

Turknett Leadership Character Awards Nomination

Nominee: Philip Tomlinson (one of two submissions)

Organization: TSYS

Category: CEO/President/Managing Partner

Eighth Annual Awards: February 16, 2009

***Integrity** is defined by honesty, authenticity, and truth telling. Some examples of behaviors that typically illustrate integrity would be: always telling the truth even when it is difficult, keeping all promises, never twisting facts for personal advantage and being willing to stand up for what is right. Give up to three examples of how this person demonstrates Integrity:*

This year has truly offered great opportunity for Phil Tomlinson to display his leadership character. We have gone through and continue to experience difficult times and Phil has been visible, communicated openly and promised to let team members know what he knows - when he knows. He is open and honest at all times. In addition to his frequent communications, he has sent special quarterly updates to every team member (all 8,000 plus) letting them know how our business was doing, the impact the economy was having on our customers and our business - open, honest and forthright communication. He was completely honest and the same time offered encouragement. He rallied the team to support customers and do our best even in difficult times.

***Respect** helps create a state of partnership and teamwork. Respect is defined by the qualities of humility, empathy, lack of blame and emotional mastery. Some examples of behaviors that typically illustrate respect would be: listening and being respectful of others, not blaming others, welcoming suggestions, being willing to compromise, admitting limitations, and maintaining composure by expressing disagreement calmly. Give up to three examples of how this person demonstrates respect:*

Phil is a humble, sensitive and affirming leader. He is loved by team members across our family of companies. He has an Ask Phil email box and he solicits emails from team members on any topic they wish to write. He responds personally to every email and is open and honest in his replies. He does an outstanding job of painting the vision of our company and holding people accountable. For this he gains the utmost respect from team members at all levels and across all lines of business. He always looks for solutions first and finds placing blame a waste of time. He is the first to say he doesn't have all the answers and depends on the team working together to achieve our success. He is the greatest customer advocate in the world and he knows it takes a dedicated team to take care of the customer. Because of that he is affirming and respectful of all who do the work.

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Responsibility is the acceptance of full responsibility for the success of the project, the team and the organization. Responsibility is defined by the qualities of accountability, self-confidence, courage and a focus on the whole. Some examples of the behaviors that typically illustrate responsibility are: taking initiative and being willing to act to get things done (whether it's your "job" or not), delivering on promises and holding others accountable, being willing to express an opinion, and sharing information across the company. Give up to three examples of how this person demonstrates responsibility:

Phil is an advocate of taking 100% Responsibility. It is on our walls and he subscribes to it and promotes it daily. He has a sign on his door that reads, treat the customer the way you would want to be treated. He is willing to get in the trenches on any issue and he is willing to listen to others opinions. He often says as he drives in to work each day and sees all the cars in the parking lot that he is reminded of the responsibility he has to each individual that comes to work each day.

*Please relate an incident or tell a story that shows how this person demonstrates **Leadership Character**. Examples may include professional or community involvement:*

For more that 32 years, Phil has displayed his servant leadership qualities to every member of the team. Before he held his current position, he had the reputation of being a great customer and team member advocate. He is just a loving and kind man. He cares for people - all people. He can't tolerate anyone being disrespected. We also have a philosophy of "valuing the worth of every individual" and Phil lives that example daily. In addition to his vast responsibilities to our shareholders, board and customers - Phil takes care of the men and women in our company. Over the years, he has attended funerals, visited hospitals, written notes to team members who where having difficult times - his is unique.

He is very active in the community and as a cancer survivor, he has actively involved in the Cancer Society. He has been a Chamber of Commerce President and is on just about every local board that wants to achieve any success. He is a tireless worker - at work and in the community. Our company just pledged 1 million to our local United Way. Under his leadership and through his example, people just want to do more. He always advocates doing something for someone in need.

You could take a poll of our Team Members and you would get a resounding thumbs up for our Chairman and CEO. He is a man of character, integrity and heartwarming kindness. We love our CEO!