tyler technologies

2024 CORPORATE RESPONSIBILITY REPORT



At Tyler Technologies, we operate by a set of core values that have defined us for years. They are foundational to who we are, what we stand for, and our promise to Tyler team members, investors, and clients. Our commitment to remaining an employer of choice, maintaining strong governance practices, and fostering durable partnerships with our clients is a hallmark of our status as a reliable corporate steward. We focus on creating lasting, positive impacts on our key stakeholders and in the communities where we live, work, and play.

While others may refer to this as corporate responsibility, at Tyler, we proudly call it Tyler Cares.

Tyler Cares supports a comprehensive approach to business practices that might otherwise operate independently. We monitor and assess evolving best practices in corporate governance, human capital management, and stewardship of natural resources.

Tyler Cares also includes our commitment to charitable giving. Through the Tyler Foundation, we help build smarter, safer, and stronger communities by supporting organizations that share in that mission.

Our Tyler Cares initiatives are led by our chief administrative officer, with support from leaders across various Tyler functions and with oversight from our Board of Directors.

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A Message From Our CEO

Tyler Technologies empowers the public sector to create **smarter, safer, and stronger communities**.

We operate by a set of core values that have defined Tyler for years. They are foundational to who we are, what we stand for, and our promise to Tyler team members, shareholders, and clients.

The 2024 Corporate Responsibility report reflects Tyler's pledge to our stakeholders and unwavering commitment to our fiduciary responsibilities. That commitment includes upholding the highest standards of corporate governance while fostering a strong workplace culture, durable partnerships with our clients, and reliable corporate stewardship. While others may refer to this as corporate responsibility, at Tyler, we proudly call it Tyler Cares.

We conducted a double materiality assessment in 2024, engaging prominent Tyler leaders and key stakeholders to prioritize corporate governance, social, and environmental topics crucial to our long-term success. Through this process, we evaluated Tyler's strategic objectives, identified areas for enhanced reporting, and refreshed our assessment of our strengths and opportunities. This process has further informed our long-term approach to responsible business operations.

We continue to invest in innovative, optimized, and resilient products to drive sustainable growth and margin expansion, and to achieve an ongoing, scalable transition to cloud-based solutions. For example, we have continued executing on our cloud strategy, expanding the reach of our Amazon Web Services (AWS) training and other skill development resources, and advancing the development of artificial intelligence (AI) governance and integration programs. These initiatives strengthen our leadership position in the industry, ensure the growth in our talent base, and position our business to successfully navigate emerging technologies.

We remain passionate advocates of a thriving work environment. We re-launched the Tyler Together initiative, a refined strategic approach to fostering an inclusive workplace in alignment with business priorities. In partnership with our voluntary, open-to-all employee resource groups (ERGs), we identified new ways to support team members' career aspirations, attract and retain qualified talent, and nurture connections across various levels within our organization.

I am immensely proud of what we have accomplished as a company and am excited about what is to come. Moving forward, we remain steadfast in our dedication to realizing our mission and vision and to upholding the values we share across our business. Together, these principles empower impactful results that matter most to our stakeholders. I welcome you to dive into the full report for detailed insights into these results-driven principles and our related achievements.





Lynn Moore
President & Chief Executive Officer

2024 Highlights



OUR GOVERNANCE

Updated our Code of Business Conduct and Ethics

Published a standalone human rights policy

Grew our Security Champions program to 134 champions

Improved to 95.1% completion rate for our security training

Achieved a 99.8% completion rate for our new, standalone data privacy training



OUR TEAM MEMBERS

Re-launched an overarching Tyler Together initiative

Supported 12,500+ hours of paid volunteer time for Tyler team members

Invested in team members' cloud skill development and completion of approximately 13,000 learning hours, resulting in 99 AWS certifications and 227 cloud accreditations

Invested in more than 25,000 hours of compliance and professional development training across Tyler

Achieved a 99.7% completion rate for our anti-harassment training



OUR IMPACT

Fully decommissioned our private data center in Dallas, Texas

On track to close our second private data center in Maine by the end of 2025

Introduced a new travel management system that provides CO_2e emissions tracking capabilities

Improved the scope and process of primary data collection for our greenhouse gas (GHG) inventory

Increased purchasing of renewable energy certificates (RECs), currently supporting energy consumption of 36% of owned facility space

Corporate Responsibility Focus and Oversight



We rely on a robust governance structure to effectively manage corporate responsibility topics that are important to our business. Tyler's president and chief executive officer (who is also a board member) and the executive chair of our board actively participate in the board's Nominating and Governance Committee (NGC) meetings. The NGC has oversight responsibility for our corporate responsibility activities and reports on our programs and strategies to the full board on a quarterly basis. The NGC is supported by our Corporate Responsibility Council (CRC), which is led by our chief administrative officer, who works in close partnership with the NGC and the board. The group of senior leaders participating in the CRC ensures that our corporate responsibility initiatives operate in alignment with the program's strategic vision and business objectives.

Double Materiality Assessment

In early 2024, we collaborated with a third-party advisor to conduct our first formal double materiality assessment. This process aimed to identify and prioritize sustainability topics based on their potential impact on Tyler's financial performance, as well as Tyler's impacts on people and the environment. Our teams have since used the assessment results to realign our strategic priorities and refocus the time and resources we invest in corporate responsibility program development.

The scope of this assessment included 26 sustainability topics, each receiving rankings for their importance and relevance to our company. The topics themselves were selected based on Tyler's business priorities, peer reviews, and references to relevant sustainability disclosure frameworks. These include the Sustainability Accounting Standards Board (SASB) and the Global Reporting Initiative (GRI) Standards.

Throughout the assessment process, we reached out to 150 contacts. More than 60 internal and external stakeholders actively participated, including team members, corporate officers, directors, investors, suppliers, clients, and business partners. By utilizing a mix of survey and interview methods, we gathered unique perspectives from these prominent stakeholder groups on financial and sustainability risks and opportunities applicable to our organization. We also conducted additional evaluations, peer benchmarking, and analyses against third-party raters' and rankers' expectations relevant to our industry. Upon completing the assessment, we presented the results to our board of directors to further validate and align the topics with our business objectives.

The outcomes of the double materiality assessment indicate strong support from all stakeholder groups for advancing the well-being of our team members and maintaining comprehensive management approaches over governance topics while continuing to reduce our environmental impacts in the communities we serve and where we operate.

The final materiality topics are summarized below.

2024 Priority Corporate Responsibility Topics

OUR GOVERNANCE

Cybersecurity & Data Privacy

Corporate Governance & Business

Intellectual Property Protection & Competitive Behavior

Managing Risk

OUR TEAM MEMBERS

Talent Development

Inclusion

OUR IMPACT

Energy & Carbon Emissions

Stakeholder Engagement

We invest in meaningful dialogue and engagement activities with our stakeholders to further enhance our solutions and services and to inform our corporate responsibility strategy. Each year, we connect with shareholders, clients, business partners, team members, and other parties through various channels and events, including, but not limited to, investor presentations, annual user conferences, employee surveys, and town hall meetings. Consistent engagement with our key stakeholders provides continuous feedback on Tyler's approach to product focus, company operations and governance, and other key prioritized areas. For more information about our shareholder engagement approaches, please review our latest Proxy Statement.



UN SDGs

We continue to evaluate initiatives that support all 17 of the United Nations Sustainable Development Goals (UN SDGs). We operate with a heightened focus on generating positive outcomes that contribute to the objectives of SDGs 9, 11, and 16. These SDGs are most closely aligned with Tyler's business, mission, and prioritized materiality topics.



SDG 9: Industry, Innovation and Infrastructure

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



SDG 11: Sustainable Cities and Communities

Tyler supports the planning and growth of stable and sustainable cities through software and services designed specifically for the public sector.



SDG 16: Peace, Justice and Strong Institutions

Tyler solutions and services support equitable access to justice while also empowering a more inclusive education system and government.

Our Business

For almost three decades, Tyler has been a leader in technology modernization and transformation initiatives for the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other.

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

We continue to receive accolades for our contributions and services to the public sector. For the eighth consecutive year, in 2024, we were named a GovTech 100 company by Government Technology magazine. This recognition highlighted companies making a difference in state and local government agencies across the United States.

Our success is a direct result of the commitment of Tyler team members, who live our mission, vision, and values every day.

Our Mission

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

Our Vision

A transformed public sector that serves thriving, connected communities.

Our Values

ACCOUNTABILITY
We deliver what we promise

INTEGRITY
We do the right thing

FOCUS
We execute with intent

INCLUSION
We respect and value each other

COMMUNITY
We stand together

GROWTH
We invest in our future

2024 Financial Overview:

$2,137,803,000
Total revenues

$299,526,000
Operating income

$263,026,000
Net income

$624,633,000
Cash provided by operations

$6.05
GAAP diluted earnings per share

$9.55
Non-GAAP diluted earnings per share[1]

$117,939,000
Research & Development expense

Company and Operations

HEADQUARTERS
Plano, Texas

7,400+
team members

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

69
offices in the U.S., Canada, the Philippines, and India[2]

1 See reconciliation of GAAP to non-GAAP financial measures in our 2024 Annual Report
2 Number includes owned and leased office locations throughout the year, including single-seat leased spaces and closed sites during the year.



Tyler Solutions

Tyler's applications are designed to support the public sector by delivering technology services and resources that enhance user experience, accessibility, and efficiency. Our five core solution groups are:

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

Connected Communities

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

Innovation and Cloud-Based Solutions

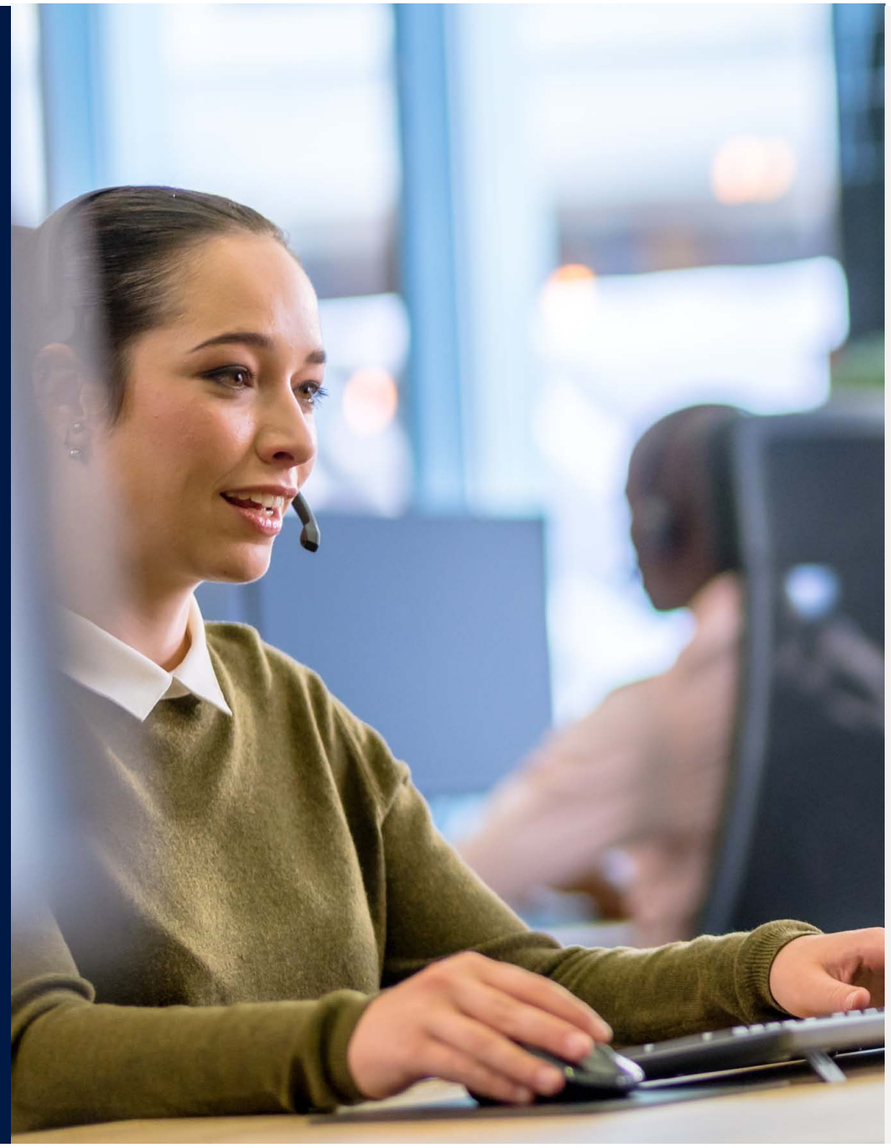
Tyler believes in continuous innovation and focuses on delivering the solutions and capabilities that create a lasting impact and a positive client experience. A key focus area is Tyler's cloud transformation strategy in partnership with Amazon Web Services (AWS). This effort emphasizes more seamless interactions with our solutions, faster time to value from Tyler implementations, and enhanced client service. In 2024, Tyler's efforts were recognized when we proudly received the AWS State or Local Government Partner of the Year award. The award highlighted Tyler as an exceptional partner of the Year for helping clients incorporate innovative solutions.

To further our cloud transformation activities, we pursued several product version consolidation initiatives in 2024, setting unified expectations for product offerings and user experience. This effort has bolstered development capacity, which in turn supports more efficient resource allocation for product innovation efforts across the business. Our focus in this area also led to more resilient and flexible solutions and allowed us to continue migration out of our privately owned data centers. We successfully decommissioned our data center in Dallas in 2024, and we are on track to migrate our Maine-based data center operations to AWS by the end of 2025.

We are also closely collaborating with clients, internal subject matter experts, and industry experts on the current and future potential of AI for the public sector. Tyler tracks client use cases, implements responsible use guidelines, and monitors evolving trends and regulations. We recognize the opportunity that AI capabilities can bring to the public sector, and we are focused on equipping our clients with feature-rich and powerful tools that fit their targeted and unique needs.

PRODUCT SOLUTIONS

Supporting Justice and Public Safety



Tyler solutions provide digital services to help justice and public safety departments within the public sector improve and maintain operations, even during catastrophic weather events. When Hurricane Helene devastated much of the Southeastern United States in 2024, courts in North Carolina operating in the cloud with Tyler's Enterprise Justice Software and e-filing solutions were able to remain operational. One of many examples was Buncombe County, where the courts were able to keep their operations up and running when in-person operations were temporarily shut down.

In early 2024, Tyler reached an impressive milestone in our partnership with the Texas Office of Court Administration, achieving ten years of mandatory e-filing in all 254 counties in Texas. The e-filing solutions supported Texas through some of the challenging times when in-person submission and administrative assistance was unavailable. This partnership delivers one of the largest mandatory e-filing system integration projects in the country. In the past ten years, the eFile solution in Texas has achieved several notable milestones, including:

- More than 100 million filings, equating to saving almost 750 million sheets of paper.
- More than 760,000 registered e-filing users
- More than 130,000 attorney users
- Nearly 465,000 self-represented litigants
- Partnerships with 24 electronic filing service providers and 11 integrated case management system vendors

PRODUCT SOLUTIONS

Improving Student Transportation



Our solutions support school districts in navigating complex student transportation operations and improving efficiency. To improve accountability and communication among transportation staff, school bus drivers, and parents, the Indian Prairie School District in Illinois, the fourth largest school district in the state, piloted our Student Transportation suite. The solution equipped the dispatch center and drivers who serve 17,000 students with routing software, GPS technology, and driver tablets. The tools helped improve dispatcher-driver communication, information-sharing with parents, and increased the on-time performance rate from 85% to approximately 98%.

The Bibb County School District in Georgia uses Tyler's telematics solutions, including onboard GPS hardware, to serve the district's fleet of 200 buses serving approximately 10,000 students. The district's expanded capabilities include utilizing data to surface opportunities to improve driver safety, engine idle time, and on-time performance. It is also able to analyze metrics related to each diesel or propane vehicle and compare data on cost savings and fuel consumption. The tools empower the district to measure progress against its performance goals, contributing to the successes of the student transportation teams.

17,000
Students from Indian Prairie School District served

10,000
Students from Bibb County School District served

PRODUCT SOLUTIONS

Enhancing Health and Human Services



In early 2024, the City of Edina, Minnesota, introduced Tyler's Enterprise Environmental Health (EEH) solution, maximizing efficiency and reducing staff time and manual processes necessary for environmental health licensing, renewals, and inspection data entry. Tyler's EEH solution has brought several benefits and new capabilities to the City, including easy management of operational permits, ability to report and query licensing data, better routing of reported complaints among City departments, and more efficient case resolution processes.

Tyler supported the Mississippi Department of Mental Health in launching a mobile application, Mental Health Mississippi, to provide fast and easy access to the state's mental health resources. The tool offers evidence-based mental health content, crisis services, free mental health screening, and lists of counseling providers, aiming to empower users to take proactive steps toward improving mental well-being through a consolidated, user-friendly information portal. Since its launch in June 2024, the application has had more than 18,500 page visits. One user shared, "The Mental Health Mississippi app has been a lifeline for me during tough times. The crisis resources and personal stories have provided so much support."

More than

18,500

page visits to Mental Health Mississippi

PRODUCT SOLUTIONS

Advancing Public Administration and Connected Communities



Tyler's Priority Based Budgeting system leverages AI to enable governments and school districts to easily uncover budget savings, identify revenue generation possibilities, better allocate funds, and create sustainable and fiscally responsible budgets. The tool harnesses AI and machine learning capabilities to build data models that align funding to the highest priorities and analyze costs against outcomes for strategic budgeting activities. The solution has been selected by various jurisdictions including LA County, California; Kansas City, Missouri; Johnson County, Kansas; Seattle, Washington; Fort Worth, Texas; and Collier County, Florida.

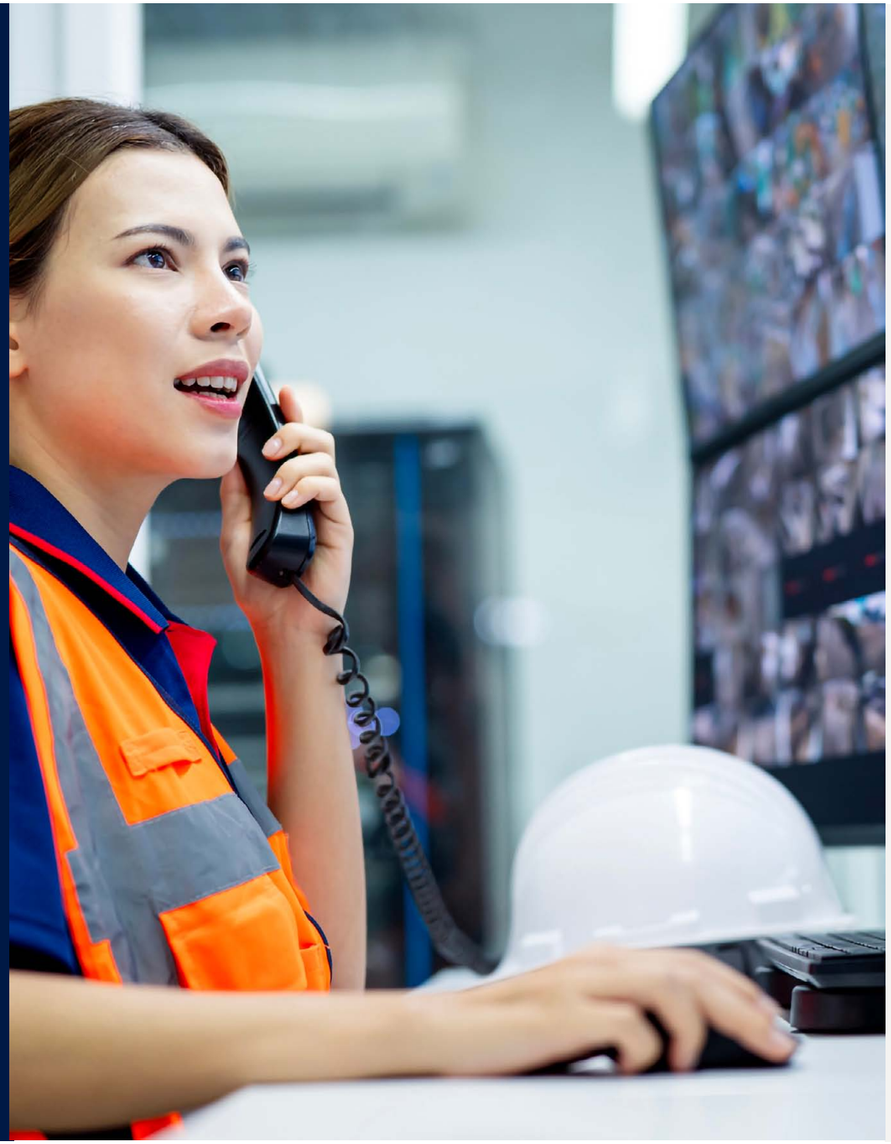
Tyler's Permitting and Licensing software was selected to support the Arkansas Department of Labor and Licensing's (ADLL's) operations. The software created a single technology solution for all licensing entities, transforming the department with a 70% reduction in workload and more than $900,000 in savings. The modernization resulted in enhanced efficiency, improved user experience, and better utilization of tax revenues, successfully upgrading and improving the ADLL's licensing processes.

70%
Reduction in staff workload

More than
$900,000
in savings

PRODUCT SOLUTIONS

Transforming Technology and Digital Infrastructure



Tyler partnered with the Louisiana Governor's Office of Homeland Security and Emergency Preparedness to develop a "Get A Game Plan" mobile application, which is designed to assist residents in quickly preparing for and responding to disasters. The application utilizes Tyler's Resident Engagement Platform to empower agencies to deliver critical safety and emergency response information for Louisiana residents. The tool delivers key resources including interactive maps, a customized supply list, and real-time updates regarding changing situations and resource availability. It has been downloaded more than 19,000 times since its launch.

In 2024, the Florida Department of Corrections (FDC), the third-largest state prison system in the nation, launched several of Tyler's products. The suite of products adopted by the department includes payment and deposit solutions to manage all aspects of money transfer services for 128 correctional facilities across the state of Florida and solutions to modernize many of FDC's paper-based processes. This partnership not only provides tools that help streamline the entire inmate trust management lifecycle, but also offers modernized platforms for transaction tracking and systems for inmates' reentry support, helping them reconnect with local communities after their release.

More than

19,000

downloads of "Get a Game Plan" mobile application since its launch

Our Corporate Governance



Board of Directors

Tyler's governance practices, policies, and principles are supported by our board and its three standing committees: Audit, Compensation, and Nominating and Governance. Our board's composition represents a wide range of experience, skills, and perspectives. For more information about our board of directors, committees, and relevant board policies, including director election and committee charters, please refer to our **Governance Documents** webpage and **Proxy Statement**.

5
independent directors

8
total directors



John S. Marr Jr.
(Executive Chair)



Glenn A. Carter
(Lead Independent Director)



Margot L. Carter
(no relation to Mr. Carter)



Brenda A. Cline



Ronnie D. Hawkins Jr.



H. Lynn Moore Jr.

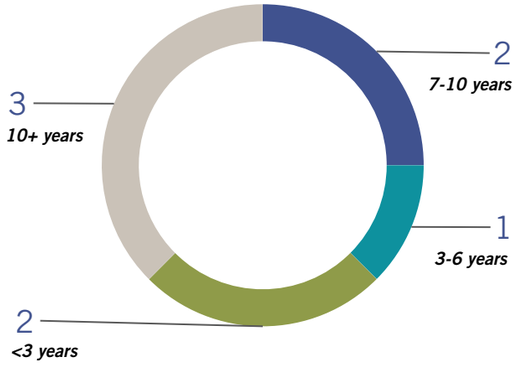


Daniel M. Pope



Andrew D. Teed

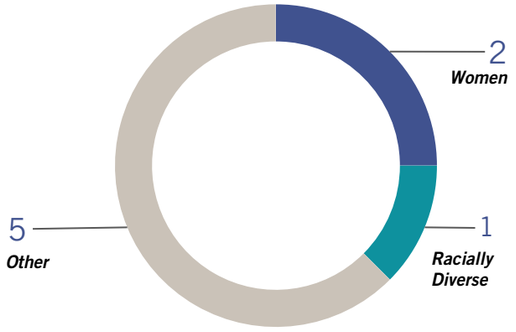
2024 Board Tenure



2024 Board Age



2024 Board Gender / Racial Diversity



Corporate Governance and Business Ethics



Governance Policies

Our policies are designed to align with our principles of responsible and ethical conduct and sound business operations. Our Nominating and Governance Committee meets on a quarterly basis to discuss, among other topics, Tyler's corporate governance and business ethics programs, assess upcoming regulatory requirements, and examine trends across the industry. We adopt a continuous improvement approach to updating and developing policies, and our legal and compliance teams regularly review our policies. In 2024, we updated our Code of Business Conduct and Ethics and created a standalone Human Rights Policy, each discussed in more detail below. For a comprehensive list of our policies, please visit our Governance Documents webpage.

CODE OF BUSINESS CONDUCT AND ETHICS

Tyler's Code of Business Conduct and Ethics (the "Code") details our expectations for responsible business conduct and reflects at least our core values of integrity and accountability. The Code covers topics such as conflicts of interest, anti-harassment, and a prohibition against political contributions. It is designed to guide honest and responsible behavior and prevent actions that may harm our business or our stakeholders. It is our expectation that all company officers, directors, and team members uphold the highest degree of business ethics in everything they do on behalf of Tyler and comply with all policies and principles outlined in the Code. Each year, all team members are required to review and acknowledge our employee handbook, which includes the Code, and complete compliance training on anti-harassment, information security, and data privacy. In 2024, 99.5% of our team members successfully completed the required compliance training modules.

In 2024, we updated our Code as part of our pursuit of continuous improvement in our governance policies. The updates to the Code were focused on clarifying language surrounding payments to government officials, political contributions, and intellectual property rights. These updates were made to provide team members with clear guidance on how to understand, address, and prevent violations related to our standards for these topics.

ANTI-BRIBERY POLICY

Tyler's standalone Anti-Bribery Policy outlines our practices for anti-corruption, particularly in relation to our foreign activities and international presence. The policy aligns with applicable laws and regulations, including the U.S. Foreign Corrupt Practices Act and other international anti-bribery laws that prohibit illicit payments made to secure unfair business advantages. The policy is maintained by Tyler's legal department, and Tyler's treasury department oversees the company's anti-bribery protocols and prevention of suspicious transactions.

POLICY ON POLITICAL CONTRIBUTIONS

As presented in our Code, Tyler maintains a long-standing policy that prohibits company political contributions to any political party, committee, or candidate for public office.

WHISTLEBLOWING MECHANISMS

We have established formal procedures for investigating and resolving reports of questionable conduct or accounting-related issues. We are committed to ensuring that any person reporting violations will be protected from retaliation. Based on the nature of the concern, team members are encouraged to report concerns, anonymously where permitted by law, regarding potential violations of the Code or other policies to Tyler's chief human resources officer, chief legal officer, or the board's Audit Committee. For concerns regarding accounting or auditing matters, any person may anonymously file a report to the Audit Committee through a toll-free hotline or a third-party website, as outlined in our Whistleblower Policy.

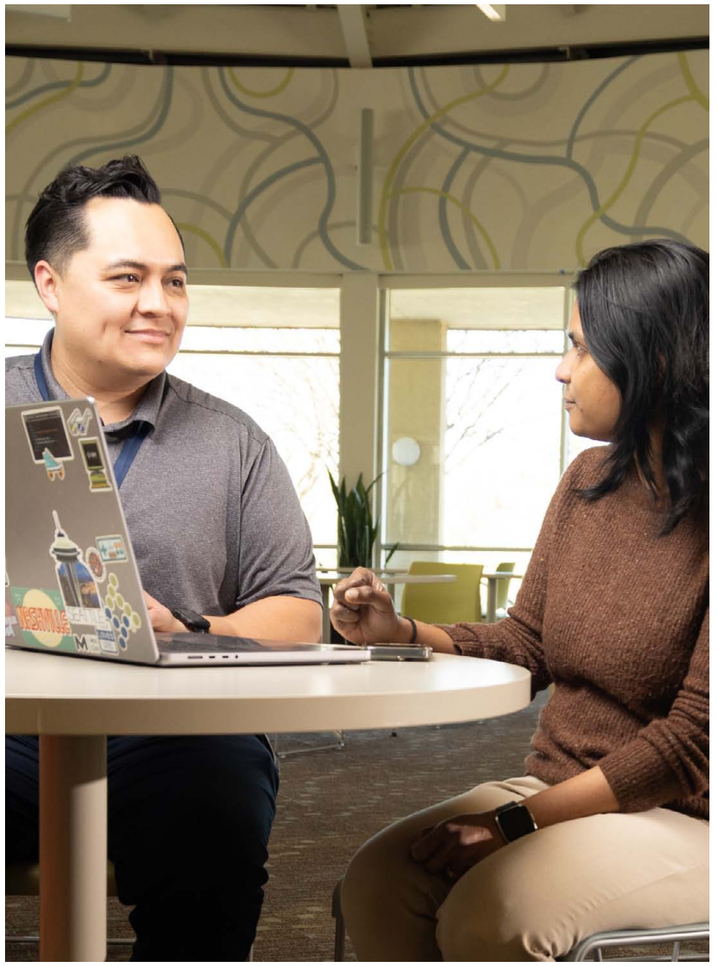
Human Rights Policies

Tyler supports fundamental human rights and strongly opposes all forms of discrimination, slavery, human trafficking, forced or compulsory labor, and child labor. In 2024, building upon our existing Code of Social Responsibility, we developed and published a standalone Human Rights Policy to reinforce our commitment to safeguarding workers' rights and well-being. The policy also establishes our requirements and expectations for business partners and is designed to ensure compliance with applicable laws and frameworks.

Intellectual Property Protection and Competitive Behavior

We have established our leadership position in our industry by developing, licensing, and marketing flagship offerings for decades, prior to many competitors joining the market. We rely on confidentiality and non-disclosure provisions, as well as copyrights and trademarks, to protect our intellectual property. Our software is licensed under uniform contract terms that protect those rights, and we monitor for actual or potential violations of our proprietary interests. When such a circumstance is identified, we take immediate and proactive steps to secure corrective and preventive actions.

We support fair competition, which can foster a positive environment for market growth and drive the development of innovative product solutions. We comply with applicable laws and regulations and do not engage in illegal or anti-competitive practices. In 2024, no findings of anti-competitive behavior were made against Tyler.



Information Security and Data Privacy

Our commitment to information security is supported by our robust security programs, foundational governance framework, risk management processes, security policies, and training resources.

Throughout 2024, we focused on program enhancements for our security practices, including:

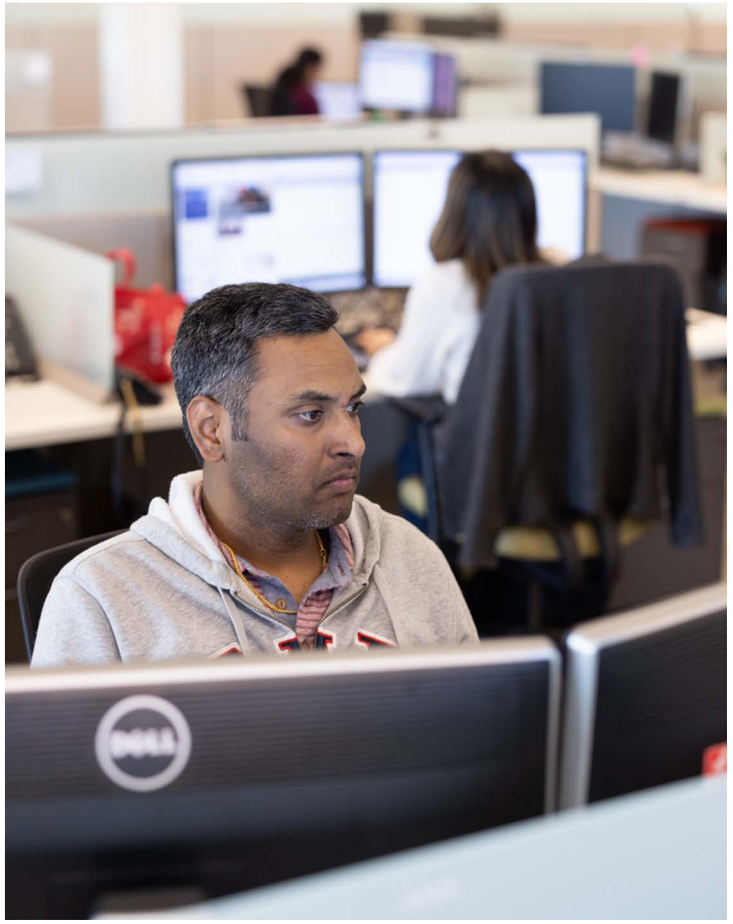
- Developing a risk-based acquisition integration plan that prioritizes security; and
- Expanding our Security Champions Program to support the implementation of security initiatives and increase incident response efficiencies across the organization.

Tyler follows a multi-layered security governance structure for effective communication and leadership engagement. At least quarterly, our chief information security officer provides formal reports to the Audit Committee and to the board pertaining to our security systems and strategies. Our board continues to evaluate the business impacts of cybersecurity issues and regulatory requirements while overseeing our security controls and risk management approaches.

Tyler Security Governance Communication Layers

Tyler's security governance does not begin or end with our reporting to the board. Instead, we have an embedded and holistic approach that channels through every layer of our relevant operations. These channels extend from team members who work on security matters daily, to our external auditors, to our leadership teams and, as noted, to the board.





Information Security Program and Risk Management

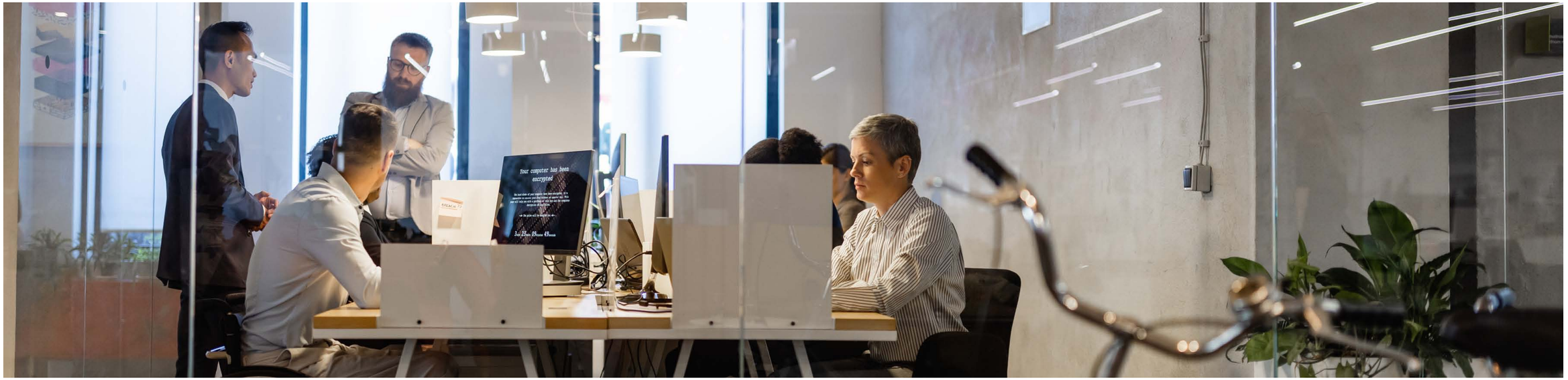
Tyler's risk management efforts include tools to assess people, processes, and technology. Our overarching, enterprise-wide information security program is aligned with the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF). Tyler solutions are subject to our applicable security policies, and we align our product standards to those specific compliance requirements.

Highlights of our information security and risk management programs include:

- On a regular basis, we perform maturity analyses of our internal security, cloud security, and product development security, including evaluations of product hosting environments, to inform progress tracking and enhance risk management strategies. Additionally, we complete audits to ensure compliance with security standards such as System and Organization Controls 2 (SOC 2), Payment Card Industry Data Security Standard (PCI-DSS), and Federal Risk and Authorization Management Program (FedRAMP) in line with client expectations for specific product solutions.
- Tyler's policies and procedures for disaster recovery and incident response are updated regularly, tested annually, and presented to third-party auditors for validation. We strive to continuously improve our business continuity and emergency response plans to ensure quick recovery of assets, data center infrastructure, and technology platforms and solutions after service disruptions.
- We offer security training to team members, perform unannounced security testing, and distribute security alert messages for urgent security threats when necessary.
- We utilize web-filtering tools, layered system controls, and multi-factor authentication practices to ensure proper management and approval of system access for all Tyler team members.
- During our third-party onboarding process, we perform security risk analyses on prioritized vendors and partners when deemed necessary. We require those third parties to abide by Tyler policies and procedures for information security, end-user and acceptable use protocols, and business ethics standards as part of our standard contracts. In addition, our team adopts a risk-based approach and conducts assessments of vendors' compliance on an as-needed basis upon contract renewals to ensure our security requirements and expectations are being met.
- For our clients, we repeatedly assess our software during the development cycle and out in the field, and use technology designed to protect our environment from internal and external threats.

Security Awareness and Training

Tyler has developed training tools to educate team members around information security threats. Our Security Champions Program consists of leaders on our product application teams who proactively operationalize security best practices, bringing extensive security knowledge and passion for maintaining a security-first culture at Tyler. In 2024, the program was expanded to include 134 champions. The Security Champions help to ensure effective implementation of new security initiatives from product development to deployment. They also streamline risk communication and management, instilling more clearly defined security management accountabilities among our teams while improving incident response efficiencies. We look forward to the continued growth of our Security Champions Program and are confident that our security-related practices will be effectively communicated, enhanced, and fortified.



In 2024, we recorded a 95.1% completion rate across team members assigned to complete the annual security training. To supplement this training course, we require additional training for all Security Champions and share cybersecurity awareness articles and information security alerts with all team members.

Our 2024 Cybersecurity Awareness Month Campaign provided weekly trainings and interactive sessions on cybersecurity topics, including education on phishing attempts, data protection practices, and a scavenger hunt through the Information Security program pages on our company intranet, insideTyler. The campaign resulted in a significant increase in online visits to the six key landing webpages of the Information Security section on insideTyler, highlighting the functions of our security team. We look forward to continuing to engage with our team through more interactive events in the coming years.

Privacy Policies and Practices

We also prioritize data privacy, both when we serve as a processor of client data and when we hold personal data of our personnel and business partners. We employ data collection, retention, and access controls, with regular reviews of our data to help ensure that we only gather and maintain data that is considered necessary for our operations and services. Our privacy team regularly tracks the development and evolution of privacy-related laws and strives to stay ahead of compliance timelines by conducting thorough research, impact analyses, and program development. In 2024, we updated our Privacy Statement to ensure adherence to newly released privacy regulations in various states in the United States. We also made a concerted effort to separate privacy training from information security training, creating a standalone module for annual privacy education to reinforce our commitment to data privacy and provide up-to-date information about appropriate collection, use, and handling of personal data. In 2024, 99.8% of team members completed our data privacy training.

In addition Tyler's privacy team plays an integral part in ensuring our product solutions meet clients' privacy requirements. The team partners with our development organization to promote the integration of privacy principles in software development and various internal processes. At least annually, the privacy team gives live presentations regarding privacy-by-design principles, providing developers with easily accessible information and a platform for productive discussions on incorporating privacy concepts into the design of our solutions and technologies.

Managing Risk

Enterprise Risk Management

Tyler's enterprise risk management (ERM) strategy focuses on assessing and managing risks related to our company-wide strategic objectives, including our growth targets, operational goals, and corporate responsibility priorities. Our board of directors, board committees, senior management, and divisional leaders work together to ensure that proper risk response and mitigation measures are followed, communicated, and updated appropriately according to our business needs. Tyler's board oversees our overall risk management approach, with support from the Audit, Compensation, and Nominating and Governance Committees, which provide focused oversight of specific risk areas related to their respective responsibilities. Key risk responsibilities of these committees include:

- The Audit Committee oversees our management of financial risks and processes pertaining to enterprise-wide risk assessment and management, including information security risk.
- The Compensation Committee is responsible for managing risks related to executive compensation plans and arrangements.
- The Nominating and Governance Committee manages risks associated with board independence and potential conflicts of interest and has oversight responsibility for the company's corporate responsibility initiatives.

Tyler's internal audit team initiates an annual ERM process, soliciting feedback from leaders across our organization. Through this process, leaders identify and rank risks that are relevant to their business functions based on the likelihood of risk occurrence, magnitude of impact, level of controls, and risk mitigation procedures in place.

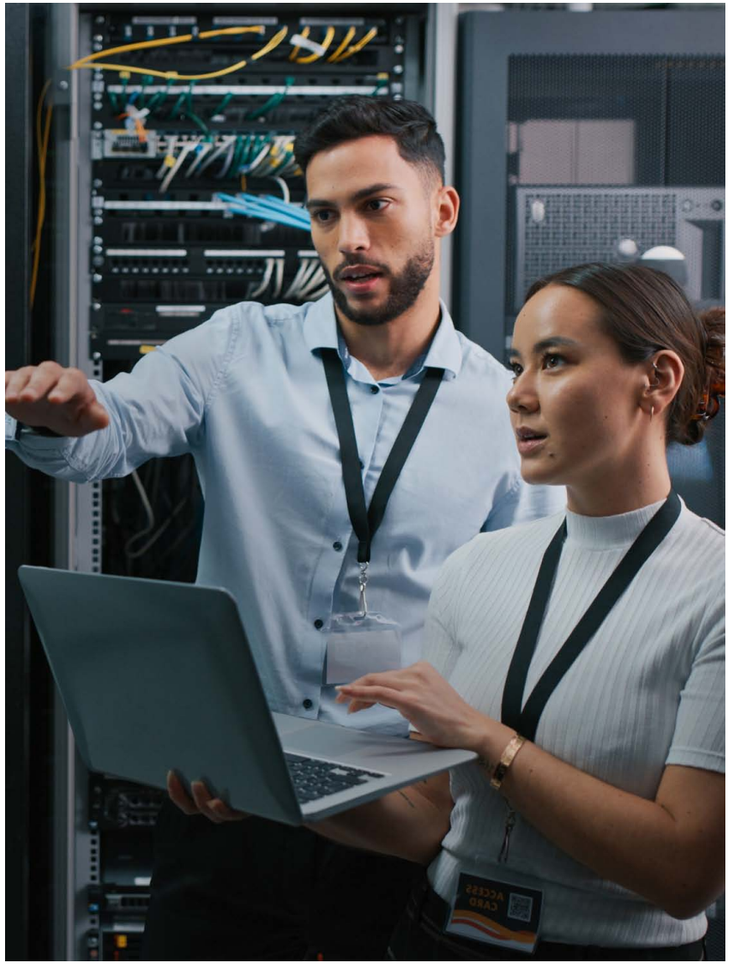
Participant feedback enables us to develop, strengthen, and communicate risk management approaches and monitor year-over-year trends based on data-driven, measurable insights. Survey results are consolidated and shared with the executive team and the Audit Committee, which review and guide our risk management programs as part of their responsibilities.

Technology Disruption and Business Continuity

We are committed to operational resilience, maintaining service stability, and safeguarding business continuity across all areas of our organization. We conduct regular testing of continuity procedures for different business levels, divisions, and solution types, and invest in system redundancy and recovery programs. Our policies and procedures for disaster recovery, critical technology platform recovery, data center infrastructure, and operations are updated regularly, tested annually, and reviewed by third-party auditors. Additionally, by moving our products to a cloud environment hosted by AWS, Tyler clients and product users benefit from the geographic redundancy of AWS' network of data centers and additional resilience features that support minimal downtime during disruptive events.

AI Governance

As we pursue AI integration opportunities in our products, we recognize the importance of adhering to rigorous AI policies and controls. We launched an AI Governance Committee that includes senior leaders and internal subject-matter experts, and report to the board on our AI initiatives. We have an evolved set of AI-use protocols, permissions, and guidelines around which we continue to educate Tyler team members. Our efforts are all designed to mirror the deliberate approach our public sector clients take to emerging technologies such as AI.



Our Team Members



Talent Management

Our success and reputation as an industry leader continue to draw interest from an impressive talent pool of prospective team members. We invest in talent development and support our team members through all stages of their professional development journey with us.

2024 Awards and Recognition

Forbes' "America's Best Large Employers"

Forbes' "America's Best Employers for Women"

Dallas Morning News "Top Workplaces D-FW"[1]

Newsweek's "America's Greatest Workplaces for Parents & Families"

Detroit Free Press' "Michigan Top Workplaces 2024"

TIME's "America's Best Midsize Companies"

1 "D-FW" stands for the Dallas-Forth Worth, Texas metro area.

In 2024, our talent programs were focused on creating and enhancing development tools and engagement strategies that positively impact our business. We are proud of the many programs and initiatives that we have in place. They help us meet our hiring and client needs and advance team members' professional skills. Those programs and initiatives include, but are not limited to:

- Team member referral program
- Onboarding framework for managers and new team members
- Change management skills development
- Team member transfer and retention program
- Team development and mentoring support
- Manager development program
- Performance feedback and coaching
- Technical and career skill development
- Leadership assessment and succession planning

Talent Attraction and Retention

We continue to attract talented individuals and skilled professionals through our recruiting strategies, including our participation as sponsors and presenters at career events. More than 830 new or returning full-time team members joined Tyler in 2024, bringing new perspectives and supporting our collective commitment to serving the public sector.

In 2024, we presented at more than 40 career fairs and hosted several information sessions, including participation in the events listed below, to attract prospective talent from a wide range of backgrounds:

- Maine Hire-A-Vet
- Rensselaer Polytechnic Institute's 46th Annual National Society of Black Engineers/Society of Hispanic Professional Engineers (NSBE/SHPE) Career Fair
- Historically Black Colleges and Universities (HBCU) Career Development Marketplace
- Colorado School of Mines C-MAPP Career Day
- University of Maine Career Fair

We also hosted open houses at our offices in Lubbock, Texas; Lakewood, Colorado; and Orono, Maine, inviting a variety of participants, students, and community members to learn more about Tyler and our operations, which enabled us to strengthen relationships with the local communities and student populations.

We are dedicated to cultivating positive work experiences for Tyler team members. We are proud that 45% of our team members bring public sector expertise to our business. The tenure rates are a direct reflection of the success of our industry-leading talent and engagement programs. Our clients and our culture benefit from the 55% of team members recording five or more years of service with Tyler and 17% boasting a tenure of more than 15 years.

Tyler is disciplined in our hiring practices; places high value on the technical expertise, skills and commitment of our existing workforce; and works diligently in managing our business to prevent the need for layoffs. While we do have project-based appraisal roles reflected in our turnover data, we consistently experience industry leading levels of low turnover. We actively support team members who may be impacted by changes in workforce needs to help them retool, retrain, and continue their career growth in our evolving business.

In 2024, 49 team members took new roles at Tyler through our transfer and retention program for those impacted by reorganizations. We also encourage consideration of internal candidates and candidates referred by current team members. In 2024, more than half of our open positions were filled either by existing team members taking a new role in the organization (27% of open positions) or through referrals of external candidates by Tyler team members (26% of open positions).

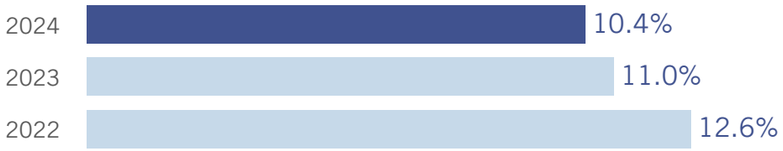
43
career events

830+
new hires in 2024

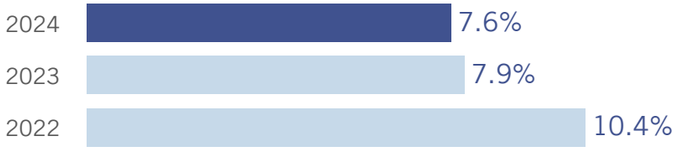
27%
open positions filled by internal candidates

26%
open positions filled by team member referrals

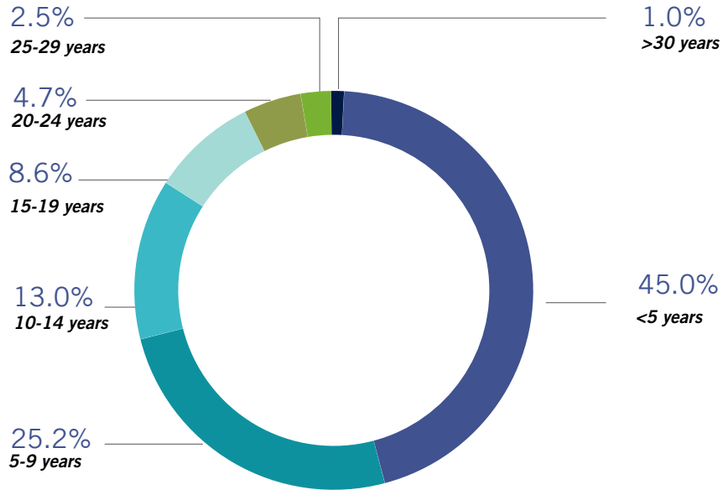
Overall Turnover Rate



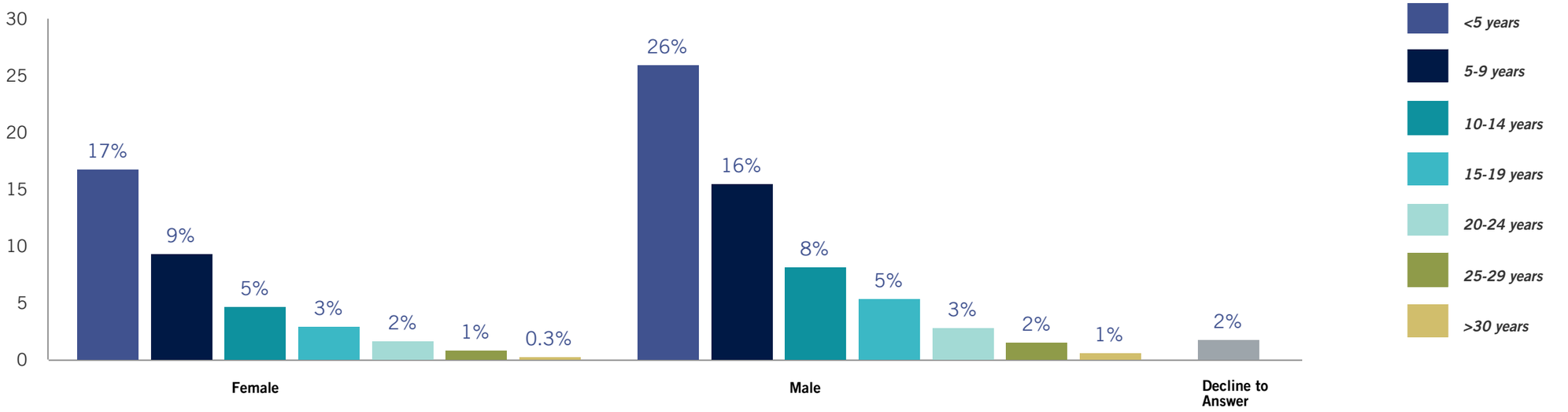
Voluntary Turnover Rate



Team Member Tenure



Tenure by Gender by Years of Service



Change Management

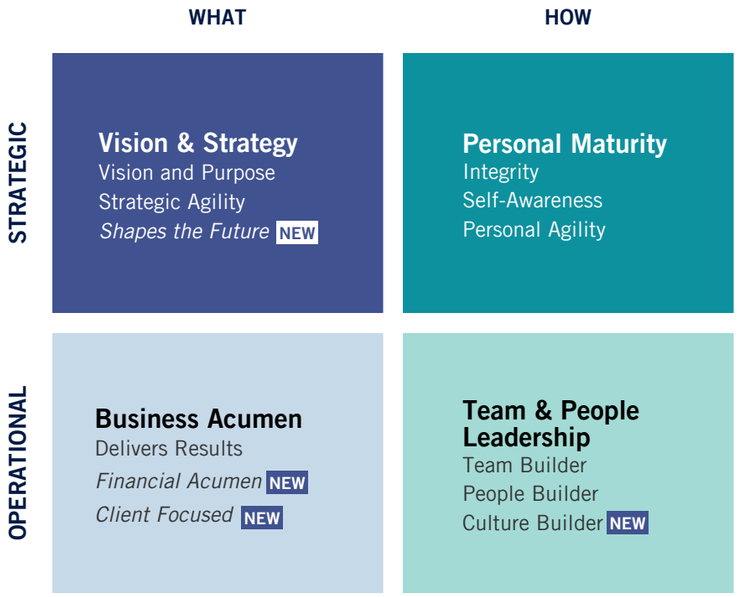
In 2024, we established a director of organizational development role within our talent development team as part of our initiative to expand our change management capabilities. This role has been instrumental in equipping our human resources business partner team and leaders in our business with a deeper understanding of change management concepts and tools needed to integrate change management practices through our operating functions.

Leadership Development and Competencies

We are enthusiastic supporters of career mobility and leadership development, which we believe are driving forces for optimal performance, talent retention, and innovation. In early 2024, we introduced a new leadership development strategy. The strategy outlines our guiding principles, leadership development framework, and revised leadership competency priorities to reflect our current business needs. The updated leadership competencies are organized into four themes:

- Vision & Strategy – Inspires people toward a shared vision
- Business Acumen – Effectively positions the business for the future while meeting near-term objectives
- Team and People Leadership – Builds teams and grows people who collaborate for the greater good
- Personal Maturity – Operates with integrity, humility, and partnership

Each competency is tied to behaviors that are considered exceptional, good, or needing improvement. To support coherent talent development efforts across the company, the updated leadership competencies are integrated into our professional development programs, including the Manager Development Program, annual performance evaluation process, succession planning, and mentoring programs.



Mentorship Program

Following the success of the mentorship program piloted by our Tyler Women ERG, in 2024, we expanded and formalized our enterprise-wide mentorship strategy to provide wider access to mentoring resources for interested team members. The platform provides algorithm-based mentor-mentee matching, reporting, and analytical capabilities. The platform is integrated with myTyler, our workforce management system, and Tyler University, our training portal, to facilitate progress tracking and performance measurement.

Tyler Manager Development Program

Our nine-month Tyler Manager Development program provides comprehensive skill development resources and interactive training sessions to help new and experienced managers effectively lead, engage, and strengthen their teams. Designed to cultivate essential management skills, promote best practices, and build lasting connections among our network of managers, the program has proven to be a catalyst for professional development and talent retention at Tyler. 245 Tyler managers participated in the program in 2024, completing more than 5,000 learning hours and over 90 workshops that were focused on key management skills and capabilities such as communication, active listening, employee development, and emotional intelligence.

Performance Assessment

As part of our multi-layered talent management approach, we annually conduct performance reviews and implement extensive assessments. These efforts are designed to promote career development, identify training needs, ensure meaningful goal-setting, and augment employee engagement. In 2024, 92.8% of team members received a performance review.

Training

We align our training with industry trends and offer a variety of resources and events tailored to our talent and business needs. The education and materials we provide are thoughtfully designed for different roles and objectives, including, but not limited to: train-the-trainer resources, executive coaching, leadership development, and technology and cloud-related trainings. In 2024, approximately 3,500 team members completed over 5,200 hours of professional development learning sponsored by our human resources team.

We use "360 degree" assessments to provide leaders with feedback from their manager(s), peers, direct reports, and other key stakeholders, along with their own self-assessment. These assessments are often mapped directly to our updated leadership competencies and form the basis for prioritizing skill gaps and creating individual development plans to close those gaps. We offer these assessments using both internal and external resources.

Nearly 30% of Tyler's workforce has completed some type of AWS training, receiving more than 2,100 accreditations and 640 certifications since the program inception

Leadership Assessment and Succession Planning

Our leadership assessment and succession planning process is focused on enabling and facilitating smooth transitions for our teams and leaders as they continue to grow. We semi-annually conduct talent review and succession planning sessions with our division presidents and corporate function executives to identify gaps in skill sets and our leadership pipeline. Our human resources business partners and divisional leaders collaborate to develop and prioritize action plans to ensure continuity of leadership, knowledge retention, team stability, and alignment with business strategies.

AWS Training

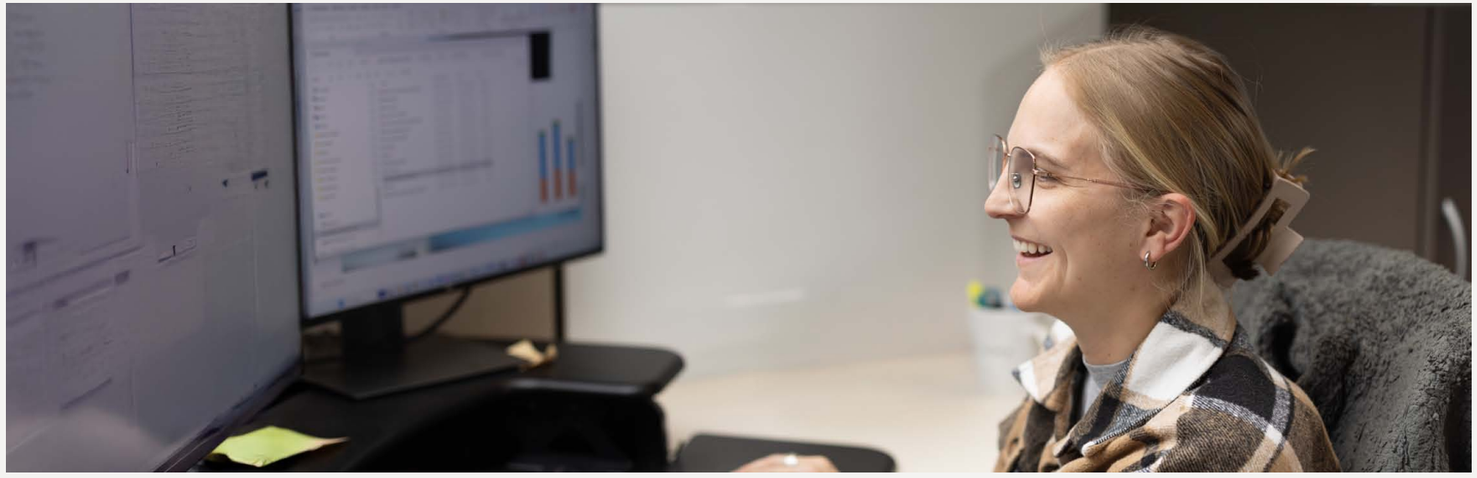
We have invested in AWS training as we continue to migrate our products to the cloud. Our teams are provided with AWS training sessions, Accelerator programs for cloud practitioners, and Builder workshops. In 2024, our practitioners achieved the following milestones as part of their AWS learning journey:

Completed a total of approximately
13,000
hours of AWS training with 657 participants through the Cloud Accelerator Program, Solutions Architect Accelerator Program, and other essential training

Received
227
partner accreditations in the Technical, Business/Sales, and Cloud Economics categories

Received
99
certifications for various proficiency levels (Associate, Foundational, Professional, and Specialty)

Offered
7
AWS classes and additional resources through our Tyler University online training platform



Tyler's Values

Team Member Engagement

Leaders at Tyler actively engage with team members, reinforcing our shared values and ensuring team member well-being through various communication and feedback collection mechanisms. In 2024, we hosted two company-wide town hall meetings, administered new hire recruiting and onboarding experience surveys, and completed employee engagement surveys targeted at select regions and divisions. The employee engagement surveys collected feedback and rankings on various themes, including:

- Workplace culture and communication
- Role satisfaction and alignment with personal values
- Work environment and team openness
- Professional development support

Managers use survey results to determine what, if any, changes are needed to operate consistently with our values and in support of our operational and strategic goals. In 2024, survey participants continued to provide positive feedback on our practices, with the following categories receiving the highest scores:

- Work-life balance
- Team members' willingness to refer a friend or family member to Tyler for employment
- Supervisors' support of team member growth and development

Tyler Together

We remain committed to fostering a work environment where our more than 7,400 team members feel valued and respected. We continuously evaluate the processes and outcomes of our recruiting, talent management, development, and compensation programs to ensure that our practices are supportive of our team members and aligned with their collective needs.

We recently launched our rebranded inclusion initiative, Tyler Together, to help ensure that our strategies are business-aligned, impact-focused, and value-added for our team members and stakeholders.

Our renewed focus includes strong executive sponsorship and annual business plan development by each ERG. Tyler ERGs are open to all team members, and participation is voluntary. The Tyler Together Executive Leadership Team (TTELT), which is led by our COO and includes members of our executive leadership team, is responsible for monitoring the ongoing success of Tyler Together efforts and ensuring alignment with our three strategic pillars:

1 **CAREER**
Recruit, manage, compensate, develop, and retain (with fairness and equity) a high-performing, competitive workforce at all levels.

2 **CULTURE**
Model our core values in a way that builds relationships across Tyler and empowers all team members to feel included, valued, and respected.

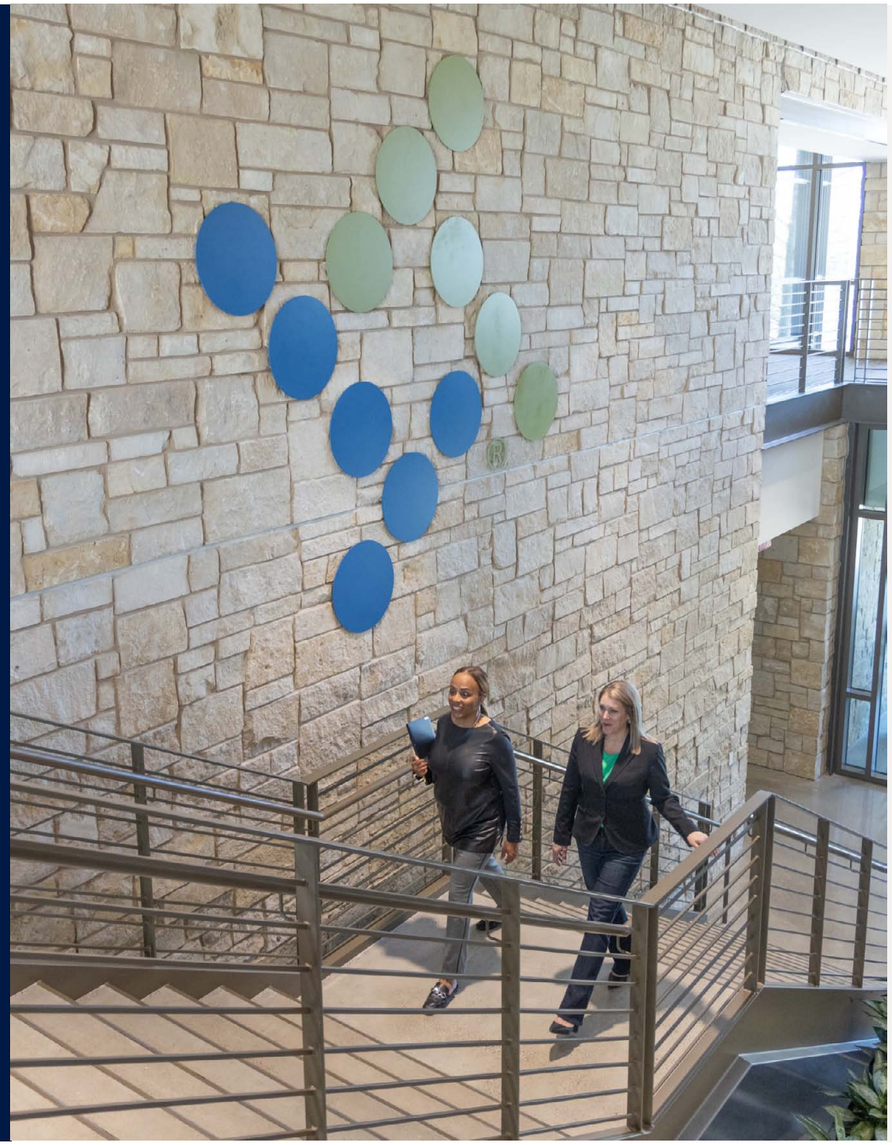
3 **COMMUNITIES**
Create and strengthen external relationships with clients, partners, and vendors that allow for mutually beneficial growth opportunities.

EMPLOYEE RESOURCE GROUPS

Our ERGs provide platforms and opportunities for relationship building, professional development, team member engagement, and community outreach. Two ERGs - the Tyler Women ERG and Tyler Military Veterans ERG - have existed for many years. In 2024, we welcomed the LGBTQ+ Network ERG. In early 2025, we added the Tyler Black ERG, and expect to add the "New at Tyler" ERG later in 2025.

PROGRAM SPOTLIGHT

Tyler Women



Tyler Women champions opportunities and initiatives for professional development, career growth, and ongoing support for team members at Tyler. With the support from its four committees: Membership, Communications, Education, and Professional Development, this ERG continues to drive changes in our engagement strategies and to lead productive discussions and programming relating to mentorship, leadership engagement, team member celebration activities, and information sharing. For example, in 2024 Tyler Women led a company-wide training opportunity around effective decision-making skills.

PROGRAM SPOTLIGHT

Tyler Military Veterans (TMV)



More than 240 of our team members are veterans. The TMV ERG celebrated the 2024 Veterans Day through a live webinar where attendees were given opportunities to learn about the holiday's history, personal stories from Tyler veterans, and ways to support the veteran community.

More than

240

Tyler team members are veterans

Related Policies

EQUAL OPPORTUNITY, NON-DISCRIMINATION, AND ANTI-HARASSMENT

Tyler is an equal opportunity employer and strictly prohibits discrimination of any kind.

Our leaders and managers are responsible for making employment decisions without regard to race, religion, gender, age, or any other status protected under local, state, or federal laws. This principle applies to decisions regarding all aspects of the employment relationship, including recruitment, selection, promotions, transfers, performance appraisals, compensation, and termination. We annually disclose U.S. Equal Employment Opportunity data through our EEO-1 report. For additional team member demographics data, please refer to Appendix C.

We have an established anti-harassment policy that prohibits all forms of harassment. This policy is outlined in our Code of Business Conduct and Ethics, with complementary details available in our employee handbook. The handbook and annual training content explain how to file a harassment complaint, how the investigatory process is conducted, and the consequences for a violation, which may include termination. The anti-harassment policy is reviewed on an annual basis as part of the Code review completed by the board's Nominating and Governance Committee. Tyler reviews the Code and our employee handbook with each new team member during the onboarding process and subsequently requires an annual review and acknowledgment of both. Our managers participate in additional modules specific to their role and responsibilities to maintain a workplace that is free from harassment or discriminatory behavior. In 2024, 99.7% of team members completed our mandatory annual harassment prevention training.

EQUAL PAY

We consistently work to ensure that everyone is compensated fairly for their contributions, and that our compensation practices align with applicable law. We provide leaders with timely data and information to make informed pay decisions that affect our workforce. For example, during annual salary planning our managers have access to external market data to inform their decisions and during our semi-annual restricted stock unit (RSU) grant processes, leaders are provided with supplemental information, including eligible recipients who have not historically received an equity grant, to provide quality context for optimal pay decisions in their areas of responsibility.

In 2024, we launched a multi-year project to move to a more consistent approach across Tyler in all areas on compensation to further improve our processes and decision-making tools as well as strengthen alignment across Tyler and with our business goals.

Underrepresented Business Sourcing

Tyler has built a supplier base that broadly impacts the economic development of the communities we serve. We leverage a national database containing thousands of suppliers to identify qualified vendors for engagement. In 2024, our spending with underrepresented businesses included:

$101.3 million
spent with small businesses

$8.9 million
spent with underrepresented businesses

Living Well at Tyler

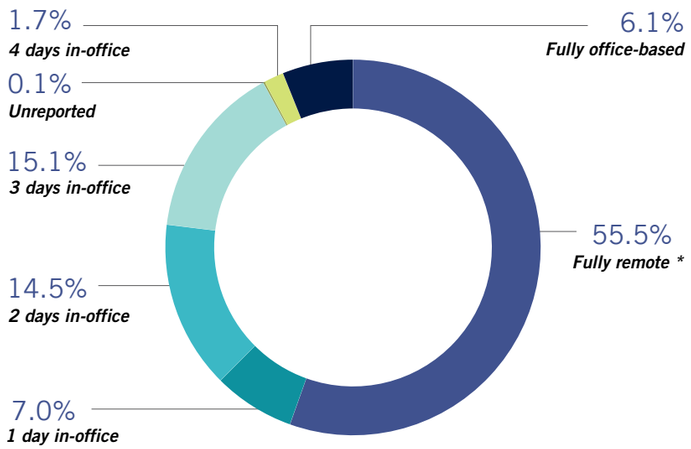
The well-being and safety of our team members is always a top priority at Tyler. We are pleased to provide resources that support team members' continuous learning, physical health, mental wellness, and financial security. For instance, we provide a 24/7 employee assistance program, exclusive discounts on a wide array of health and wellness services, and resources such as gym access and prayer and nursing rooms.

We follow the Occupational Safety and Health Administration (OSHA) standards and applicable laws in other jurisdictions for team member safety. We encourage team members to report any work-related injuries in a timely manner, as detailed in our Code of Business Conduct and Ethics and employee handbook. Our work environment is primarily office-based, and our safety approach focuses on implementing proper reporting of all work-related safety incidents or unsafe conditions to ensure timely corrective actions for hazard mitigation and prevention.

Work Arrangements

Team member work arrangements vary from fully office-based to fully remote depending on role and proximity to a Tyler office, among other factors. In 2024, the percentage of fully remote team members continued to decrease as more team members were hired in hybrid or fully office-based work arrangements and team members increased their in-office presence. We believe increased office presence across the team maintains our strong culture of collaboration and supports healthy team dynamics.

2024 Work Arrangements



* More than one-third of Tyler staff travel extensively to sell and implement our software and continue to represent a significant portion of the fully-remote Tyler workforce.





Benefits and Wellness Resources

PAID PARENTAL LEAVE

Our parental leave program provides 12 weeks of paid parental leave for team members to bond with their growing families, with birth mothers being entitled to an additional six weeks of leave. Tyler's parental leave benefits are a key element in attracting and retaining talented team members and are consistently recognized by team members and workplace awards programs as a factor in our strong and supportive workplace and culture.

RETIREMENT PLANNING

In 2024, we released our first-ever Planning for Retirement Guide to support our team members who are nearing retirement or considering future retirement. The guide provides information and links to resources on topics including Medicare, Social Security, 401(k) options, and treatment of Tyler stock upon retirement. Annually, we host interactive workshops on retirement-related topics to support team member planning for the next chapter of their life after employment at Tyler.

HEATH AND WELLNESS

In addition to traditional in-person benefits coverage, we offer comprehensive virtual medical and mental health benefits coverage options. Our extensive Employee Assistance Program (EAP) provides various resources, including connecting team members and their family members with behavioral health and financial counselors, tools for financial management and planning, and services for crisis support. This integrated strategy ensures seamless health and wellness resources for our team members and their families. Communications at work and home throughout the year help to ensure awareness, understanding, and utilization of available resources.

We support the long-term financial health of our team members through benefits, tools and resources, tailored globally, to promote financial well-being and savings. These include but are not limited to:

- **Financial Wellness:** Access to a full range of financial resources through Fidelity for participating U.S. team members.
  - **Ask Fidelity Group Session:** A complimentary monthly session covering a variety of topics, such as achieving savings goals and preparing for retirement.
  - **One-on-One Consultations:** Free personalized one-on-one consultations with a Fidelity Financial Advisor to discuss specific financial goals individually.
- **ESPP:** A voluntary, company-sponsored plan that gives eligible U.S.-based team members the opportunity to purchase Tyler's common stock at a 15% discount rate, which is the highest allowable discount rate determined by the Internal Revenue Service (IRS). Approximately 90% of Tyler's team members are eligible to participate in the plan based on their home country and length of service. Team members can make their purchase in partial shares, allowing them to maximize the acquisition of Tyler common stock in each offering period. Approximately 39% of eligible team members participate in the plan, which exceeds the industry benchmark participation rate.[1]
- **Retirement Savings:** U.S.-based team members participate in our 401(k) plan with a competitive company-match auto-enrollment and annual auto-increase features, and a loan feature to help team members increase their savings for retirement on balance with personal financial needs. Outside of the U.S., we support team member retirement planning consistent with country-specific practices and programs.
- **Health Savings Account (HSA):** Team member and company contributions provide triple tax benefits to U.S.-based team members, especially those seeking to save now for future medical expenses.

[1] Source: Fidelity research.

Local Impact

Employee Volunteerism

Our team members share a passion for service and support our local communities through volunteering and charitable donations. U.S.-based team members receive one paid volunteer day each year for volunteer activities with any recognized charity or community organization. In 2024, more than 1,500 team members used their Tyler-sponsored paid volunteer day, resulting in over 12,500 volunteer hours to support various causes in communities across the country.

Tyler Foundation

Tyler Cares includes our commitment to charitable giving. Established in 1971, our nonprofit charitable organization, Tyler Foundation, has been a driving force for positive change. Through the foundation, we help build smarter, safer, and stronger communities by supporting organizations that share in that mission. The foundation is funded by Tyler and supports organizations and events that improve the well-being of local communities where our team members and clients live and work. Specific focus areas include health and human services, disaster relief, and technology education.

In 2024, the Tyler Foundation made charitable donations totaling more than $405,000 to 80 organizations. Recipients included the American Heart Association, Boys & Girls Clubs, the American Red Cross, Both Ends Believing (BEB), STEM Coliseum Learning Center, and other charitable organizations. We are committed to continuing to uplift our communities through our philanthropic impact.

1,500
team members volunteered to support various causes

$405,000
donated to 80 organizations

12,500
volunteer hours



PROGRAM SPOTLIGHT

Pedaling for a Purpose at the 2024 Connect Conference



As part of a long-standing company tradition, each year Tyler teams up with a local organization to give back to the community where the Connect user conference is hosted. At the 2024 Connect conference in Indianapolis, Indiana, Tyler and Nine13sports invited participants to pedal for a purpose. Nine13sports is an Indianapolis-based nonprofit dedicated to helping disadvantaged youth become more active and find fun in exercise to improve their physical and mental well-being.

Taking inspiration from the city's most famous event, the Indianapolis 500, which is an annual 500-mile automobile race, Connect attendees rode a set of stationary bikes until their combined mileage reached 500. The initiative resulted in a donation of $15,000 from the Tyler Foundation to Nine13sports to support the local youth community.

PROGRAM SPOTLIGHT

Both Ends Believing (BEB)



Throughout 2024, we continued to provide donations and technical support for BEB, a nonprofit organization dedicated to improving the welfare of institutionalized or vulnerable children around the globe. Tyler provides ongoing technical leadership, technologies, time, and resources to ensure that the Children First Software (CFS), which was built by Tyler team members, remains state-of-the-art and secure.

Through the development of CFS, we help to enable the accountability of child welfare, improve process transparency, and increase the opportunity for every child to thrive in a loving family through proper placement arrangement or reunification support. The tool is utilized by 14 countries around the world and supports more than 50,000 children registered in the software. In 2024, Tyler donated a total of approximately $130,700 from the Tyler Foundation and individual team members.

$130,700
donated from the Tyler Foundation and employees

PROGRAM SPOTLIGHT

Preble Street Donation Drive



Tyler's Maine Cause Committee participates in an annual supply drive to support Preble Street, whose mission is to empower people experiencing challenges related to homelessness, hunger, and poverty in the local community. To support these vulnerable community members, the Preble Street supply drive collects essential items such as socks, underwear, and hand warmers. In 2024, Tyler raised more than $19,000 and contributed more than 18,500 in-kind donations for the organization, bringing our total donation count to over 100,000 items since the commencement of our partnership in 2013.

"In my years at Preble Street, Tyler Technologies has been one of the most consistently engaged community partners. It's hard to summarize the full impact of Tyler's support, but the ripple effect it creates is significant."

Deena Meltzer
Former receiving center coordinator at Preble Street

More than
$19,000
raised from the Preble Street Donation Drive

More than
18,500
in-kind donations

Our Impact



Environmental Task Force and Green Teams

We are committed to identifying efficiency improvement opportunities to effectively manage our environmental impacts. We were named to Newsweek's "America's Greenest Companies" list for the first time in 2024—a distinction that honors organizations leading the way in environmental sustainability based on the evaluation of over 25 parameters in categories covering GHG emissions, water usage, waste generation, and sustainability disclosure and commitments.

We have continued to strengthen our environmental programs and disclosures. In 2024, we completed our inaugural CDP disclosure, consolidating and sharing information concerning our climate-related risk management strategies, governance structure, carbon footprint, and more. The process enabled us to communicate our consolidated climate-related approach with our internal and external stakeholders, identify opportunities for improvement in our programs, and enhance the integration of environmental-related considerations into our enterprise risk management framework.

Tyler's environmental initiatives and strategies are led by our Environmental Task Force (ETF) and Green Teams. These self-organized, cross-functional groups include Tyler team members who voluntarily come together to promote sustainable practices and support our position as environmental stewards. Tyler's ETF includes facilities managers who frequently collaborate with Green Teams by providing guidance and oversight on environmental issues and priorities in their locations. The ETF meets monthly to review sustainability project opportunities and is built on three foundational pillars:



ENERGY-OPTIMIZED OPERATIONS

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



RESOURCE EFFICIENCY

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



GREEN PLANET INITIATIVES

Promoting environmental awareness through training, signage, office Green Team engagement, behavioral change programs, and biodiversity-related initiatives.



The ETF's Focus Areas

To contribute positively to the sustainability and environmental stewardship of the communities and locations where we operate, the focus areas of the Tyler ETF include the following:

WASTE, WATER, AND RECYCLING

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

ENERGY REDUCTION OPPORTUNITIES

- Sharing information on building upgrades that can reduce office energy consumption (such as installation of high efficiency lighting, effective use of building insulation, and HVAC system changes).
- Discussing opportunities for electricity generation for facilities through solar power.

TEAM DEVELOPMENT AND EDUCATION

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

SPACE EFFICIENCY

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

SELECTION AND INSTALLATION OF ELECTRIC VEHICLE CHARGING STATIONS

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

Focusing on areas such as energy and resource conservation, team member and community engagement, and waste reduction, the ETF and Green Teams continue to improve sustainability performance for our organization. In 2024, our Yarmouth and Falmouth offices in Maine pursued various opportunities for generating positive environmental benefits, including:

- Hosting Earth Day events, such as seed packet and reusable drinkware giveaways, local clean up initiatives, speaker sessions, and composting initiatives
- Distributing quarterly newsletters that provide environmental sustainability information and conservation tips
- Collaborating with the Bicycle Coalition of Maine and local community members to support a Bike to Work Week
- Participating in the Go Maine Commuter Challenge, a program that promotes green commute options
- Hosting a lunch-and-learn session with a local energy audit partner

We seek to incorporate environmental considerations into our facility planning and operational processes. As part of the remodeling of our Lubbock, Texas, office, we modernized and improved fixtures and equipment, including the installation of motion-sensing lighting, solar flush valves, waterless urinals, and a building automation system for efficient HVAC and lighting controls. By continuing to incorporate environmental factors into our decision-making processes, we believe we can further improve operational sustainability and efficiency while making a meaningful contribution to environmental initiatives in the communities we serve.

Progress on Energy and Climate

We quantify our GHG emissions and energy consumption on an annual basis. We use data-driven insights to reduce our carbon footprint, improve energy efficiency, and transition toward renewable energy resources where available. In 2024, we improved the collection of primary electricity and natural gas consumption data for Scope 1 and 2 emissions calculations and adopted an advanced travel management tool to support real-time monitoring of business travel emissions.

The adoption of the new travel tool empowers our team members to make more informed decisions and supports Scope 3 emissions reduction opportunities. The tool provides team members with emissions information associated with flight options and carbon footprint reports of business trips, creating an opportunity to promote travel arrangements with lower emissions.

Data provided by the tool includes:

- Real-time emissions data empowering travelers' decision-making
- Total emissions data related to each trip
- Cumulative emissions footprint by traveler
- Detailed emissions reporting including emissions breakdowns by vendor and trip type

Our 2024 emissions (in metric tons of carbon dioxide equivalent [MT CO_2e]) and energy usage (in megawatt-hours [MWh]) are summarized below:

SCOPE 1		
Direct emissions from natural gas usage, other fuel consumption, and refrigerants.		2,226 MT CO_2e
		16,250 MWh
SCOPE 2		
Indirect emissions from purchased electricity.		5,779 MT CO_2e (market-based)
		6,360 MT CO_2e (location-based)
		18,982 MWh
SCOPE 3		
Indirect emissions from purchased goods and services, business travel (air travel without radiative forcing), upstream leased assets, and other applicable Scope 3 categories.	Purchased goods and services	32,215 MT CO_2e
	Capital goods	3,316 MT CO_2e
	Fuel- and energy-related activities	2,510 MT CO_2e
	Upstream transportation and distribution	168 MT CO_2e
	Waste generated in operations	64 MT CO_2e
	Business travel	10,144 MT CO_2e
	Employee commuting	3,681 MT CO_2e
	Upstream leased assets[1]	487 MT CO_2e
	Total	**52,584 MT CO_2e**

[1] Includes cloud-based emissions.



We have prioritized energy efficiency and emissions reduction initiatives by exploring renewable energy integration and emissions reduction opportunities. Currently, 36% of our owned facility space is powered by renewable energy, and we continue to pursue renewable sourcing opportunities. In 2024, we increased our procurement of renewable energy certificates (RECs) to support energy usage in three owned sites (compared to two sites in the previous year), further reducing our overall non-renewable energy use.

Examples of energy-related projects that we have implemented at our offices include:

- Installation of 20 programmed controllers for heat pumps in our Falmouth, Maine, office to allow precise temperature and access controls for optimized energy usage.
- Replacement of old light fixtures with LEDs and upgraded light switches to motion sensors in our Latham, New York, office.
- Completed a new office building in Orono, Maine, which includes a design that leverages the use of natural light, incorporates high efficiency lighting, and includes native plants for landscaping supporting efficiency and biodiversity.

Tyler currently plans to install additional electric vehicle charging stations at our office locations and increase the amount of renewable energy we consume. Our Plano, Texas, headquarters continues to leverage our established solar panels to offset energy needs, supporting approximately 30% of our energy demand during summer. We are excited about our future initiatives that will keep driving improvement in our operational efficiency and environmental footprint.

Resource Efficiency

Tyler is working to ensure sustainable water use and minimizing waste, specifically electronic waste (e-waste), in our office locations. We are not heavy consumers of water resources due to the nature of our business—most of our water consumption is attributed to sanitary services, landscaping, cooling, and heating. Where possible, we seek opportunities to adopt water-efficient fixtures and water circularity strategies. For example, our owned offices in Moraine, Ohio; Plano, Texas; and Yarmouth, Maine, use retention ponds for irrigation.

In 2024, we completed a water risk screening for our global locations, using the World Resources Institute's (WRI's) Aqueduct Water Risk Atlas tool to identify and prioritize sites with a high water risk. The results of the exercise allowed us to continue tracking water risk hotspots in our operations and assessing opportunities for more water stewardship projects and stakeholder engagement activities for effective risk management.

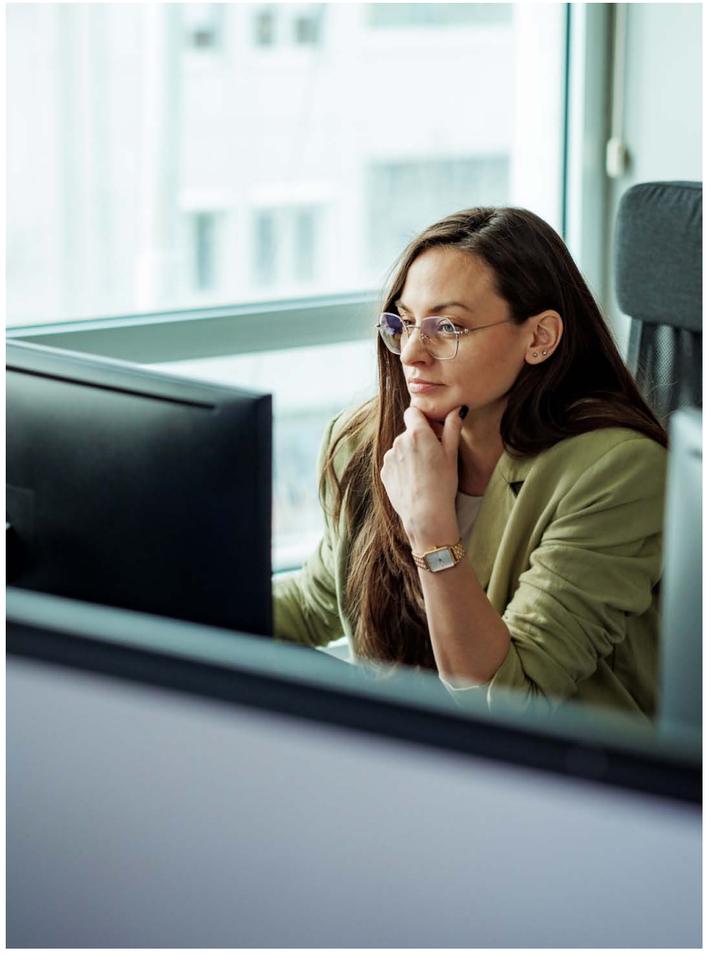
Our solid waste footprint primarily consists of non-hazardous waste generated from our office spaces. We also proactively manage and report our e-waste, recognizing its potential to have a greater impact on both the environment and our operations.[1] We encourage waste recycling by ensuring that all Tyler-owned office locations have separate recycling bins in addition to standard waste bins.

Tyler partners with Iron Mountain and other vendors to responsibly recycle e-waste and effectively divert it from landfills. Iron Mountain employs the U.S. Environmental Protection Agency's (EPA's) Waste Reduction Model (WARM) to estimate associated energy savings and carbon emissions avoidance. In 2024, this program enabled us to divert more than 17,000 pounds of waste from landfills, resulting in savings of approximately 8.4 metric tons of GHG emissions and 130.5 million British thermal units (BTUs) of energy.

E-WASTE	2024
Total e-waste (pounds)	22,271
E-waste recycled	19,042
E-waste remarketed	3,229

Sustainable Procurement

In 2024, we continued to modernize our accounting and sales management software that supports vendor management. The upgraded tool provides us with a streamlined infrastructure for the finance and procurement departments for better tracking of supplier transactions and vendor details, which serve as the foundation for enhancing our sustainable procurement and supply chain management practices. We also kept working with the sustainable procurement partner we selected last year. By optimizing and standardizing our office design, development processes, and furniture purchasing standards, we strive to ensure efficiency and consistent outcomes in maintaining and enhancing workspaces that support team members across the organization.



[1] Mixed solid waste metrics are not available at this time of disclosure. We will continue to assess opportunities for reporting mixed solid waste metrics.

PROGRAM SPOTLIGHT

Food Waste Recycling in Yarmouth, Maine



We have minimized landfilled waste at our Yarmouth, Maine, office by collecting and repurposing our food waste with Agri-Cycle, a food waste collection service that recycles and processes food waste. Agri-Cycle uses anaerobic digestion and composting practices to convert food waste into renewable energy and healthy soil. Our partnership enabled us to recycle more than 37 tons of food waste throughout 2024.

More than

37

tons of food waste recycled

PROGRAM SPOTLIGHT

Recycling Initiative at the 2024 Connect Conference



At our 2024 Connect user conference, we recycled and reused materials wherever feasible, collecting approximately 3,360 square feet of vinyl signs that were repurposed into 200 reusable drawstring backpacks. We then collaborated with the Indiana Department of Child Services to donate the backpacks to local community organizations—a prime example of how our sustainability initiatives can deliver impact well beyond our operations at Tyler.

3,360
square feet of vinyl signs repurposed

About This Report

This report highlights Tyler's accomplishments and strategies related to our corporate responsibility initiatives. Unless otherwise noted, the information included in this report covers fiscal year 2024 (January 1, 2024 – December 31, 2024) and encompasses 100% of Tyler's divisions and business units. As detailed in the appendices, the content of this report references the Global Reporting Initiative (GRI) Standards and Sustainability Accounting Standards Board (SASB) Software and IT Services Standard.

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



Safe Harbor

This document contains “forward-looking statements” within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934 that are not historical in nature and typically address future or anticipated events, trends, expectations or beliefs with respect to our financial condition, results of operations or business. Forward-looking statements often contain words such as “believes,” “expects,” “anticipates,” “foresees,” “forecasts,” “estimates,” “plans,” “intends,” “continues,” “may,” “will,” “should,” “projects,” “might,” “could” or other similar words or phrases. Similarly, statements that describe our business strategy, outlook, objectives, plans, intentions or goals also are forward-looking statements. We believe there is a reasonable basis for our forward-looking statements, but they are inherently subject to risks and uncertainties and actual results could differ materially from the expectations and beliefs reflected in the forward-looking statements.

We presently consider the following to be among the important factors that could cause actual results to differ materially from our expectations and beliefs: (1) changes in the budgets or regulatory environments of our clients, primarily local and state governments, that could negatively impact information technology spending; (2) disruption to our business and harm to our competitive position resulting from cyber-attacks, security vulnerabilities and software updates; (3) our ability to protect client information from security breaches and provide uninterrupted operations of data centers; (4) our ability to achieve growth or operational synergies through the integration of acquired businesses, while avoiding unanticipated costs and disruptions to existing operations; (5) material portions of our business require the internet infrastructure to be adequately maintained; (6) our ability to achieve our financial forecasts due to various factors, including project delays by our clients, reductions in transaction size, fewer transactions, delays in delivery of new products or releases or a decline in our renewal rates for service agreements; (7) general economic, political and market conditions, including continued inflation and rising interest rates; (8) technological and market risks associated with the development of new products or services or of new versions of existing or acquired products or services; (9) competition in the industry in which we conduct business and the impact of competition on pricing, client retention and pressure for new products or services; (10) the ability to attract and retain qualified personnel and dealing with rising labor costs, the loss or retirement of key members of management or other key personnel; and (11) costs of compliance and any failure to comply with government and stock exchange regulations.

These factors and other risks that affect our business are described in our filings with the Securities and Exchange Commission, including the detailed “Risk Factors” contained in our most recent annual report on Form 10-K and quarterly report on Form 10-Q. We expressly disclaim any obligation to publicly update or revise our forward-looking statements.

Appendices



Appendix A: GRI Index

Statement of use

Tyler Technologies, Inc. has reported the information cited in this GRI content index for the period January 1, 2024 – December 31, 2024, with reference to the GRI Standards.

GRI 1 USED	GRI 1: FOUNDATION 2021	
DISCLOSURE	**RESPONSE**	**ADDITIONAL INFORMATION**
GRI 2: GENERAL DISCLOSURES 2021		
2-1 Organizational details	a. Tyler Technologies, Inc. (NYSE: TYL) b. Nature of ownership: See our SEC Form 10-K c. Headquarters: 5101 Tennyson Parkway, Plano, Texas 75024 d. Countries of Operation: United States, Canada, the Philippines, and India	
2-2 Entities included in the organization's sustainability reporting	a. Tyler currently has eight operating divisions. b. Tyler's Corporate Responsibility Report covers all entities included in our consolidated financial statements. c. Information included in the Corporate Responsibility Report has been consolidated in line with our reporting approach for financial statements.	SEC Form 10-K, Item 7. Management's Discussion and Analysis of Financial Condition and Results of Operations.
2-3 Reporting period, frequency and contact point	Unless explicitly noted, the information included in this report covers fiscal year 2024 (January 1 – December 31, 2024). Tyler publishes Corporate Responsibility Reports annually. The 2024 report, published in April of 2025, is our sixth annual report. Any questions regarding the report should be directed to public.affairs@tylertech.com.	
2-4 Restatements of information	Tyler is not reporting any restatements of information in this Corporate Responsibility Report.	
2-5 External assurance	The information disclosed in our report is not externally assured. We are considering having reports assured externally in the future.	
2-6 Activities, value chain and other business relationships	For activities and markets served, see our SEC Form 10-K, Part 1, Item 1.	SEC Form 10-K, Part I, Item 1
2-7 Employees	As of December 31, 2024, we had 7,402 total team members. Further team member breakdowns are provided below: • Female: (37%), Male: (61%), Nonbinary: (0.3%), Decline to answer: (2.0%) • Team members by country: – United States of America: 6,952 – Canada: 110 – The Philippines: 304 – India: 36 Tyler does not track team member data for the specific types described in the GRI Standard (permanent, temporary, non-guaranteed hours, etc.).	SEC Form 10-K, Human Capital
2-8 Workers who are not employees	Tyler does not track the number of workers who are not full-time employees or contractors, their common types of work, and their contractual relationships with Tyler.	

DISCLOSURE	RESPONSE	ADDITIONAL INFORMATION
2-9 Governance structure and composition	A board of directors governs Tyler. The Nominating and Governance Committee is responsible for decision making on and overseeing the management of Tyler's impacts on the economy, environment, and people. The composition of the board is as follows: • 2 executive and 6 non-executive members; • 5 independent directors • Tenure: – <3 years – 2 – 3-6 years – 1 – 7-10 years – 2 – 10+ years – 3 • 6 men, 2 women • 38% board diversity Each non-employee director has extensive public sector, chief executive officer, and/or other executive leadership experience with businesses of varying sizes in various industries and/or with local, state, or federal government.	Investor Relations Board of Directors
2-10 Nomination and selection of the highest governance body	The Nominating and Governance Committee nominates candidates for Tyler's board of directors using a process that prioritizes relevant qualifications, ability to support strategic initiatives, and capability to serve the interests of our shareholders.	Proxy Statement Board of Directors
2-11 Chair of the highest governance body	The chairperson of the board of directors is a senior executive at Tyler.	Board of Directors
2-12 Role of the highest governance body in overseeing the management of impacts	Tyler's board of directors periodically reviews management's human capital measures to guide how Tyler attracts, retains, and develops a workforce that enables our business strategies. The full board is informed of our corporate responsibility programs during quarterly board meetings through reports provided by the Nominating and Governance Committee.	SEC Form 10-K, Oversight and Management Corporate Responsibility Focus and Oversight
2-13 Delegation of responsibility for managing impacts	The Nominating and Governance Committee of the board has oversight responsibility for the company's corporate responsibility initiatives.	Corporate Responsibility Focus and Oversight
2-14 Role of the highest governance body in sustainability reporting	Tyler's board of directors is responsible for reviewing and approving the reported information, including Tyler's priority CSR topics.	
2-15 Conflicts of interest	All directors and named executive officers (NEOs) annually fill out a survey in compliance with the Securities and Exchange Commission (SEC) requirements. The disclosures in the survey ensure adherence to laws and provide transparency on key business topics, including potential conflicts of interest. Results are reviewed by Tyler's chief legal officer and the board of director's lead independent director to inform the disclosures in our Proxy Statement and address any relevant issues. Topics of importance to stakeholders are reported in our Proxy Statement.	Proxy Statement
2-16 Communication of critical concerns	Tyler's Audit Committee receives reports of accounting- and auditing-related concerns or incidents. Other critical concerns are escalated to the board as appropriate.	
2-17 Collective knowledge of the highest governance body	The Nominating and Governance Committee provides the board of directors an update on relevant sustainability topics at each quarterly board meeting.	
2-18 Evaluation of the performance of the highest governance body	No evaluation of the performance of the board of directors in overseeing the management of Tyler's corporate responsibility impacts is conducted.	
2-19 Remuneration policies	Tyler's remuneration policies are described in our Proxy Statement. We maintain a pay-for-performance philosophy and responsibly administer our programs that include base salary, incentives, and equity-based compensation elements.	Proxy Statement
2-20 Process to determine remuneration	Tyler's Compensation Committee oversees the remuneration determination process and receives advisory support from an independent consultant.	Proxy Statement
2-21 Annual total compensation ratio	Tyler's CEO-to-median-employee pay ratio is available in our Proxy Statement.	Proxy Statement
2-22 Statement on sustainable development strategy	A Message from our CEO	
2-23 Policy commitments	Our policy commitments for responsible business conduct can be found in Tyler's Code of Business Conduct and Ethics, Code of Social Responsibility, and Human Rights Policy. Our precautionary approach is reflected in our Enterprise Risk Management Approach and Environmental Policy.	

DISCLOSURE	RESPONSE	ADDITIONAL INFORMATION
2-24 Embedding policy commitments	Tyler's Corporate Responsibility Council and the Nominating and Governance Committee of the board oversee the implementation of our policy commitments throughout our organization and collaborate with team members to integrate our commitments into operational strategies.	
2-25 Processes to remediate negative impacts	We have established formal procedures for investigating and resolving reports of questionable conduct or accounting-related issues. Based on the nature of the case, team members are encouraged to report concerns, anonymously where permitted by law, regarding potential violations of the Code or other policies to Tyler's chief human resources officer, the chief legal officer, or the board's Audit Committee. Team members may report concerns regarding the compliance with the Code of Business Conduct and Ethics to Tyler's chief human resources officer. Potential or suspected violations of our Anti-Bribery Policy are to be reported to a member of the Audit Committee or to our chief legal officer. Should there be concerns of an accounting or auditing nature, any person may anonymously report these to the Audit Committee through a toll-free hotline or third-party website.	Code of Business Conduct and Ethics Whistleblower Policy
2-26 Mechanisms for seeking advice and raising concerns	Tyler regularly engages with shareholders and stakeholders to discuss our business and sustainability strategies and integrates feedback into our programs, as appropriate. Concerns or incidents related to violations of laws or company policies are reported to accountable parties depending on the nature of the violations.	Stakeholder Engagement Whistleblower Policy
2-27 Compliance with laws and regulations	There were no significant instances of non-compliance with laws and regulations during the reporting period.	
2-28 Membership associations	Tyler is a member of the following industry associations and/or national/international advocacy organizations and plays a significant role: • National Association State CIOs - Corporate Participant • National Association State Accountants, Controllers, Treasurers - Corporate Associate • National Association State Budget Officials - Corporate Sponsor • National Association State Secretaries - Corporate Affiliate • National Association State Chief Administrators - Corporate Partner • International City and County Managers Association - Corporate Partner • Esri - Corporate Member • National Association of County Officials - Corporate Partner • National League of Cities - Capstone Partner • Government Management Information Sciences - Corporate Partner	
2-29 Approach to stakeholder engagement	Tyler engages with team members, clients, investors, industry associations, and nonprofit organizations on various business and sustainability topics. These engagements shape our approach toward a responsible and ethical business and allow us to stay ahead of the curve in adopting innovative technologies and solutions that bring value to our stakeholders.	Stakeholder Engagement
2-30 Collective bargaining agreements	None of Tyler's team members are represented by unions. We operate in accordance with our Code of Social Responsibility and Human Rights Policy. Our principles for respecting human rights and maintaining a voluntary labor force are aligned with the United Nations Universal Declaration of Human Rights and the International Labour Organization Declaration on Fundamental Principles.	SEC Form 10-K, Human Capital Code of Social Responsibility Human Rights Policy
GRI 3: MATERIAL TOPICS 2021		
3-1 Process to determine material topics	We completed a double materiality assessment in 2024. The assessment process and results are detailed in this report.	Corporate Responsibility Focus and Oversight
3-2 List of material topics	• Our Governance – Cybersecurity & Data Privacy – Corporate Governance & Business Ethics – Intellectual Property Protection & Competitive Behavior – Managing Systematic Risk • Our Team Members – Inclusion – Talent Development • Our Impact – Energy & Carbon Emissions	
3-3 Management of material topics	The management of our material topics is delegated to leaders across our business to minimize our negative impacts. Our management approaches are detailed throughout this report.	

DISCLOSURE	RESPONSE	ADDITIONAL INFORMATION
GRI 205: ANTI-CORRUPTION 2016		
3-3 Management of material topics	Tyler's Anti-Bribery Policy sets forth our standards for preventing corrupt actions, particularly in relation to our foreign activities and international presence. The policy aligns with the U.S. Foreign Corrupt Practices Act and other applicable international anti-bribery laws that prohibit illicit payments made to secure unfair business advantages. We expect our company, our subsidiaries, and third-party partners, agents, and representatives to abide by the policy.	
205-2 Communication and training about anti-corruption policies and procedures	Tyler requires 100% of our board members to complete anti-bribery/corruption training. Additionally, Tyler requires that 100% of our team members complete online training on our Code of Conduct during the onboarding process to ensure the Code is well socialized.	
205-3 Confirmed incidents of corruption and actions taken	If allegations of corruption are brought to our attention, we work to investigate and resolve them appropriately and disclose material, substantiated incidents as appropriate.	
GRI 302: ENERGY 2016		
3-3 Management of material topics	Tyler has calculated our Scope 1, 2, and 3 emissions and energy consumption. We strive to reduce our energy usage by implementing energy efficiency projects.	Progress on Energy and Climate
302-1 Energy consumption within the organization	Direct (Scope 1): 16,250 MWh Indirect (Scope 2): 18,982 MWh Total energy consumption: 35,232 MWh	Progress on Energy and Climate
GRI 305: EMISSIONS 2016		
3-3 Management of material topics	Tyler has calculated our Scope 1, 2, and 3 emissions and energy consumption. We stride to reduce our carbon footprint by implementing renewable sourcing, energy efficiency and waste management projects.	Progress on Energy and Climate
305-1 Direct (Scope 1) GHG emissions	Scope 1 emissions: 2,226 MT CO_2e Tyler's GHG inventory is conducted in accordance with the World Resources Institute's (WRI) and World Business Council for Sustainable Development's (WBCSD's) GHG Protocol, including the GHG Protocol Corporate Accounting and Reporting Standard (Revised Edition) and the Scope 2 Guidance. Tyler defines the organizational boundary using the operational control approach. Emissions factors were sourced from the U.S. Environmental Protection Agency (EPA), Green-e, and International Energy Agency (IEA) databases. Global Warming Potentials (GWPs) have been sourced from the Intergovernmental Panel on Climate Change Fifth Assessment Report (IPCC AR5) whenever possible. In the absence of IPCC AR sources, GWPs have been sourced or calculated using information from The Climate Registry. The calculations include CO_2, CH_4, N_2O, and HFCs. Biogenic emissions are not relevant. Tyler's GHG inventory is not verified by an independent third party.	Progress on Energy and Climate
305-2 Energy indirect (Scope 2) GHG emissions	Scope 2 emissions: 5,779 MT CO_2e (market-based); 6,360 MT CO_2e (location-based) Tyler's GHG inventory methodology is as referenced in Disclosure 305-1. The calculations include CO_2, CH_4, and N_2O.	Progress on Energy and Climate
305-3 Other indirect (Scope 3) GHG emissions	Scope 3 emissions: 52,584 MT CO_2e • Category 1 Purchased Goods and Services: 32,215 MT CO_2e • Category 2 Capital Goods: 3,316 MT CO_2e • Category 3 Fuel- and Energy-related Activities: 2,510 MT CO_2e • Category 4 Upstream Transportation and Distribution: 168 MT CO_2e • Category 5 Waste Generated in Operations: 64 MT CO_2e • Category 6 Business Travel: 10,144 MT CO_2e • Category 7 Employee Commuting: 3,681 MT CO_2e • Category 8 Upstream Leased Assets: 487 MT CO_2e Tyler's GHG inventory is conducted in accordance with the World Resources Institute's (WRI) and World Business Council for Sustainable Development's (WBCSD's) GHG Protocol, including the Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Tyler defines the organizational boundary using the operational control approach. Emissions factors were sourced from the U.S. EPA and the United Kingdom's (UK's) Department for Environment, Food & Rural Affairs (DEFRA) databases. GWPs have been sourced from the Intergovernmental Panel on Climate Change Fifth Assessment Report (IPCC AR5). The calculations include CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, and NF_3. Tyler's GHG inventory is not verified by an independent third party.	Progress on Energy and Climate

DISCLOSURE	RESPONSE	ADDITIONAL INFORMATION
GRI 306: WASTE 2020		
3-3 Management of material topics	Tyler implements waste diversion and recycling projects to reduce our waste footprint. We partner with Iron Mountain and other vendors for responsible electronic waste (e-waste) management and monitoring.	Environmental Policy Resource Efficiency
306-1 Waste generation and significant waste-related impacts	Tyler's waste is primarily generated from our office locations. We do not produce a huge amount of solid waste due to the nature of our business.	Resource Efficiency
306-2 Management of significant waste-related impacts	We consolidate underutilized printers to save paper and reduce waste and partners with a vendor for recycling toner cartridges. To prevent environmental impacts derived from the disposal of electronic devices, we are engaged in partnerships with Iron Mountain and other third-parties to ensure safe processing and recycling of e-waste.	Resource Efficiency
306-3 Waste generated	E-waste: 22,271 lbs.	Resource Efficiency
306-4 Waste diverted from disposal	100% of e-waste was recycled or remarketed.	Resource Efficiency
306-5 Waste directed to disposal	No e-waste was directed to landfill.	Resource Efficiency
GRI 404: TRAINING AND EDUCATION 2016		
3-3 Management of material topics	Training and education are provided to Tyler team members covering a multitude of areas ranging from data security and privacy to management training and cloud development skill building.	Talent Management
404-3 Percentage of employees receiving regular performance and career development reviews	In 2024, 92.8% of team members received a complete performance review. Tyler team members and managers are reviewed on an annual basis using a structured performance appraisal process which measures performance against competencies and individual and team goals.	Talent Management
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016		
3-3 Management of material topics	Tyler is committed to creating an inclusive corporate environment where our team members feel valued and respected and where they are encouraged to act with integrity and to foster an inclusive community. To embed inclusion in our programs, we consistently evaluate processes and outcomes of our recruiting, professional development, and compensation programs.	Tyler's Values
405-1 Diversity of governance bodies and employees	38% board diversity 37% female team members 20% team members from underrepresented groups	Tyler's Values EEO-1 Report
GRI 418: CUSTOMER PRIVACY 2016		
3-3 Management of material topics	Tyler's Privacy Statement promotes transparency by disclosing how we collect, process, share, and protect personal data. Our privacy team leads the development of data privacy asset inventories, routinely monitors, educates team members on new privacy legislation, and operationalizes key privacy processes within the company.	Privacy Policies and Practices
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no substantiated complaints concerning breaches of customer privacy or losses of customer data during the reporting period.	

Appendix B: SASB Index

The table below presents Tyler's responses to the SASB Software & IT Services Standard. This is the first year that we adopt the SASB Standard to guide our corporate responsibility reporting practices, and we look forward to pursuing more robust alignment in future reports.

Topic	Metric	Code	Response and Additional Information
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	TC-SI-130a.1	(1) 126,828 GJ (2) 43% (3) 24%[1]
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	Water is not considered a material topic for Tyler. We continue to evaluate our environmental impacts and enhance our understanding of water risks in our operations. Water data is not available at this time of disclosure.
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	In the spirit of continuous improvement, we have integrated environmental considerations, including climate-related risks and opportunities, into our enterprise risk management (ERM) process. The ERM process is part of our business planning and risk mitigation efforts. As part of our planning process, we consider medium-term and long-term risks and opportunities associated with the operations of our physical locations and data centers.
Data Privacy & Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	TC-SI-220a.1	Tyler's Privacy Statement details our policies and practices related to user privacy.
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Information is considered confidential to our business. Tyler's Privacy Statement describes our personal data processing activities and the purposes for which we conduct data processing.
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	In 2024, Tyler did not have any fines or losses as a result of legal proceedings associated with user privacy.
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	Information is considered confidential to our business. Tyler's Privacy Statement describes how we may share personal data when deemed necessary for regulatory compliance and/or data protection purposes. We only provide user information to law enforcement in response to a subpoena.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	Tyler's products and services are concentrated domestically in the United States. Tyler complies with applicable laws and regulations where core products and services are offered.
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of users affected	TC-SI-230a.1	Tyler did not experience any material data breaches as defined by this SASB metric during the reporting period.
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Tyler employs a comprehensive set of risk identification and management strategies related to data security. For more information, please refer to the Information Security and Data Privacy section of this report and our SEC Form 10-K.

[1] Data represents the percentage of on-site renewable energy generation and renewable energy certificates out of total energy consumption.

Topic	Metric	Code	Response and Additional Information
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that require a work visa	TC-SI-330a.1	1.75%
	Employee engagement as a percentage	TC-SI-330a.2	Tyler conducts various engagement surveys targeted at different regions and divisions. A company-wide engagement rate is not available at this time of disclosure.
	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	TC-SI-330a.3	Please refer to Appendix C of this report for detailed team member data.
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	TC-SI-520a.1	In 2024, Tyler did not have any fines or losses as a result of legal proceedings associated with anti-competitive behavior.
Managing Systemic Risks from Technology Disruptions	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Tyler provides detailed descriptions of business continuity risks in the SEC Form 10-K. We conduct regular testing and audits of continuity procedures for different business levels, divisions, and solution types, and invest in system redundancy and recovery programs. For more information, please refer to the Technology Disruption and Business Continuity section of this report.

Activity Metric	Code	Response
(1) Number of licenses or subscriptions, (2) percentage cloud-based	TC-SI-000.A	Revenue data associated with our software licenses is available in our SEC Form 10-K. The number of licenses or subscriptions and the percentage cloud-based metrics are considered confidential information to our business.

Appendix C: Team Member Demographics

2024

TOTAL WORKFORCE

METRIC	NUMBER	PERCENTAGE
	7,402	
By Gender		
Female	2,743	37.06%
Male	4,486	60.61%
Nonbinary	23	0.31%
Not Specified	150	2.03%
By Age		
<30	1,044	14.10%
30-49	4,167	56.30%
>50	2,161	29.19%
Not Specified	30	0.41%
By Race/Ethnicity		
American Indian/Alaskan Native	19	0.26%
Asian	573	7.74%
Black or African American	345	4.66%
Hispanic or Latino	364	4.92%
Native Hawaiian or other Pacific	19	0.26%
Two or more races	157	2.12%
White	5,151	69.59%
Not specified	774	10.46%

WORKFORCE BY MANAGEMENT LEVEL: ALL MANAGEMENT

METRIC	NUMBER	PERCENTAGE
By Gender		
Female	594	37.98%
Male	971	62.02%
By Race/Ethnicity		
American Indian/Alaskan Native	5	0.32%
Asian	98	6.27%
Black or African American	46	2.94%
Hispanic or Latino	49	3.13%
Native Hawaiian or other Pacific	1	0.06%
Two or more races	22	1.41%
White	1,314	83.95%
Not specified	30	1.92%

WORKFORCE BY MANAGEMENT LEVEL: SENIOR MANAGEMENT

METRIC	NUMBER	PERCENTAGE
By Gender		
Female	24	42.11%
Male	33	57.89%
By Race/Ethnicity		
Asian	1	1.75%
Black or African American	1	1.75%
Hispanic or Latino	1	1.75%
Native Hawaiian or other Pacific Islander	1	1.75%
White	53	92.98%

WORKFORCE BY MANAGEMENT LEVEL: MIDDLE MANAGEMENT

METRIC	NUMBER	PERCENTAGE
By Gender		
Female	497	38.20%
Male	804	61.80%
By Race/Ethnicity		
American Indian/Alaskan Native	3	0.23%
Asian	80	6.15%
Black or African American	40	3.07%
Hispanic or Latino	39	3.00%
Two or more races	15	1.15%
White	1,095	84.17%
Not specified	29	2.23%

WORKFORCE BY MANAGEMENT LEVEL: JUNIOR MANAGEMENT

METRIC	NUMBER	PERCENTAGE
By Gender		
Female	74	35.75%
Male	133	64.25%
By Race/Ethnicity		
American Indian/Alaskan Native	2	0.97%
Asian	17	8.21%
Black or African American	5	2.42%
Hispanic or Latino	9	4.35%
Two or more races	7	3.38%
White	166	80.19%
Not specified	1	0.48%

WORKFORCE BY ROLE: TECHNOLOGIES ROLES

METRIC	NUMBER	PERCENTAGE
By Gender		
Female	636	22.62%
Male	2,088	74.25%
Nonbinary	11	0.39%
Not specified	77	2.74%
By Race/Ethnicity		
American Indian/Alaskan Native	4	0.14%
Asian	311	11.06%
Black or African American	68	2.42%
Hispanic or Latino	93	3.31%
Native Hawaiian or other Pacific Islander	9	0.32%
Two or more races	69	2.45%
White	1,902	67.64%
Not specified	356	12.66%

WORKFORCE BY ROLE: SUPPORT ROLES

METRIC	NUMBER	PERCENTAGE
By Gender		
Female	633	40.04%
Male	908	57.43%
Nonbinary	9	0.57%
Not Specified	31	1.96%
By Race/Ethnicity		
American Indian/Alaskan Native	7	0.44%
Asian	81	5.12%
Black or African American	98	6.20%
Hispanic or Latino	105	6.64%
Native Hawaiian or other Pacific Islander	6	0.38%
Two or more races	32	2.02%
White	1,091	69.01%
Not specified	161	10.18%

WORKFORCE BY TYPE: DISABLED TEAM MEMBERS

METRIC	NUMBER	PERCENTAGE
By Gender		
Female	169	43.22%
Male	214	54.73%
Nonbinary	8	2.05%
By Race/Ethnicity		
American Indian/Alaskan Native	3	0.77%
Asian	13	3.32%
Black or African American	13	3.32%
Hispanic or Latino	24	6.14%
Two or more races	14	3.58%
White	315	80.56%
Not specified	9	2.30%

WORKFORCE BY ROLE: SALES ROLES

METRIC	NUMBER	PERCENTAGE
By Gender		
Female	131	33.59%
Male	257	65.90%
Not specified	2	0.51%
By Race/Ethnicity		
American Indian/Alaskan Native	2	0.51%
Asian	5	1.28%
Black or African American	17	4.36%
Hispanic or Latino	9	2.31%
Two or more races	5	1.28%
White	332	85.13%
Not specified	20	5.13%

WORKFORCE BY TYPE: VETERANS

METRIC	NUMBER	PERCENTAGE
By Gender		
Female	40	16.46%
Male	202	83.13%
Nonbinary	1	0.41%
By Race/Ethnicity		
Asian	5	2.06%
Black or African American	18	7.41%
Hispanic or Latino	6	2.47%
Two or more races	5	2.06%
White	200	82.30%
Not specified	9	3.70%

NEW HIRES

METRIC	NUMBER	PERCENTAGE
By Gender		
Female	314	37.74%
Male	434	52.16%
Nonbinary	5	0.60%
Not Specified	79	9.50%
By Race/Ethnicity		
American Indian/Alaskan Native	4	0.48%
Asian	63	7.57%
Black or African American	68	8.18%
Hispanic or Latino	54	6.49%
Native Hawaiian or other Pacific Islander	1	0.12%
Two or more races	19	2.28%
White	487	58.53%
Not specified	136	16.35%

TURNOVER

METRIC	NUMBER	PERCENTAGE
By Gender		
Female	280	36.80%
Male	457	60.05%
Nonbinary	1	0.13%
Not Specified	23	3.02%
By Race/Ethnicity		
American Indian/Alaskan Native	3	0.40%
Asian	44	5.78%
Black or African American	70	9.20%
Hispanic or Latino	39	5.12%
Native Hawaiian or other Pacific Islander	2	0.26%
Two or more races	19	2.50%
White	477	62.68%
Not specified	107	14.06%



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