Artificial Intelligence Charter
[Approved by the Tyler Board of Directors on October 27, 2026]

This charter sets forth Tyler's guiding framework for how we approach the use of artificial intelligence ("AI") in our internal operations and the solutions we make available to clients. The charter is submitted to our Board of Directors (the "Board") for review and approval on an annual basis, except as otherwise requested by the Board; on at least a quarterly basis, reporting on AI-related risks is presented to the Board's Audit Committee, as set forth in that Committee's charter.

It is important to understand what Tyler means when it references AI here and in related contexts. We do not mean basic computing enhancements that have been available for many years. Instead, when we reference AI here, we are aligning with the definition set forth by the National Institute of Standards and Technology ("NIST"): "A machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments."

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For decades, Tyler has been a trusted partner to our public sector clients. Together, we have navigated digital transformations, from mobile applications to cloud-based solutions. Our deep industry knowledge and domain expertise, coupled with our laser focus on the needs of our unique client base, have proven that thoughtful collaboration yields impactful and reliable long-term results.

We believe the same is true with AI. There are undeniable benefits that AI can bring to our clients; however, those benefits must be credibly delivered and credibly experienced. AI tools must be designed for the very real world of the very real people our clients serve.

Our public sector clients do not value hype, they value predictability. They do not prioritize optics, they prioritize integrity. They do not operate with a blank check, they operate under a budget, their constituents' expectations, and the law.

We understand that mindset, and we partner with our clients as we navigate an AI-enabled world. We will respect their caution, address their questions, and absorb their feedback. We will foster a feedback loop of experience and expectations.

In parallel, we are thoughtfully making AI capabilities available to Tyler team members to enhance their own work experience. The scope of those capabilities depends on the nature of an individual team member's role and responsibilities, and the return on investment.

We believe that understanding the costs and benefits of AI in our own daily work will help us translate those costs and benefits to our clients in theirs.

Whether we are embedding AI capabilities into the systems of record we deliver or leveraging tools internally to enhance our own work, we ground our AI vision in these **responsible AI principles**.

Human-Centered

Successfully delivering on the AI promise means more than leveraging technical expertise or focusing on "efficiency"; it means valuing a human-centered approach that prioritizes uniquely human strengths such as creativity, empathy, and judgment. Tyler leverages and designs AI capabilities to enable, and not outright replace, human decisionmakers, particularly where critical social services, legal rights, public safety or access to government services may be affected. Our strategy is to prioritize AI tools that allow the human to spend more time acting like a human – exercising discretion, navigating personalities, thinking strategically – and less time acting like a machine performing repetitive or rote tasks. In our internal operations, we emphasize to our team members that AI may be a tool in their work, but it is not a substitute for their own intelligence, scrutiny, or creativity. Team members must remain accountable for their work.

Fair and Accessible

We intend to use and offer AI in ways that seek to promote equitable treatment and broaden access to opportunity. We strive to identify and mitigate harmful bias; consider the needs of people with different abilities, backgrounds, and levels of technical proficiency; and apply, and require users of Tyler's AI systems to apply, human review and oversight commensurate with the potential impact of the AI system. AI should support human thought, not obscure accountability.

Impactful

At Tyler, we do not use or offer AI for the sake of merely using or offering AI. We believe the "intelligence" part of artificial intelligence matters, such that AI must have a value-add that can be measured and perceived. We will prioritize approachable, practical AI solutions that let our clients feel comfortable with the technology and then excited for its possibilities. We will target AI tools that most directly and responsibly assist our team members in their work. We invest in training and upskilling so that team members can grow alongside these tools and use them responsibly. We do not believe AI should replace our talented and dedicated team members; we believe AI should support them.

Transparent, Valid, and Reliable

Tyler is committed to being open and transparent about our internal use of AI when appropriate, such as when it could materially influence decisions or experiences that affect people. We seek to make clear to our team members the role, capabilities, and limitations of AI, and to set expectations for their accountability regarding its use. We seek

to leverage AI tools that are dependable, but we will preserve a healthy awareness for potential errors.

When we develop client-facing, AI-enabled tools, we aim for an equally healthy awareness. Our development processes include checks to validate that a non-deterministic AI capability meets standards for accuracy and reliability commensurate with its intended use. One confident-looking answer is not sufficient.

Our clients also need to understand how they can assess the capabilities, performance, and impact of the AI solutions we offer. We will seek to educate our clients to bring similar error-potential awareness when the AI tool is in their hands.

We will evaluate the AI solutions we offer according to their intended purpose and level of risk. We believe there should be increased opportunities for human review and verification when errors could have greater consequences. The greater the risk, the stricter the evaluation.

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Security and Privacy

We recognize the evolving threat landscape, as well as AI's role in both offering new defense mechanisms and creating new offensive threats. Our ecosystem of security personnel, processes, and technology is under continuous evaluation to enhance the readiness and resiliency of our offerings.

Tyler respects our public sector clients' rights regarding their data and handles that data in accordance with applicable law, our contractual terms, and our privacy policies and practices. We do not sell, license or commercialize our public sector clients' data or our team member data for our own advertising or marketing purposes. Except as authorized by our agreements, applicable law, or a client, Tyler does not provide client data to third-party AI providers for the purpose of training general purpose AI or machine learning models.

Our internal procurement teams and our product leadership teams regularly partner with our security leaders to help us thoughtfully mature our design principles to consider not just AI's potential, but also its risks. We acknowledge that those risks also include inadvertent action by Tyler team members who use AI, such as unintentionally disclosing our intellectual property or other confidential information. We provide training and leverage available technical and administrative safeguards appropriate to the circumstances to help mitigate these risks.

Risk Management

We use a risk-based approach to evaluate AI use cases throughout the software development lifecycle. That evaluation includes relevant governance considerations, testing and oversight demands based on the potential impact of the AI capability and the context in which it is intended to be used. Factors that may influence risk assessments include the nature and sensitivity of the data involved, the potential impact to individuals, and applicable legal requirements. We apply increased governance, review, and oversight to higher-risk AI use cases and may choose not to pursue uses where risks cannot be

appropriately managed. We consider AI risks as part of our third-party vendor evaluation process.

Continuous Improvement

We do not consider responsible AI to be a point-in-time measurement; instead, it is an ongoing evaluation. We will regularly assess, monitor, and enhance our AI-enabled solutions and governance practices as technology, client needs, and legal and regulatory expectations evolve. We are committed to complying with applicable law. In addition, we believe in incorporating lessons learned and emerging practices, seeking to identify new risks, and strengthening available safeguards.

Sound Governance

The above principles, alongside the values we bring to work every day, feed into our AI governance approach. As set forth in the Audit Committee charter, the Audit Committee is responsible for assisting the Board with oversight of, among other items, our information security and data privacy risks, controls and procedures, including those related to AI. Management is responsible for identifying and mitigating risks and operationalizing controls and processes.

Management established a cross-functional AI Governance Committee that regularly brings together our chief AI officer, our chief technology officer and leaders from our information security, data privacy, cloud operations, legal, internal audit/enterprise compliance, and business teams. The committee reviews and monitors our internal AI usage and our AI-enabled solutions, facilitates timely reporting to and engagement with our Audit Committee and Board, and oversees the framing of our AI strategy and initiatives. The AI Governance Committee is also informed on evolving legal and regulatory requirements, as well as ethical standards. These updates inform refinements to our governance program and operations, as well as potential impacts on product development timelines, compliance costs, and market opportunities related to AI.

We operate under a Code of Business Conduct and Ethics and an Acceptable Use Policy that further support our approach to responsible AI practices. In addition, the company has published AI Use Guidelines. Those guidelines set our expectations for Tyler team members' use of AI tools. They include standards for how those tools should, and should not, be used. Failure to abide by the guidelines can result in disciplinary measures, up to and including termination. Team members are trained on those guidelines at onboarding and during annual security training, and they are available for employee review at any time on Tyler's policy intranet.

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At Tyler, we recognize that the most important ingredient in any AI solution we use or offer is this one:

TRUST