's governance around climate-related risks and opportunities.	a. Describe the Board's oversight of climate-related risks and opportunities.	Page 11 (governance section of the Sustainability Report)
	b. Describe management's role in assessing and managing climate-related risks and opportunities.	Page 11 (governance section of the Sustainability Report)
Strategy Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material.	a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Pages 33-35 (climate change section of the Sustainability report)
	b. Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	Pages 33-35 (climate change section of the Sustainability Report)
	c. Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Pages 33-35 (climate change section of the Sustainability Report)
Risk management Disclose how the organization identifies, assesses, and manages climate-related risks.	a. Describe the organization's processes for identifying and assessing climate-related risks.	Pages 33-35 (climate change section of the Sustainability Report)
	b. Describe the organization's processes for managing climate-related risks.	Pages 33-35 (climate change section of the Sustainability Report)
	c. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management	Pages 33-35 (climate change section of the Sustainability Report)
Metrics & targets Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Pages 33-35 (climate change section of the Sustainability Report)
	b. Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	Pages 33-35 (climate change section of the Sustainability Report)
	c. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Pages 33-35 (climate change section of the Sustainability Report)

SASB table

Paysafe's 2024 Sustainability Accounting Standards Board (SASB) table has been prepared following the guidance of the SASB Board's Technology and Communication sector software & IT Services industry standard. The table below references public disclosures as of the year ended 31st December 2024.

Technology & Communications Sector: Software & IT Services Standard

Topic	SASB code	Accounting metric	Paysafe disclosure
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed	See p. 35
		(2) Percentage grid electricity and	
		(3) Percentage renewable	
	TC-SI-130a.2	(1) Total water withdrawn	We do not currently track this data, as water withdrawal and consumption are not material aspects of our direct business operations, in line with the results of our Double Materiality Assessment and our sustainability strategy actions and processes. As we do not manufacture hardware or operate data centres, our activities involve minimal direct interaction with water resources.
		(2) Total water consumed Percentage of each in regions with High or Extremely High Baseline Water Stress	
	TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data centre needs	Most of our data servers are managed by third parties, some of whom have publicly disclosed efforts to address their environmental footprint, including commitments to 100% renewable energy use, water positivity and climate neutrality.
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to targeted advertising and user privacy	Protecting confidentiality and security of personal data is integral to the way in which we conduct business globally. We inform customers about their rights and options regarding privacy in our Privacy Notice, customer journey notices and terms of business. We seek consent or apply other legal means for all data use, and consumer customers can also easily re-set their own privacy aspects, including cookies and marketing preferences, in their online marketing preference centre at any time. Please also see our public SEC filings, which are available on our investor relations website: https://ir.paysafe.com/
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	We only use customer data for the purposes disclosed in the privacy notices provided to our customers.
	TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Throughout 2024, we experienced no material losses associated with legal proceedings in respect of user privacy.
	TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	To comply with law, all organisations must furnish information to law enforcement agencies when issued with valid judicial requests, subpoenas, or other legal mandates. We always seek to examine each request to ensure that the request is lawful.
	TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering or censoring	We operate in a regulated industry. We are obliged to monitor transactions to prevent fraud and money laundering. We have been authorised to provide our services in the United States, Switzerland, the United Kingdom, the European Economic Area, amongst other jurisdictions.

Topic	SASB code	Accounting metric	Paysafe disclosure
Data Security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	Throughout 2024, we experienced no data breaches that were material in nature or required disclosure within our public SEC filing.
	TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	<p>We have established an enterprise-wide information security and privacy program, which includes a robust security controls framework, a broad range of cyber defences, round the clock security operations capability, and processes and systems to identify security threats and vulnerabilities. Our approach to cyber security is founded upon industry best practices and standards, and is designed to safeguard customer and commercial data, protect our networks and systems, and enable an effective response to cyber attacks to ensure continued business operations.</p> <p>Please also see our public SEC filings, which are available on our investor relations website. https://ir.paysafe.com/</p>
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that require a work visa	This metric is not a global control parameter for Paysafe. Our strategies and measures with regard to our workforce are covered on pages 21-27.
	TC-SI-330a.2	Employee engagement as a percentage	See p. 23.
	TC-SI-330a.3	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	See p. 47.
Intellectual Property Protection & Competitive Behaviour	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	In 2024, we were not involved in any material legal proceedings associated with anti-competitive behaviour regulations.
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.1	Number of (1) performance issues, (2) service disruptions, and (3) total customer downtime	Our networks are supported by advanced technologies that monitor our uptimes and system updates. With transactions occurring at all times of the day, we apply an “always on” approach with 24/7/365 monitoring to maintain our targeted uptime. Our technology estate is designed using industry best practices and incorporates measures to ensure business continuity and system redundancy, reducing downtime and ensuring the overall resiliency of our services.
	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	<p>Paysafe operates a robust Business Continuity Management System, designed to underpin business operations, to enable us to consistently meet customer needs and to resume normal business operations in a timely manner in the event of a significant disruption. The Business Continuity Management System is independently audited on an annual basis and is certified as compliant with ISO22301:2019.</p> <p>Please also see our public SEC filings, which are available on our investor relations website https://ir.paysafe.com/</p>

Forward-Looking statements

This report may include “forward-looking statements” within the meaning of U.S. federal securities laws. These forward-looking statements are provided for illustrative purposes only and are not intended to serve as, and must not be relied on by any investor as, a guarantee, an assurance, a prediction or a definitive statement of fact or probability. Paysafe Limited’s (“Paysafe,” “PSFE,” the “Company”, “we,” “us,” or “our”) actual results may differ from their expectations, estimates, and projections and, consequently, you should not rely on these forward-looking statements as predictions of future events. Words such as “anticipate,” “appear,” “approximate,” “believe,” “budget,” “continue,” “could,” “estimate,” “expect,” “forecast,” “foresee,” “guidance,” “intends,” “likely,” “may,” “might,” “plan,” “possible,” “potential,” “predict,” “project,” “seek,” “should,” “will,” “would” and variations of such words and similar expressions (or the negative version of such words or expressions) may identify forward-looking statements, but the absence of these words does not mean that a statement is not forward-looking. These forward-looking statements include, without limitation, Paysafe’s expectations with respect to future performance. These forward-looking statements involve significant risks, uncertainties and events that may cause the actual results to differ materially, and potentially adversely, from those expressed or implied in the forward-looking statements. While the Company believes its assumptions concerning future events are reasonable, a number of factors could cause actual results to differ materially from those projected, including, but not limited to: cyberattacks and security vulnerabilities; complying with and changes in money laundering regulations, financial services regulations, cryptocurrency regulations, consumer and business privacy and data use regulations or other regulations in Bermuda, the UK, Ireland, Switzerland, the United States, Canada and elsewhere; risks related to our focus on specialized and high-risk verticals; geopolitical events and the economic and other impacts of such geopolitical events and the responses of governments around the world; acts of war and terrorism; the effects of global economic uncertainties, including inflationary pressure and rising interest rates, on consumer and business

spending; risks associated with foreign currency exchange rate fluctuations; changes in our relationships with banks, payment card networks, issuers and financial institutions; risk related to processing online payments for merchants and customers engaged in the online gambling and foreign exchange trading sectors; risks related to becoming an unwitting party to fraud or being deemed to be handling proceeds resulting from the criminal activity by customers; the effects of chargebacks, merchant insolvency and consumer deposit settlement risk; changes to our continued financial institution sponsorships; failure to hold, safeguard or account accurately for merchant or customer funds; risks related to the availability, integrity and security of internal and external IT transaction processing systems and services; our ability to manage regulatory and litigation risks, and the outcome of legal and regulatory proceedings; failure of third parties to comply with contractual obligations; changes and compliance with payment card network operating rules; substantial and increasingly intense competition worldwide in the global payments industry; risks related to developing and maintaining effective internal controls over financial reporting; managing our growth effectively, including growing our revenue pipeline; any difficulties maintaining a strong and trusted brand; keeping pace with rapid technological developments; risks associated with the significant influence of our principal shareholders; the effect of regional epidemics or a global pandemic on our business; and other factors included in the “Risk Factors” in our Form 20-F and in other filings we make with the SEC, which are available at <https://www.sec.gov>. Readers are cautioned not to place undue reliance upon any forward-looking statements, which speak only as of the date made. The Company expressly disclaims any obligations or undertaking to release publicly any updates or revisions to any forward-looking statements contained herein to reflect any change in their expectations with respect thereto or any change in events, conditions, or circumstances on which any statement is based, except as required by law.

