



GLOBAL SUSTAINABILITY REPORT

2020

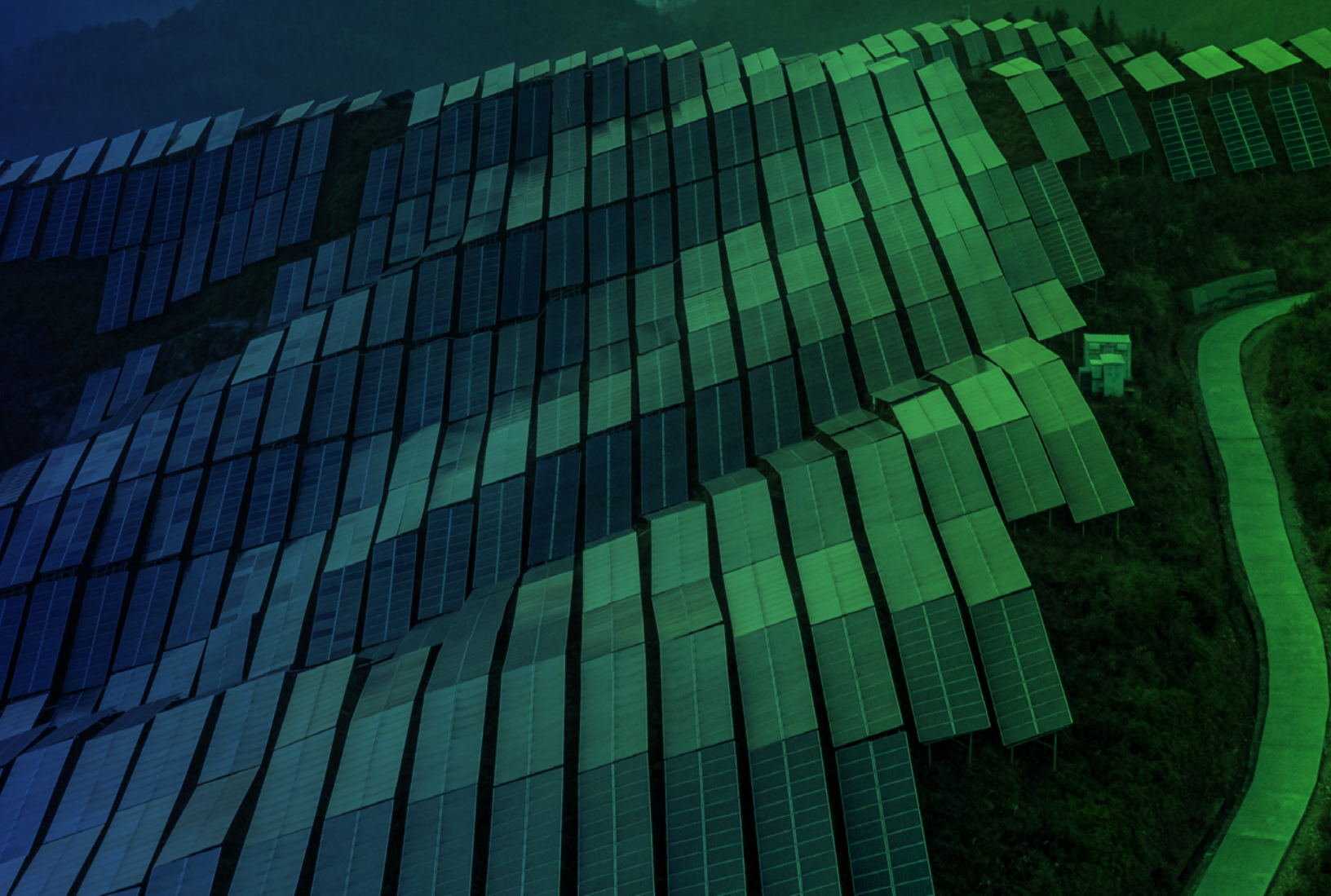


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LETTER FROM OUR CHAIRMAN AND CEO

Dear FIS Stakeholder,

To say that 2020 was an unprecedented year would be an understatement. The impact that the COVID-19 pandemic has had on the global economy and our stakeholders was and continues to be profound. The pandemic accelerated many business and social trends already in motion, established new ones and drove many other changes that will be long-lasting.

Last year, despite the challenge of the pandemic, FIS accelerated our sustainability efforts. In 2020, our corporate citizenship efforts became even more paramount to our sustainability journey with a particular focus on our 3Cs - Colleagues, Clients and Communities.

Throughout 2020, we focused our functional programs, business efforts and charitable activities on serving each of our stakeholders. We were confident that if we took care of each other during this challenging time, we'd all emerge stronger together as we come out of the pandemic.

In this year's report, you will find a comprehensive summary of how FIS has continued to advance our overall sustainability program, and we have also expanded our disclosures related to our key sustainability programs. In addition to these annual disclosures, we work to continuously convey our progress throughout the year on our website and in other public announcements. Executive Management, the Board of Directors and I are committed to transparency around ESG issues as this public disclosure helps us make FIS an even stronger company.

Last year, after publishing our inaugural sustainability report, we turned our focus to further addressing the material ESG issues that our stakeholders most cared about. This included announcing our comprehensive plan for climate action, which includes aspirational goals for carbon neutrality and renewable energy use. It also included the establishment of our five areas of immediate focus for diversity and inclusion, FIS' Framework for Financial Inclusion and the advancement of our supply chain management initiatives. All of these are fundamental building blocks of opportunity for our ESG program.

In addition to our focus on making FIS one of the leaders in advancing sustainability among FORTUNE 500 companies, we are also positioning ourselves to help our clients make this same transition. FIS is working with our clients and partners to develop ESG-related solutions and services that advance the way the world pays, banks and invests in a more sustainable way. We understand that if the world is to truly become more sustainable, we must work together to achieve that.

FIS takes seriously its core societal role in the global financial eco-system, including ensuring that no one is left behind as we continue to transition to a more digital economy. By focusing our sustainability efforts on what matters most for our 3Cs and other key stakeholders, we know that the future will be bright for FIS, our societies and our planet.

Sincerely,



GARY NORCROSS

CHAIRMAN AND
CHIEF EXECUTIVE OFFICER



ABOUT FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our employees are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a Fortune 200® company and is a member of Standard & Poor’s 500® Index. Our common stock is listed on the New York Stock Exchange under the symbol FIS.



MERCHANT SOLUTIONS

1M+

merchant locations served



BANKING SOLUTIONS

19K+

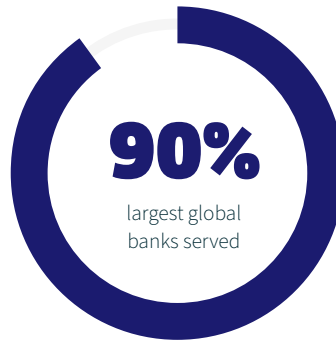
banking solution clients



CAPITAL MARKET SOLUTIONS

1K+

firms use our platforms



OUR REACH

\$2T+

in annual merchant sales volume processed

79B+

transactions processed around the globe

\$10T+

moved annually around the globe

2020 FINANCIAL HIGHLIGHTS

\$12.6B

in Revenue

\$5.2B

in Adjusted EBITDA*

41.9%

Adjusted EBITDA Margin**

COMPANY HISTORY

- 1968** • Founded as Systematics™, later purchased by ALLTEL Information Services
- 2003** • Purchased by Fidelity National Financial
- 2006** • FIS becomes separate public company
- 2015** • FIS acquired SunGard to further enhance our Capital Markets business
- 2019** • FIS acquired Worldpay to greatly expand capabilities in Merchant Solutions

OUR PEOPLE

62K+

employees

70+

languages

50+

countries

A SELECTION OF AWARDS & RECOGNITION



*Adjusted EBITDA reflects net earnings before interest, other income (expense), taxes, equity method investment earnings (loss), and depreciation and amortization, and excludes certain costs and other transactions that management deems non-operational in nature, the removal of which improves comparability of operating results across reporting periods. It also excludes incremental and direct costs resulting from the COVID-19 pandemic. This measure is reported to the chief operating decision maker for purposes of making decisions about allocating resources to the segments and assessing their performance. For this reason, adjusted EBITDA, as it relates to our segments, is presented in conformity with Accounting Standards Codification 280, Segment Reporting, and is excluded from the definition of non-GAAP financial measures under the Securities and Exchange Commission's Regulation G and Item 10(e) of Regulation S-K.

**Adjusted EBITDA margin reflects adjusted EBITDA, as defined above, divided by revenue.

REPORT HIGHLIGHTS

FIS ANNOUNCED EMISSIONS REDUCTION GOALS

Our climate action plan included three new aspirational goals, which can make a positive impact in protecting our environment:

- Achieving 100% carbon neutrality for our Scope 1 and 2 greenhouse gas (GHG) emissions by 2025;
- Sourcing 100% renewable energy by 2025;
- Developing and securing validation of Science Based Targets for the reduction of GHG emissions, in line with the Paris Climate Agreement.

FIS ADVANCED DIVERSITY AND INCLUSION

Global Women in Leadership (Director and Above) improved nearly

U.S. Women in Leadership (Director and Above) improved nearly

+2 percentage points YOY

+3 percentage points YOY

FIS ESTABLISHED ITS FRAMEWORK FOR FINANCIAL INCLUSION



SOLUTIONS AND SERVICES

incorporating principles of financial inclusion into solution design and developing solutions that help our clients achieve their financial inclusion goals.

FINANCIAL INVESTMENTS

supporting fintech startups that are innovating to meet the needs of underserved consumers, businesses and markets.



STRATEGIC PARTNERSHIPS

partnering with clients, government policy makers and non-governmental organizations to advance financial inclusion goals.

PHILANTHROPY AND VOLUNTEERISM

working with nonprofit and philanthropic organizations to provide financial tools and educational resources to better support underserved communities.



FIS DROVE POSITIVE ENVIRONMENTAL IMPACT

-23%
Energy Usage

-11%
Scope 1 Emissions

-25%
Scope 2 Emissions

-23%
Scope 1 and 2 Emissions

FIS published our new ESG and political activities policies

APPROACH TO SUSTAINABLE GROWTH

MATERIALITY-BASED APPROACH TO ESG

FIS takes a materiality-based approach to sustainability. In 2019, in preparation for our first sustainability report, FIS retained a third party to perform an independent materiality assessment. The results of this assessment were mapped to our priority focus areas and the UN Sustainable Development Goals (SDGs). The full details of that survey are available in our 2019 Global Sustainability Report. The results of that survey, included here, were also used to guide this year's report.

The materiality matrix shows the relative weight of different topics from two perspectives. The X axis shows how important an issue is considered by industry participants, while the Y axis shows the topic's importance to external stakeholders.

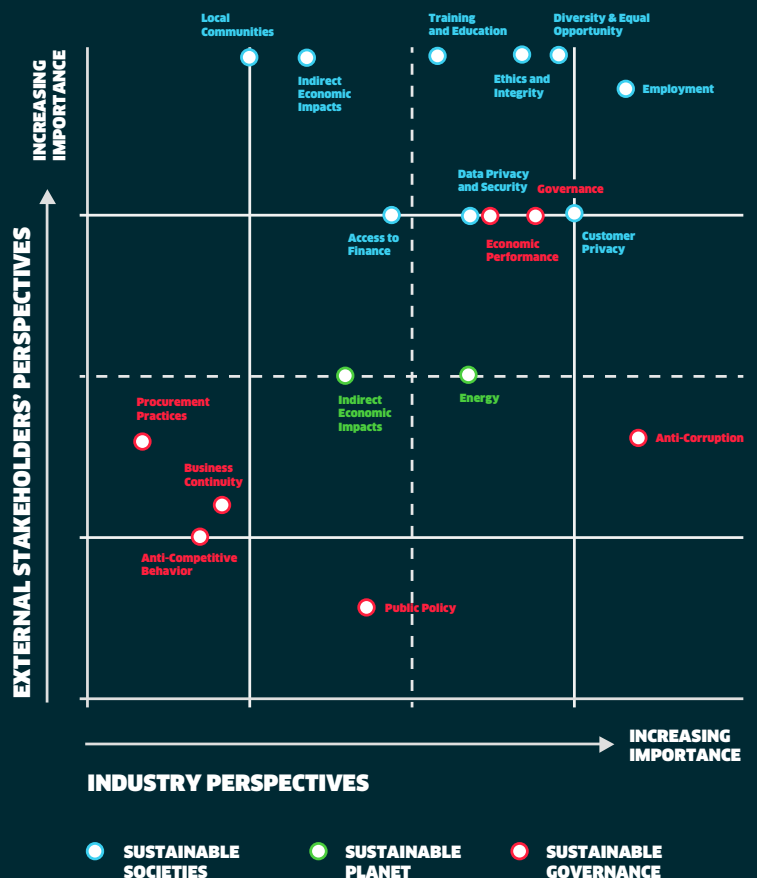
ABOUT THIS REPORT

Our 2020 Global Sustainability Report primarily covers data and metrics related to the 2020 calendar year from January 1 to December 31, 2020. FIS completed the acquisition of Worldpay on July 31, 2019, and the 2019 information in this report generally applies to both companies on a combined basis unless otherwise noted, while information prior to 2019 only applies to FIS.

This report is prepared in accordance with the Global Reporting Initiative (GRI) Core option and the Sustainability Accounting Standards Board (SASB) Software & IT Services 2018 Sustainability Accounting Standard. We have mapped our progress on material topics aligned with the United Nations Sustainable Development Goals.

FIS is committed to transparency, engagement and consistent communication of our ESG strategies and programs to all stakeholders. We regularly update the [Global Sustainability section](#) of the FIS website. We welcome feedback and questions on this report or any of our ESG disclosures, which can be sent to ESG@fisglobal.com.

MATRIX OF MATERIAL TOPICS



At FIS, we believe our materiality-based approach to sustainability helps us focus our efforts and resources on issues most important to our stakeholders.

Andrew Ciafardini
Chief Sustainability Officer

APPROACH TO SUSTAINABLE GROWTH

SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals (SDGs) are a series of interlinked goals adopted by UN member states in 2015. These goals focus on creating a fairer, more just world with more sustainable economic and environmental practices by 2030. The goals are ambitious and will only succeed through the combined efforts of government, business and civil society.



FIS supports the SDGs, and recognizing the importance of the goals, we have linked our priority areas to them. We have prioritized several goals that most align with our business and where we can make a positive impact around the world.

<p>1 NO POVERTY</p>	<p>End poverty in all its forms everywhere</p> <p>Empowering Individuals and Businesses in the Digital Economy Helping Communities Thrive</p>
<p>4 QUALITY EDUCATION</p>	<p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p> <p>Helping Communities Thrive</p>
<p>5 GENDER EQUALITY</p>	<p>Achieve gender equality and empower all women and girls</p> <p>Advancing the Workforce of the Future</p>
<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p>Advancing the Workforce of the Future Helping Communities Thrive</p>

<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation</p> <p>Empowering Individuals and Businesses in the Digital Economy Protecting Our Clients and The Financial System</p>
<p>10 REDUCED INEQUALITIES</p>	<p>Reduce inequality within and among countries</p> <p>Empowering Individuals and Businesses in the Digital Economy Advancing the Workforce of the Future Helping Communities Thrive</p>
<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>Make cities and human settlements inclusive, safe, resilient and sustainable</p> <p>Helping Communities Thrive Empowering Individuals and Businesses in the Digital Economy</p>
<p>13 CLIMATE ACTION</p>	<p>Take urgent action to combat climate change and its impacts</p> <p>Reducing Environmental Impact Helping Communities Thrive</p>
<p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels</p> <p>Approach to Sustainable Growth Risk Management and Resiliency Programs</p>
<p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>Strengthen the means of implementation and revitalize the global partnership for sustainable development</p> <p>Managing a Sustainable Supply Chain</p>

RESPONSE TO COVID-19

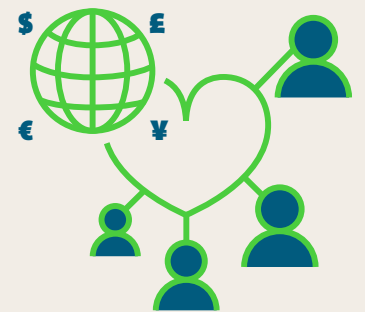
In 2020, FIS organized a comprehensive response to the COVID-19 pandemic that put the health and safety of our colleagues, clients and communities first.

COLLEAGUES

1. Expanded our FIS CARES program to offer emergency financial assistance to all employees globally. The employee driven program provides a platform for colleagues to assist each other.
2. Added special pay incentives for critical infrastructure employees who were required to come into the office to perform their job duties during certain periods.
3. Expanded telehealth benefits, increasing virtual options for discussions, support and medical advice, serving thousands of employees worldwide during COVID.
4. Created special temporary paid time off benefits for employees impacted by COVID-19, including either personal illness or time off to care for family members.
5. Created “FIS Take a Day”, a company paid day off in 2020 and 2021, to encourage mental health wellbeing.
6. Supplied hotel rooms and secure transport for critical infrastructure employees to limit COVID exposure.
7. Equipped employees with necessary technology and connectivity to ensure effective work from home capabilities.
8. Implemented new employee safety measures across FIS facilities (e.g., enhanced cleaning, masks, and temperature taking devices, etc.).
9. Encouraged use of the mental health and wellbeing resources under our Employee Assistance Program.
10. Re-prioritized the rollout of the WeLearn online learning system to include collateral and learning to deal with remote workforce and employee well-being topics, etc.
11. Expanded annual Employee Engagement Survey to include COVID-related questions to help us address employee well-being.



EMPLOYEE SUPPORT IN INDIA



In 2021, FIS quickly mobilized in India to expand our COVID-19 employee support efforts during the intense outbreak period. This included setting up a COVID-19 helpline with a dedicated support center, making it easy for colleagues to seek company assistance securing much needed oxygen resources, critical medical support and access to a corporate-sponsored vaccination campaign. Additionally, FIS Cares – the company’s employee-funded charitable program – designated \$500,000 to assist our Indian colleagues to alleviate the hardships they faced from this outbreak.

CLIENTS

During the first year of the pandemic, FIS worked to help its clients mitigate the impacts of COVID-19 on their businesses through the enablement of secure virtual and online support capabilities.

A few examples include:

1. In the U.S., we helped bank and credit union clients speed up the processing of urgently needed Small Business Administration (SBA) loans under the Paycheck Protection Program, by using our SBA-approved Real-Time Lending Platform to automate and digitize the loan process. This enabled small businesses to receive their funds more quickly.
2. We partnered with 28 U.S. states to enable the use of EBT (Electronic Benefit Transfer) cards for millions of households receiving Supplemental Nutrition Assistance Program (SNAP) benefits under the pandemic EBT program. This program was designed to help children unable to receive their free and reduced lunch in person at school.
3. We provided U.S. merchants enrolled in the Worldpay from FIS iQ online portal with virtual terminal access at no charge, and we helped eCommerce clients by providing analytical, chargeback and enhanced authentication tools for a period of time at no charge.
4. For financially distressed clients, we waived minimum monthly service charges in April 2020 for our U.S. and UK merchants.
5. In the U.S., we provided merchant clients with free access to Review Tracker, which assists merchants by directing customers to their website for specifics on changes to services and hours of operations.
6. We assisted capital markets clients by expanding network capacity to handle significantly increased trading volumes in volatile market environments during the pandemic.
7. We created new capabilities to onboard new clients and implement FIS solutions virtually.





COMMUNITIES

FIS colleagues around the world helped others in their communities in 2020 by fundraising, donating food and offering to shop for neighbors.

1. The FIS Prepaid Division continues to support the distribution of \$40 million in emergency relief funds on prepaid debit cards for the City of Jacksonville, our corporate headquarters city. FIS is creating and issuing 1,000 cards and providing processing services and call center support to ensure that recipients receive the funds as quickly as possible without having to absorb added fees.
2. FIS donated thousands of pre-paid gift cards to military families in the U.S. and abroad through our partnership with the Armed Forces Financial Network and the Fisher House Organization.
3. FIS donated \$100,000 to the #RebuildingLives initiative in India.
4. In the UK, we partnered with the Government Banking Service to provide National Health Service (NHS) workers with groceries and other supplies.
5. FIS employees supported a donation drive by the Contact Center Association of the Philippines (CCAP) to raise funds for Caritas Manila to provide food and personal protection equipment to over 1,500 families.
6. FIS partnered with Amalgamated Bank in New York to produce cash disaster relief gift cards for 1,500 families in the NYC Kids RISE program, to help provide immediate access to emergency funds donated by the Gray Foundation and the Robin Hood Relief Fund.
7. The FIS Credit Union Division donated to First Book, a non-profit organization that has delivered over 2 million books to children to continue learning while schools are closed during the pandemic.
8. FIS teamed up with People’s Bank in Ohio to support the Children’s Hunger Alliance and we donated to the Cincinnati Freestore Foodbank.
9. FIS donated to Miami University in Ohio, an educational partner, to support the university’s Student Emergency Fund.

FIS Feeding the World Campaign

\$335K

raised in fundraising efforts along with food drives for COVID relief.

500+ food packets

6 continents



12 countries

32 FIS sites participated

1K+ pounds of food

SUSTAINABLE SOCIETIES

EMPOWERING INDIVIDUALS AND BUSINESSES IN THE DIGITAL ECONOMY

- A Commitment to Financial Inclusion
- FIS' Framework for Financial Inclusion
- How FIS Solutions and Services Empower Individuals and Businesses
- Empowering Small Businesses
- Expanding Access for Those in Need
- Driving Financial Inclusion through Investment
- Fintech Acceleration Support
- Partnering to Scale Financial Inclusivity
- Leveraging Our People and Our Resources to Increase Financial Literacy

CH1

PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

- Our Approach to Data Security, Privacy and Consumer Protection
- Cybersecurity Strategy
- Multi-Layered Risk Management Framework
- Cybersecurity Culture, Training and Awareness
- Executive and Board Oversight of Cybersecurity
- Industry Leadership and Partnership
- Pillars of Privacy
- Global Fraud-fighting

CH2

ADVANCING THE WORKFORCE OF THE FUTURE

- Culture
- Recruiting and Building a Talent Pipeline
- Training and Career Development
- Fostering Employee Engagement and Recognition
- Retaining and Promoting Talent
- Total Rewards Compensation Philosophy
- Pay Equity
- Employee Benefits and Well-being
- Retirement and Financial Benefits
- Well-being Programs
- Employees Safety Programs

CH3

FOSTERING INCLUSION & DIVERSITY

- A Record of Inclusion and Diversity
- Five Areas of Focus
- Inclusion Networks
- Measuring and Reporting

CH4

HELPING COMMUNITIES THRIVE

- Corporate Giving
- Employee Giving and Volunteer Programs
- FIS Cares
- Partnering with Community Groups
- Partnering with Clients to Enable Charitable Giving

CH5

EMPOWERING INDIVIDUALS AND BUSINESSES IN THE DIGITAL ECONOMY

A Commitment to Financial Inclusion

As a global fintech leader, FIS is working to lead the transition to the digital economy. Aligned with the United Nations and G20 Principles for Digital Financial Inclusion¹, at the center of our efforts is the goal to help individuals bridge the digital divide by reducing barriers to the accessibility and affordability of financial services.

Full access to the financial sector is a global challenge with over 1.7 billion adults lacking access to a financial or payments account, either through a financial institution or mobile money provider.² Even in markets such as the U.S. or UK where bank account access is higher, millions of people remain underserved or have limited access to financial products and services. At FIS, we understand the hardship that financial difficulties create and realize that the implications of not reaching underserved communities go beyond just the direct cost to individuals.

1 - G20 High Level Principles for Digital Financial Inclusion (2016)

2 - World Bank - The Global Findex Database (2017)



EMPOWERING INDIVIDUALS AND BUSINESSES IN THE DIGITAL ECONOMY

Given the dynamic challenges of addressing financial inclusion, making an impact requires a collaborative, cross-sector approach. Partnering with policymakers and our clients across financial institutions, capital markets and merchants. FIS is working to help ensure that no one is left behind in the digital economy. By connecting those currently outside the financial ecosystem, we can help communities achieve long-term stability, which helps reduce poverty, enables careers, empowers businesses and supports community resiliency.

FIS' FRAMEWORK FOR FINANCIAL INCLUSION

In 2020, FIS developed a comprehensive framework for financial inclusion to help our colleagues drive transformational and sustainable change for our clients and communities.

HOW FIS SOLUTIONS AND SERVICES EMPOWER INDIVIDUALS AND BUSINESSES

FIS' solutions and services are at the forefront of our company's Framework for Financial Inclusion. Our solutions themselves – directly and indirectly – increase the accessibility and affordability of financial services for end users. This ranges from enabling low-fee checking accounts for individuals to providing alternative funding products for small businesses. It also includes solutions and services that help those in need by connecting them with individual and small business government assistance programs, which we operate for government agencies. FIS solutions and services also focus on the importance of providing financial advice and education.

For example, the COVID-19 pandemic revealed the consequences of lacking access to the financial system, including delays in receiving stimulus payments distributed under the CARES Act. In 2020, as a leading core banking provider, FIS partnered with the national not-for-profit organization [Cities for Financial Empowerment Fund](#) (CFE Fund) and other industry peers to support and expand the [BankOn](#) initiative. BankOn is a program that encourages banks and credit unions to offer affordable accounts with features such as transaction capabilities, online bill pay and no overdraft fees. As a leader in core banking, FIS' participation can help facilitate faster nationwide adoption of BankOn certified accounts with the thousands of financial institutions we serve.

FIS' Framework for Financial Inclusion is built on four strategic pillars:

1 SOLUTIONS AND SERVICES



incorporating principles of financial inclusion into solution design and developing solutions that help our clients achieve their financial inclusion goals.

2 FINANCIAL INVESTMENTS



supporting fintech startups that are innovating to meet the needs of underserved consumers, businesses and markets.

3 STRATEGIC PARTNERSHIPS



partnering with clients, government policy makers and non-governmental organizations to advance financial inclusion goals.

4 PHILANTHROPY AND VOLUNTEERISM



working with nonprofit and philanthropic organizations to provide financial tools and educational resources to better support underserved communities.



As the economy continues to become more digital, we understand the important role FIS plays to help ensure the financial system is inclusive for everyone. That's why we've made financial inclusion a priority at our company.

Martin Boyd
President, Fintech Solutions

FINANCIAL INCLUSION EFFORTS

FIS' solutions and services also help address many of the findings of our recent research on what underserved individuals seek. For example, our Digital One Financial Wellness suite is a group of FIS solutions and services that support consumers' financial decision-making.

Another FIS solution, Banker on the Go, is an expanded chat-based offering that brings human-to-human interactions back to the mobile banking experience. Banker on the Go improves client engagement and creates personalized digital experiences, which can help improve trust and increase guidance that helps consumers find the information they need to make important financial decisions.

And finally, our Credit Insights offering is a credit scoring simulation and education platform that enables users to better understand credit scoring and their overall financial wellbeing.

EMPOWERING SMALL BUSINESSES

Under normal economic conditions, it can be difficult for small and medium-sized businesses (SMBs) to secure working capital, a challenge even more pronounced during the pandemic. In 2020, FIS quickly stood up new and expanded SMB funding programs to help businesses impacted by the restrictions brought by COVID-19.

When the Coronavirus Aid, Relief, and Economic Security (CARES) Act was implemented in the United States, FIS enabled financial institutions of all sizes to offer Paycheck Protection Program (PPP) loans to businesses. Due to the traditional time- and paper-intensive nature of the typical lending process, FIS anticipated that many banks and credit unions would face challenges in meeting the high demand for loans under the relief program.

To streamline the process, FIS leveraged its [Real-Time Lending Platform](#), which digitizes and automates the lending process. The SBA-approved platform supported the distribution of PPP loans and offered a feature that automated and streamlined the complex PPP loan forgiveness process. Over the course of 2020, FIS helped facilitate the distribution of over 170,000 approved loans for a total \$13.9 billion to 150,000 SMBs. In 2021, with the additional round of PPP funding, FIS has facilitated over \$15.5 billion in loans to 178,000 SMBs.

Beyond government relief programs for small businesses, regular access to capital remains critically important as national economies emerge from the pandemic. In 2020, FIS continued to support SMB clients with our FIS Working Capital solution in the U.S. and the UK, which became an even more important lifeline given the uncertainty of the traditional lending market last year.

FIS RESEARCH – WHAT DO UNDERSERVED INDIVIDUALS SEEK

FIS Impact Labs is FIS' first in-house venture-builder and incubator. This new team is powering transformational solutions by focusing exclusively on building disruptive solutions for our customers and readying them for scale through incubation.

In 2020, recognizing the accessibility gaps in the financial sector, the FIS Impact Labs team conducted research to better understand how underserved populations engage with banking services and how they approach education around financial health. Initial findings found that these groups desire a nuanced approach to supporting their banking needs and financial health.

FIS identified four main areas of concern that affect how underserved populations engage with the financial sector:



TIME

Customers would like to decrease time spent on, or increase efficiency of, engaging with their personal finances. This demonstrates a need for more streamlined services that are both user-friendly and support more efficient financial decision-making.



LITERACY

While respondents often use their institution's digital tools, they rarely use third-party finance apps. As a result, there is an opportunity for financial institutions to be more strategic in providing financial advice and education resources as a part of their overall digital offering.



TRUST

Consumers trust banks to secure their money but are less inclined to trust them with their overall financial health, including support on their spending, saving and borrowing plans. Solutions and services that help build those important relationships presents an opportunity to alleviate these concerns and expand consumers' long-term engagement with a financial institution.



GUIDANCE

Underbanked consumers desire financial guidance to help them reach their financial goals. Building stronger relationships and enabling more solution and service capabilities are important components of guiding consumers' financial risk and growth decisions.

More about FIS' research into generational financial literacy issues can be found in our [Generation Pay report](#).

U.S. PAYCHECK PROTECTION PROGRAM LOANS

\$29.4 BILLION

in loans distributed to 328,000 Small and Medium Businesses (SMBs) over the course of 2020 and 2021.





Businesses that use our merchant solutions can apply online for the cash they need to grow their business and get approved in minutes. Since the program launch in March 2019, the FIS Working Capital solution has provided more than \$285 million of funding to over 8,000 merchants worldwide.

In addition to helping provide much needed working capital, our merchant solutions business focused on helping SMB clients further transition to the digital economy during the initial stages of COVID-19. For example, FIS helped SMBs who did not previously utilize ecommerce or mobile sales tools to quickly get online. This included helping rapidly enable online and curbside meal ordering solutions for restaurants and gift card solutions for all businesses. With so many consumers wanting to support small businesses, advanced gift card purchases were a vital tool for their cash flow in 2020.

EXPANDING ACCESS FOR THOSE IN NEED

The COVID-19 pandemic and associated economic downturn highlighted the urgency of and need to expand the access of critical federal and state benefits programs to many individuals across the U.S.

Between February and May 2020, over 14 million people in the U.S. became unemployed, bringing the total from 6.2 million in February to 20.5 million in May. Given the rapid job loss, many people turned to unemployment insurance and other temporary assistance programs for help. These benefits were a lifeline for millions of individuals, and FIS' services were critical to the government's execution of these traditional and expanded benefit programs.

One of the most important programs FIS supported in 2020 was the expanded Supplemental Nutrition Assistance Program (SNAP) operated by the U.S. Department of Agriculture (USDA), U.S. states and territories. Under the Families First Coronavirus Response Act, traditional SNAP assistance benefits were expanded to cover children who were no longer able to access free or reduced cost lunch at U.S. schools forced to close due to the pandemic.

As a leading processor and operator of state-administered Electronic Benefit Transfer (EBT) systems in the U.S., FIS was able to rapidly deploy over 11 million Pandemic-EBT cards to those in need and provide expanded processing services to 28 states and territories who were approved to participate in the program.

While most SNAP recipients traditionally could only use their EBT cards inside the store at many food retailers, FIS quickly recognized the need to expand capabilities for online and curbside purchases. Prior to the pandemic, FIS was part of a USDA pilot program to address this issue, and in 2020, [we accelerated our development of this capability](#) to ensure that more than 9 million households could shop online with their SNAP benefits.

In addition to the SNAP program, through our banking partners, FIS supports Unemployment Insurance programs for nine U.S. states. Our services include providing card production, card processing and call center services for these programs, helping provide much needed financial relief for those in need. In 2020, FIS helped distribute unemployment funds to millions of individuals across the United States.

FINANCIAL INCLUSION EFFORTS

DRIVING FINANCIAL INCLUSION THROUGH INVESTMENT

Historically, FIS' investments in emerging fintechs have helped power financial inclusion initiatives that reach underserved markets. For example, through the FIS Fintech Accelerator program, which we sponsor with The Venture Center, we have long supported Flutterwave, a payments technology company based in San Francisco and Lagos, Nigeria that is further enabling payment processing in Africa.

Traditionally underserved, Africa represents the next frontier of ecommerce with more than 400 million users already online. Flutterwave was a 2016 graduate of the accelerator program, and in 2020 FIS provided additional investment to their Series B funding round.

In 2020, FIS set bold new goals for fintech investment, which is a critical part of how we support innovation and diversity in the ecosystem. Specifically, FIS' strategic investment group, FIS Ventures, announced its plan to invest **\$150 million** over the next three years in promising fintech startups. As a part of this plan, \$30 million will be allocated specifically to supporting minority-led fintechs, a group historically underrepresented in venture capital investment.

In 2021, FIS made its first investment – as part of this new program – in Greenwood, a minority-owned modern digital banking services platform for Black and Latinx individuals and businesses. The investment supports FIS' mission to advance the way the world pays, banks and invests and deepens our commitment to expanding access to digital financial services that reach underserved communities.

FINTECH ACCELERATION SUPPORT

In addition to direct investment, FIS has been supporting emerging fintechs through the FIS Fintech Accelerator program since 2015. The program, conducted in collaboration with the State of Arkansas and the Little Rock-based Venture Center, is designed to identify and help accelerate the work of best-in-class startups who design innovative solutions that help build economies and improve lives.



Each year, ten startups are selected for a 12-week program that includes in-depth mentoring and training from FIS and The Venture Center. In 2020, over 200 fintechs from 30 countries applied to the program, and ten finalists showcased their innovation in a wide range of areas, including cybersecurity, risk assessment and analysis, cloud computing, artificial intelligence and machine learning, and predictive analytics. Fifty fintechs have graduated since the program began in 2015.

PARTNERING TO SCALE FINANCIAL INCLUSIVITY

FIS understands that the industry has an important role to play in supporting consumers who lack access to financial services, and we are committed to working collaboratively with clients, government policymakers and non-governmental partners on initiatives that help bridge the digital divide and drive broader participation in the economy.

Addressing the financial needs of underserved communities and bridging the digital divide requires active collaboration between the government and private sector. Over the past year, several U.S. government agencies have taken steps to convene stakeholders to develop ideas on how to overcome barriers that prevent consumers from participating in the financial system.

In 2020, FIS pledged to join the [Office of the Comptroller of the Currency's \(OCC\) Project REACH \(Roundtable for Economic Access and Change\)](#), a program that brings together leaders from banking, business, technology and national civil rights organizations to build partnerships and help minority-owned banks thrive and more effectively support the communities they serve. We believe these types of forums provide a unique opportunity to build relationships and work together on ideas that increase access and affordability.

INVESTMENT

\$150 MILLION

announced by FIS' Strategic Investment group to be invested in promising fintech startups.



FINANCIAL INCLUSION EFFORTS**LEVERAGING OUR PEOPLE AND OUR RESOURCES TO INCREASE FINANCIAL LITERACY**

Financial literacy and self-sufficiency remain central challenges to bridging the digital divide. In 2020, FIS helped increase financial literacy with its colleagues, clients and communities through its own offerings, by empowering our clients and through our community impact programs.

FIS understands that for many consumers, programs providing financial education require trust. We designed the FIS Financial Literacy Program for our clients to do just that.

The program helps clients understand the financial journeys some families take, including navigating a series of important financial decisions and life events such as creating budgets, planning for goals, purchasing a home, paying for retirement and more.

The program is available free for download – for any client, institution or organization – through the “FIS Academy,” and is designed to exist on consumer-facing websites or apps. By providing easy-to-understand and engaging content that can help customers make beneficial financial choices, we can help advance financial literacy.

In addition to FIS’ internal efforts, we work with our clients and non-for-profit organizations to advance financial literacy and economic empowerment.

For example, recognizing the need to reach young people from an early age, gohenry – an FIS client in the United Kingdom – is providing young people access to payment tools that help them learn how to safely manage money while building their financial confidence and knowledge.

gohenry combines a prepaid card, parental controls and a smart money management app to help kids and teens learn crucial financial management skills. The app provides financial education content, nudges and notifications that help young people learn better money management. FIS is supporting gohenry’s expansion and ability to bring innovative options to meet the needs of younger consumers in both the UK and U.S.

Additionally, through the FIS Charitable Foundation and other charitable and volunteer programs at the company, FIS is an active supporter of organizations dedicated to expanding access to education and financial literacy around the world.

In 2020, FIS included key financial inclusion not-for-profit organizations in its “Season of Giving” and volunteerism campaign, including Junior Achievement and Operation Hope.



PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

Our Approach to Data Security, Privacy and Consumer Protection

In 2020, the already complex cybersecurity, privacy and regulatory environment became even more challenging due to the global pandemic. With more commerce moving online and more employees working remotely, FIS quickly adapted to the rapidly changing circumstances. Despite these challenges, FIS systems remained resilient and secure with a focus on protecting our clients, consumers and the financial system.

With global attacks on corporate and government IT systems increasing in frequency, complexity and sophistication, FIS has made significant investments to protect the data of our clients and our own technology platforms. We have a broad, inclusive approach to these issues, including a comprehensive security strategy, foundational pillars of privacy and robust efforts to fight global fraud and financial crime.



PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

CYBERSECURITY STRATEGY

The foundation of our data protection, privacy fraud-fighting and anti-financial crime efforts is a comprehensive cybersecurity strategy.

This strategy drives our core cybersecurity initiatives, continued enhancements and maturity gains, and shapes our security policies, helping FIS proactively address potential cyber-threats.



At FIS, we are focused on staying ahead of the constantly evolving threat landscape through continuous security program improvement and investment.

Bevan Daley
Chief Security Officer

CYBERSECURITY STRATEGY

1. EXCELLENCE IN CYBER BASICS



- Strong vulnerability discovery and aggressive remediation cadences to reduce opportunities for attackers
- Zero trust, multi-factor authenticated access to FIS systems and use of data loss prevention tools
- Consistent segmentation between environments to ensure exposure is minimized
- High compliance with visibility and monitoring tooling to eliminate any blind spots
- A robust security aware culture across the enterprise

2. "SECURE BY DESIGN" APPLICATIONS



- Protect data through implementation of encryption, built into the application
- Constantly assess, test and govern code releases for FIS applications to eliminate vulnerabilities
- Layer application controls, to provide for protection from attacks before malicious traffic reaches the application

3. SECURE THE FUTURE



- Replace the reliance on passwords with more secure alternatives
- Continually evolve our ability to detect, contain and eradicate cyber threats, through state-of-the-art threat intelligence and sensor enrichment
- Drive automated response actions to cyber threats, to combat emerging threats in real time

FIS' cybersecurity strategy and programs are informed by industry best practice standards and frameworks. We have been certified as compliant with ISO 27001 for information security management across our key locations around the world.

FIS has a dedicated 24/7 365-day per year Security Operations Center that monitors our global platforms and operations. Additionally, we employ an agile Cyber-defense Security Incidence Response team to investigate and contain reported security incidents.

MULTI-LAYERED RISK MANAGEMENT FRAMEWORK

Our cybersecurity program is underpinned by a robust risk management program centered on a Three Lines of Defense model. This model forms a system of accountability for risk management across FIS and sets a programmatic approach to identifying, measuring, managing and reporting key risks facing our company. This structure provides for shared accountability along with direct oversight by second line of defense leaders, including our Chief Risk Officer, Chief Security Officer and Chief Compliance Officer. In 2020 and 2021, we reorganized parts of the first and second lines of defense to drive increased visibility, control and the consistency of risk mitigation across the enterprise.

Headed by our Chief Risk Officer, the Risk, Information Security, Compliance and Sustainability (RISC) group sets policies and standards for the enterprise and conducts annual risk and control assessments for every business unit. Our risk programs feature multiple layers of control and use proprietary risk

PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

management systems incorporating innovative tools and technologies such as artificial intelligence modeling and predictive analytics. At FIS, incentive compensation is directly tied to risk metrics and each business unit has risk officer oversight.

The FIS Internal Audit team regularly evaluates our risk management programs and the effectiveness of our cybersecurity controls and procedures. Cybersecurity controls at FIS are also audited annually, at a minimum, by external organizations, including state and federal regulators and industry standards organizations.

FIS undertakes and issues annual SOC-1 and SOC-2 audit reports, while our card payments solutions comply with guidelines set forth by the Payment Card Industry (PCI) Security Standards Council, including the PCI Data Security Standards (DSS). Our Merchant Solutions business, Worldpay from FIS, remains a longstanding member of the PCI Security Standards Council Board of Advisors. Over the past four years, we have issued 241 PCI reports, with a nearly 100% on-time status. FIS is among the top five global enterprises in providing third-party assurance reports to our clients in the form of PCI Attestations of Compliance, SOC-1 and SOC-2 audit reports and ISO 27001 certifications.

CYBERSECURITY CULTURE, TRAINING AND AWARENESS

At FIS, “Think Secure. Be Secure” represents the overarching theme of our Risk, Information Security and Compliance and Sustainability (RISC) culture. FIS’ employees embrace our culture of security and recognize the importance of staying up-to-date on the latest cybersecurity threats.



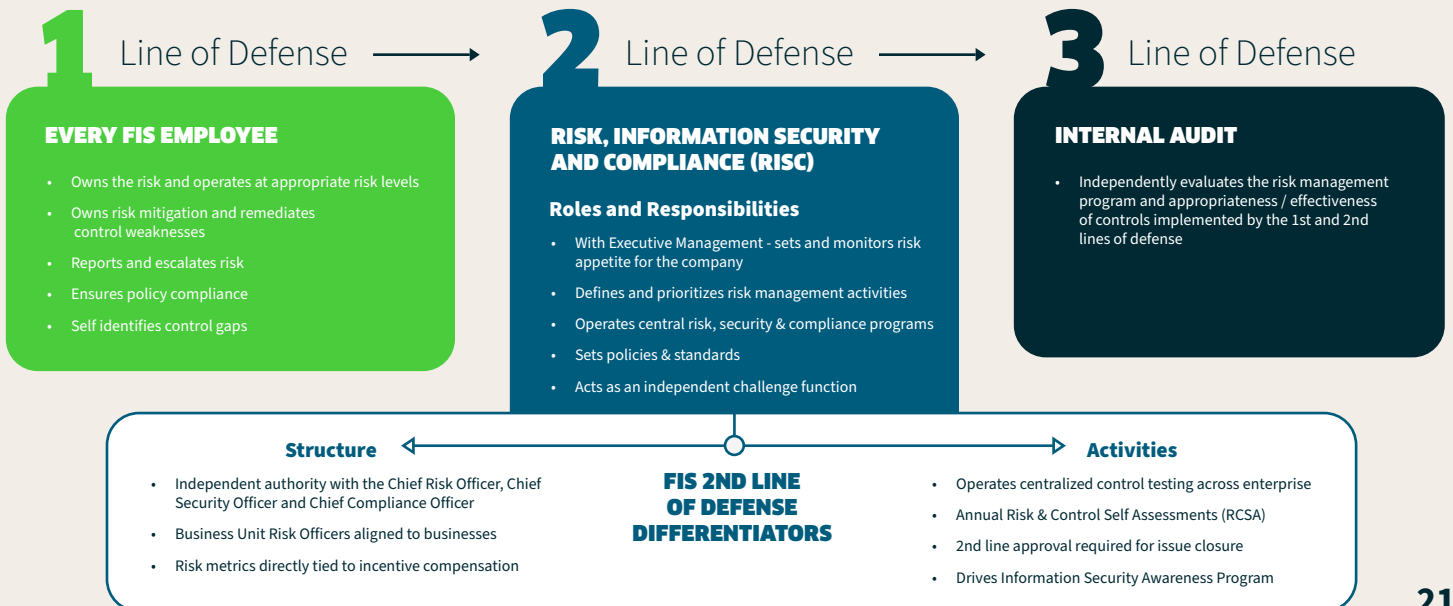
FIS’ internal audit function focuses on helping our company continuously improve the overall effectiveness of its control processes while remaining an independent voice.

John Eagle
Chief Audit Officer

All employees and applicable contractors with system access complete mandatory annual training to ensure compliance with FIS data security, privacy and cybersecurity policies, including our Data Protection Policy and Information Security Policy. Employees are tested on their understanding of training materials and related policies and required to agree to comply with those policies. We record training completion details for compliance and audit purposes, which are reviewed by management and by the Board’s Risk and Technology Committee and Audit Committee.

In addition to these foundational trainings, the RISC Education and Awareness group drives a comprehensive cybersecurity awareness program across the company. This includes regular phishing exercises, special lunch and learns addressing security hygiene, and gamification with

MULTI-LAYERED RISK MANAGEMENT FRAMEWORK



PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

the company’s RISC Champion program, which we piloted in 2020.

The RISC Champion program gamifies and incentivizes security, risk and compliance behaviors that align to our culture and provides a social environment in which participants are able to share ideas, compete against their peers to complete activities and further their security, risk and compliance skills. The program includes several levels for participants to progress through, showcasing their achievements and program status-level to other participants as well as those not participating in the program.

FIS participates in several national or international awareness months, including Cybersecurity Awareness Month in October, Preparedness and Insider Threat Month in September, and Privacy Awareness in January in addition to a different RISC theme for each month during the year.

EXECUTIVE AND BOARD OVERSIGHT OF CYBERSECURITY

The Board’s Risk and Technology Committee provides oversight for the company’s cybersecurity and data security risk programs, as well as management’s actions to identify, assess, mitigate and remediate material risk issues. The Risk and Technology Committee receives

quarterly reports from the Chief Risk Officer and Chief Security Officer, as well as periodic updates throughout the year. The Committee also meets with third-party experts, as appropriate, to evaluate the company’s cybersecurity programs. Additionally, at least once annually, all board members participate in a cybersecurity update and training session.

INDUSTRY LEADERSHIP AND PARTNERSHIP

FIS also partners with trade associations, government and other entities to help defend the company and the financial ecosystem. The company works closely with the U.S. National Cybersecurity and Communications Integration Center (NCCIC) and the U.S. Financial Services Sector Coordinating Council (FSSCC), and we are an engaged member of the Financial Services Information Sharing and Analysis Center (FS-ISAC). Our Chief Risk Officer Greg Montana serves as a board member of the Internet Security Alliance (ISA) and FS-ISAC’s subsidiary Sheltered Harbor. We believe our participation in these organizations helps protect our clients and the industry against nation-state and cybercriminal attacks. By participating, FIS ensures it is in line with emerging best practices and has the ability to share information in a manner that strategically and tactically helps defend critical infrastructure globally.

PILLARS OF PRIVACY AND DATA PROTECTION

INDIVIDUAL RIGHTS

We ensure that individuals can access their personal information and opt out of any use for marketing and analytics purposes.



OUR PEOPLE

We respect and safeguard the privacy of the personal information entrusted to us by our clients and their customers.



TRANSPARENCY

We clearly communicate to our clients and their customers about how we collect and use personal information.



COMPLIANCE

We comply with all applicable data protection and privacy laws wherever we do business and provide mandatory annual training to all employees and applicable contractors.



PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

PILLARS OF PRIVACY AND DATA PROTECTION

With global commerce rapidly expanding, data protection and privacy has never been more important for our clients, their customers and the consumers they serve. National and local governments across the globe are rapidly enacting laws and regulations to address this. In fact, the information of more than 65% of the world's population is expected to be within the scope of a data privacy law by 2023, according to a [research report by Gartner](#).

At FIS, we are deeply committed to respecting and protecting the privacy of personal information entrusted to us. This commitment involves every employee and FIS' Board Audit Committee, which provides oversight for the company's compliance with applicable data protection regulations throughout our global operations.

At the core of that commitment are the "FIS Pillars of Privacy," which is the foundation of our privacy philosophy at the company. These pillars are built around individual rights, transparency, the respect of our employees and strict compliance with applicable laws and regulations.

Outlining FIS' privacy governance is a comprehensive [Privacy Policy](#), which is overseen by our Head of Privacy and Data Protection Officer and applies to all employees and applicable contractors worldwide.

The policy governs personal information collected by FIS, whether online or offline, for its own purposes as well as information provided to us as a data processor for our clients. Our policy helps ensure that FIS is transparent in how we collect and use personal information so that FIS clients and their customers know that they can interact with FIS with confidence.

As part of our Privacy Policy, FIS employees and contractors have a duty to seek advice in the case of any doubt about the lawfulness of a particular activity involving personal data or other requirements. In addition, any third party authorized by FIS to process company controlled personal data on behalf of FIS must first agree by written contract to meet the requirements of applicable laws and regulations.

In addition to individual employee responsibility, FIS has a Data Use Review Committee to provide oversight on the transfer, use, or sale of consumer or client data.

In addition to this policy, we have enacted a robust set of supplemental policies and procedures governing specific privacy-related issues.

All FIS employees and applicable contractors with systems access are required to complete annual Information Security and Privacy Awareness Training, which includes specific education on personal data protection, compliance and risk management topics. Privacy training is provided annually and required of all employees and applicable contractors. FIS' specialized training on handling health-related information is also annually assigned to employees and applicable contractors who may handle this type of data. These standards are also embedded in our Code of Conduct.

In addition to individual employee responsibility, FIS established a Data Use Review (DUR) Committee in 2018, which was created to ensure proper corporate governance and oversight regarding the transfer, use, or sale of consumer or client data.

The committee applies consistent standards and requirements for the review and approval of data use requests and data solution development as defined by FIS' Data Use Governance Policy. This includes ensuring appropriate data usage stewardship, processes and controls are in place to reduce regulatory, legal, information security and compliance risk. The committee is led by the Enterprise Risk group and includes representatives from key functional areas and the lines of business.

FIS is subject to many data protection laws and regulations throughout the world, including the Gramm-Leach-Bliley Act (GLBA) and the California Consumer Privacy Act (CCPA) in the U.S., the European Union General Data Protection Regulation (GDPR), the Brazilian General Personal Data Protection Act, as well as the upcoming Personal Data Protection bill in India.



PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

The GDPR applies to all companies that process personal data of people living in the European Union or offering goods or services to those populations, regardless of where the company is located. As part of our compliance with GDPR, FIS provides public-facing privacy notices and offers procedures to give or withdraw consent for use of personal data and to erase personal information. FIS has a full-time Data Protection Officer who oversees ongoing enterprise wide GDPR compliance.

In the U.S., FIS is subject to numerous state regulations regarding data privacy, including the California Consumer Privacy Act (CCPA). The CCPA provides California residents with additional data protection rights, including the right to access information about the types of customer data collected and the types of third parties with whom the data is shared.

FIS maintains a compliance management system designed to ensure the accuracy and privacy of personal information in our databases and operates consumer relations call centers to facilitate accurate and timely handling of consumer requests for information and disputes where applicable. Oversight and controls are also provided through FIS' second (compliance) and third (internal audit) lines of defense. This includes maintaining a model risk governance and oversight program to ensure key consumer decisions and other risk models in support of consumer regulatory requirements maintain their expected levels of controls and performance.

In addition to our own privacy practices, FIS provides our banking, capital markets and merchant clients with best-in-class solutions and services to help them protect their customer data. Our solutions are designed to help clients comply with privacy laws and regulations and provide resources to keep them informed of changes in the regulatory environment.

Global Fraud-fighting

In addition to protecting the security and integrity of FIS systems, we recognize the important role we play in helping our clients, partners and communities protect themselves from fraud. Fraud exists across the financial system from foreign cyber criminals to domestic scammers. For example, in 2020 alone, with more people using ecommerce, online fraud increased year-over-year with the cost of fraud rising 7.3% for U.S. merchants according to a [LexisNexis report](#).

To help combat these losses, FIS provides innovative fraud-fighting solutions to our global banking, capital markets and merchant clients.

Our Banking Solutions business offers complete end-to-end solutions to our clients for managing fraud, risk and



FIS FRAUDSIGHT

FIS has a multi-layered fraud solution that uses our data insights along with advanced artificial intelligence (AI) and machine learning technology to dynamically monitor transactions in real-time during the authorization process and help stop in-store and online fraud.

compliance. Our holistic approach combines real-time detection, monitoring and advanced authentication techniques optimizing fraud detection and customer experience.

For our core banking platforms, FIS offers a fully integrated financial crimes suite. For example, FIS AML Compliance Manager uses explainable artificial intelligence and intelligent behavioral profiling providing faster automated decisioning and robotic process automation to reduce overall operational risk and deliver consistent adherence to policies and other anti-money laundering (AML) program requirements covering 314(a) screening and sanctions monitoring.

FIS DDA Fraud Manager monitors and evaluates deposit fraud risk, employing multidimensional profiles and comprehensive coverage to achieve exceptional detection rates that cover both monetary and non-monetary activities.

Our ID & Fraud suite uses multiple identity examination methods to help protect against identity fraud during account opening. The higher the risk of potential fraud, the more extensive identity and fraud checks must be. Therefore, we offer a wide range of non-FCRA solutions to address all client needs, from low- to high-risk transactions. Layering some or all our solutions provides added fraud detection for a financial institution.

PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

The ID & Fraud Suite includes solutions that help protect financial institutions from fraudsters. IDChex provides ID document authentication, facial image capture and ID Verification with OFAC Watch alerts. ID Authentication generates a real-time multiple-choice questionnaire to quickly authenticate identity, and FraudChex helps address New Account Fraud and Account Takeover Fraud. With 71% of consumers reporting they are more likely to choose a financial institution that uses advanced identity verification methods, having a strategic, comprehensive identity verification and fraud prevention strategy is critical for our clients.

In our card issuing business, FIS stays ahead of evolving fraud schemes with our SecurLOCK suite of fraud detection and management solutions for card payments. SecurLOCK uses advanced artificial intelligence and machine learning gleaned from billions of payment card transactions as inputs into the transaction monitoring and decisioning tools to reduce false positives, chargeback costs and fraud losses.

In our Capital Markets business, we leverage a combination of data and fraud prevention techniques to minimize risks for clients.

Capital Markets solutions include managed services and infrastructure offerings, such as a managed security service that outsources customers' cybersecurity function so that they can address the latest threats and regulatory requirements, a comprehensive managed service to monitor customers' relevant digital channels and identify security incidents, and partnerships with the National Cybersecurity and Communications Integration Center (NCCIC), the Financial Services Sector Coordinating Council (FSSCC) and other leading organizations to defend FIS and customers against cyberattacks.

For our Merchant Solution business, Worldpay from FIS, offers leading fraud detection solutions and services, including FraudSight.

FraudSight is a multi-layered fraud solution that uses our data insights along with advanced artificial intelligence (AI)

and machine learning technology to dynamically monitor transactions in real-time during the authorization process and help stop in-store and online fraud. With fraud losses up more than 45% over the past five years and more people buying online due to the pandemic, it is crucial businesses have a comprehensive fraud solution to protect them.

While there is no invulnerable method of preventing fraud, FIS has taken a systematic approach to leveraging industry best practices, the expertise of our professionals and a strong risk governance framework.

At FIS, we also are focused on helping the communities we live and work. For example, in 2021, FIS fraud experts assisted the State of Ohio, pro-bono, with the rising levels of unemployment fraud. In partnership with the Governor's office and state and federal law enforcement, FIS was able to help the state eliminate millions of dollars of potential fraud, ideas of which are now beginning to be duplicated nationally.

FIS SECURITY CERTIFICATIONS

TOP 5



global enterprises in providing third-party assurance reports to our clients in the form of PCI Attestations of Compliance

In 2021, FIS fraud experts assisted the State of Ohio, pro-bono, with the rising levels of unemployment fraud. In partnership with the Governor's office and state and federal law enforcement, FIS was able to help the state eliminate millions of dollars of potential fraud. Best practices from this effort are now beginning to be duplicated nationally.



ADVANCING THE WORKFORCE OF THE FUTURE



FIS was named to the FORTUNE Magazine 2021 World's Most Admired Company list.

The global COVID-19 pandemic presented both challenges and opportunities for human capital management in 2020. Undoubtedly, the pandemic has transformed how companies think about a range of talent issues, including culture, recruiting and retention, employee engagement, wellbeing, diversity and inclusion and total rewards. The pandemic has accelerated many emerging trends in talent management and has surfaced new challenges never before confronting the global workforce.

During 2020, FIS focused its time and resources on putting its employees' safety, health and wellbeing first. We were confident that by putting our employees first, FIS would emerge from the pandemic even stronger than before – retaining our top talent, maintaining high-levels of employee engagement and job satisfaction, and driving new levels of performance.



ADVANCING THE WORKFORCE OF THE FUTURE

FIS' global workforce is the engine powering our mission of advancing the way the world pays, banks and invests, and continuing to advance the workforce of the future – even during the COVID-19 pandemic – remained a top priority in 2020.

CULTURE

At FIS, we strive to make a difference in our industry and the world through innovation, strong execution and corporate responsibility. To do that, we recognize that a strong cultural foundation is critical, and ours is based on our three core values and connected behaviors.

In February 2020, FIS launched a refresh of its core values, which define how our employees work together – Winning as One Team, Leading with Integrity and Being the Change we want to see. We believe in living these values for our “3Cs,” which are our colleagues, clients and communities.

The FIS values were co-created by our employees, including interviews with over 40 senior leaders, input from focus groups and workshops of more than 900 people, and an all-employee survey that received over 23,000 comments. This shared effort has resulted in strong adoption by employees across the enterprise and has helped foster a quicker integration of Worldpay employees into FIS.



2020 made it crystal clear that we must provide a best-in-class way of collaborating in a virtual world. We are always thinking about our colleagues' experience and what we are doing to make sure they get the training and support they need to work effectively in new virtual environments.

Denise Williams
Chief People Officer

Our core values are consistently brought to life across FIS through deep integration into the company's internal and external communications, our performance management programs and in moments that matter for employees such as their onboarding experience.

During the past year, we also began to further highlight and embrace our diverse strengths as a workforce. In 2020, FIS invested in the Clifton Strengths program to help our employees understand their innate talents, with the goal of increasing employee engagement, retention, inclusion and productivity.

FIS PEOPLE STRATEGY

Making FIS the place to grow your career.
Underpinned by our FIS Values and behaviors:

- 1. WIN AS ONE TEAM**
- 2. LEAD WITH INTEGRITY**
- 3. BE THE CHANGE**

Skills of the future
Identifying and building skills for the future, now



New ways of working
Making it easy to collaborate and do your best work



How we do it

Build with a view of the complex, fast moving, geo-political environment

Build all people offerings around the FIS Values

Apply a diverse workforce lens as we continue to globalize



Transformational leaders
Inspiring growth and innovation through uncertainty



Digital experience
Making your work experience streamlined



Employer of choice
Being the place where you want to build your career

ADVANCING THE WORKFORCE OF THE FUTURE

RECRUITING AND BUILDING A TALENT PIPELINE

Despite the COVID-19 pandemic, FIS has continued to recruit top-tier talent around the globe. As the company continues to diversify and the industry continues to change, we understand the need to continually add new competencies to our workforce and develop them within the company.

Developing a high-performing workforce is critical to FIS and for powering continued growth and innovation in the fintech industry. We are strong supporters of educational and internship programs designed to help create a diverse talent pipeline for FIS and our industry. Several of the programs we support are located in regions where FIS has its strategic workforce hubs.

University Partnerships

For example, FIS is a founding partner of the Georgia FinTech Academy, a statewide initiative designed to prepare individuals to enter the fintech industry or transition from another career. The academy offers degree programs, executive and continuing education and apprenticeships, and internships offered through a partnership with the University System of Georgia. FIS was involved in the development of the academy's curriculum, which is offered at two physical locations in Atlanta and available online throughout the 26-institution system. This partnership includes three Historically Black Colleges and Universities in the University System of Georgia: Albany State University, Fort Valley State University and Savannah State University.

In Florida, FIS is a corporate partner of the Northeast Florida Fintech Initiative, which launched in early 2020 and will provide training and certifications that equip students with the in-demand skills for the booming fintech industry. This partnership, which includes local colleges, regional K-12 schools, non-profit organizations and fintech companies, offers externship and job training programs to help students gain real world experience in the industry.

In Ohio, we continue to partner with key universities, including Miami University and the University of Cincinnati. In 2020, FIS employees engaged with Miami University across information technology, data science and finance programs, including partnering with certain colleges to conduct Agile 101 sessions for more than 500 students per semester. Additionally, FIS worked with the university's Finance Department to sponsor a unique case competition. All of which deepens students' connection with FIS for future employment opportunities.

At the University of Cincinnati 1819 Innovation Hub, where our company first established a presence in 2019,

FIS has continued its solutions development and student mentorship work. Students in this public-private partnership have helped FIS develop new, real-world solutions.

In the UK, as part of the government's Apprenticeship Levy program, FIS is partnering with accredited providers of technology training and certification programs to provide employees with opportunities to improve their skills and combine study with work. Some of these accredited providers include QA, The Growth Company and Cranfield University.

Social Recruiting

FIS recognizes that highly qualified job candidates are in great demand in the fintech industry. As part of our talent initiatives, FIS engages in social recruiting, including using social media to amplify the FIS employer brand in the talent market. We encourage and reward current employees for referring prospective candidates, which is a valuable recruiting tool. We also work to increase awareness of the FIS employer brand in our communities through FIS Inclusion Networks, which are highlighted in the [next chapter](#).



The FIS University Program has been an amazing opportunity to really grow and develop my skills with fantastic support. I have had exposure to great projects, which have allowed me to quickly gain knowledge of the business and collaborate with colleagues in different business areas. I am always having regular development conversations, which makes me feel really optimistic about growing my career at FIS.

Murugi Wamae

Learning Consultant, UK



The FIS University Program has presented unparalleled opportunities to accelerate my career. Each day, I am excited to pursue new challenges and grow my knowledge of topics I never thought I would learn about. Despite the fast-moving nature of the company, each colleague has been extremely supportive, taking the time to answer all of my questions and providing tailored advice. I am excited for what my future at FIS holds.

Kevin Guo

Business Process Analyst I, U.S.

ADVANCING THE WORKFORCE OF THE FUTURE**Entry-level Development & Internship Programs**

Under the FIS University Program, FIS offers associate development and internships programs. The two-year associate development programs are designed for newer entrants to the workforce who join FIS as full-time employees, and our internship program is primarily focused on students who have not yet graduated.



FIS' Summer Intern Program was recognized in 2020 as one of the best in the U.S.

The first Associate Development program is offered enterprise-wide and begins with a comprehensive "Learning Week," which includes the participation of senior leaders and provides targeted training and continuous mentorship over a two-year period.

The second Associate Development program is focused on unique career tracks in the Finance, Operations and Risk fields. During this two-year talent development program, participants rotate jobs every six months.

In 2020, because of the pandemic, we quickly moved these two programs to a virtual platform.

In addition to these associate programs, FIS operates a 10-week robust, Summer Intern Program, which has a 92% intern to full-time hire conversion rate and has earned a spot on the [Top 100 Internships list](#).

Student Loan Incentive Program

While officially launched in 2021, FIS has established a new student loan payment program we believe to be uncommon in our industry. The program is designed to attract talent and make FIS even more an employer of choice by helping college graduates crushed by student loan debt to pay off their student loans. Such debt is particularly prevalent in minority communities.

TRAINING AND CAREER DEVELOPMENT

Training and career development at FIS go well beyond the immediate skills needed for a current role. We believe in preparing our workforce for the future with both structured and self-led learning opportunities for everyone. In 2020, we further invested in a number of programs to make our offerings even better.

**FIS STUDENT LOAN PROGRAM**

With \$1.5 trillion of loan debt weighing down U.S. college students and graduates, FIS announced a new student loan repayment program for U.S.-based college graduates who are hired by FIS beginning in 2021.

The FIS student loan program, the first of its kind in the financial services industry, is available for college graduates who are hired through the FIS University program. FIS will begin paying off the principal student loan debt balance for each FIS University joiner after one year of service, with complete principal debt expected to be paid off after 10 years of service for those participants continuing employment with FIS. FIS expects to accept approximately 400 students into this innovative recruitment program in 2021.

"As the company that empowers the financial and commerce world by advancing the way the world pays, banks and invests, it's important that we invest in the development of future FIS leaders," said Gary Norcross, FIS Chairman and CEO.

KEY FACTS:

- U.S. college students are overwhelmed with \$1.5 trillion in loan debt, with minority students being most impacted.
- FIS' recruitment benefit pays down student loan debt for eligible college graduate hires within the U.S.
- Starting in 2021, hires in the FIS University program are eligible for the debt repayment program after one year of service.

ADVANCING THE WORKFORCE OF THE FUTURE

For example, FIS has committed to and invested in a unified strategic learning function, under a Head of Global Learning since 2016. To help employees take control of their career journey, FIS promotes a philosophy of “Being your own Chief Learning Officer,” which has been adopted and encouraged by our executive team and embedded in our culture. All new employees globally are introduced to the concept, desired competency framework and array of offerings as part of their onboarding experience.

FIS also employs a “strengths-based” philosophy to career development so our employees can understand and best utilize their diverse talents. To achieve this in a consistent way, we have partnered with Gallup to incorporate their CliftonStrengths StrengthsFinder tool into our global learning programs. In 2020, our top 300 leaders underwent the assessment, applying the results during a 1.5-day leadership experience. This was expanded in 2021 with our top 600 leaders taking part in executive team strengths coaching sessions as part of our virtual leadership summit experience. The program is now expanding to employees throughout the organization.

By embracing strengths, we recognize that all individuals bring different talents to the table, and by understanding these, we can drive toward common goals and allow our employees to excel where they are naturally talented. This approach creates a direct link to engagement and business productivity while at the same time fostering diversity and inclusion in our workplace, which is discussed further in [Chapter 4](#).

A Three-tiered Approach to Learning

At FIS, we employ a three-tier learning approach to deliver the right training to employees across the enterprise.

Our first level – Tier 1 – is focused on “self-directed” learning, which allows employees to build the skills they need at their own pace. All FIS employees have access to WeLearn, our new Learning Management System (LMS), which provides employees access to more than 13,000 expert led courses. These courses, combined with specialized industry and FIS-specific courses, offer a rich and relevant self-directed learning platform.

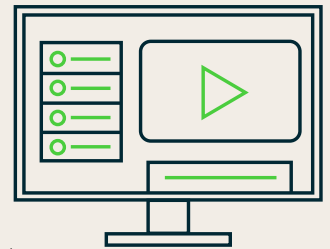
FIS’ Tier 1 offerings are refreshed regularly based on our organizational needs, such as those surfacing from the pandemic and other social changes. For example, our learning team was involved in developing new resources aimed at helping employees handle the uncertainty of the rapidly changing environment, including being successful and productive in new virtual settings. Additionally, given the social unrest in the U.S. and other locations, we developed a customized curriculum that focused on



SELF-DIRECTED LEARNING

13,000

expert led courses are offered to our employees on our new Learning Management System (LMS)



inclusion and diversity to help meet our goal of creating an even more inclusive workplace.

In 2020, our new WeLearn platform was vital to maintaining training and learning continuity as we transitioned 95% of our workforce to remote work during the pandemic. Courses focused on learning to thrive virtually, learning to lead a remote team and others that supported the shift to remote work.

Tier 2 learning experiences feature specialized, in-depth learning aimed towards competency-focused development and leadership skills.

Examples include the Lead.Explore.Aspire.Develop (LEAD) program, which prepares high potential employees for leadership roles and Manager Excellence, a multi-channel program that incorporates instructor-led sessions, learning labs, podcasts and other on-demand tools to instill best practices related to leading people. The offering was designed for the universal skill development of frontline managers regardless of their function or location. In 2020, nearly 1,000 managers participated in the Manager Excellence Empower Hour Series.

Finally, to meet the ever-changing needs of our business segments, Tier 3 learning programs are individually designed and tailored for specific teams or employees. Together with our stakeholders, the learning team works to define the specialized needs of a business unit, function or priority group so that we can identify the solutions that achieve the desired outcomes.

ADVANCING THE WORKFORCE OF THE FUTURE

As an example, in 2019 when one of our key technology groups was concerned about long-term talent planning, the learning team jumped into action. The team worked with the group’s leaders to build a specialized development program that ensured the tech group would have a strong pipeline of well-trained, high-potential employees for the future. This program completed its pilot program in 2020, graduating a strong group of global leaders.

Another example of a Tier 3 customized learning program has been our new Executive Services function, which serves the growth needs of leaders in the top three leadership grades as part of our Accelerate Program. This new learning and development resource, which includes “Acceleration Modules” such as “Leading in the Matrix,” has helped FIS significantly decrease the attrition of top executive talent.

LEARNING AND DEVELOPMENT

	2020	2019	2018
AVERAGE LEARNING HOURS	6.21	4.63	3.34
COURSES COMPLETED	267,603	249,937	192,606



Our learning approach has been recognized by Chief Learning Officer magazine as “[A Best Company in Learning and Development](#),” ranking in the Top 10 in 2021 for their LearningElite Awards Program. In 2020 and 2019, FIS’ program was also recognized by the magazine at the Gold and Silver category levels respectively.



FIS ranked in the Top 10 in 2021 for the LearningElite Awards Program

In addition to learning provided by the company, FIS encourages and supports professional development and continuing education for employees in courses that relate to the employee’s current position or the next step in the employee’s career path. FIS’ Tuition Assistance Plan (TAP) assists employees with those goals by reimbursing tuition and related expenses.

Measuring and Reporting

Our Global Learning Team uses a data-driven methodology to help improve our programs. We capture different data points, such as the number of employees actively using learning resources, total learning hours and preferred delivery channels to ensure that our training and development resources are efficiently and effectively allocated.

In 2020, to bolster our current metrics, FIS selected Workday’s Skills Cloud as a platform to better track employee skills by using an industry-leading, crowd-

ADVANCING THE WORKFORCE OF THE FUTURE

sourced skills catalogue and a tool to self-validate individual skills. Because of this, FIS will now be able to better match talent for new growth-based experiences and provide personalized suggestions or career pathways tied to targeted learning that addresses skill gaps.

FOSTERING EMPLOYEE ENGAGEMENT AND RECOGNITION

Engagement and collaboration are vital to the success of any fintech company, especially FIS. In line with our core values, we must work together to “Win Together.” At FIS, we work to engage and recognize our employees through different initiatives and recognition platforms that range from engaging employees in innovation activities to supporting each other through our assistance programs. We also take great care to solicit employee feedback at the site level and globally.

Innovation Engagement

Promoting innovative behavior – part of our Be the Change value – is a key element of our efforts to drive employee engagement at FIS. Our innovation activities serve as entrepreneurial “garages” where FIS engineers build new solution prototypes with cutting-edge technologies. For example, FIS holds an annual hack-a-thon, InnovateIn48, which is a worldwide employee coding competition designed to spark creativity, collaboration and exploration in fintech. Teams of employees work simultaneously to solve a client concern or improve a business process, with the results producing tangible new ideas to enhance our solutions and services and stimulating fresh thought leadership for our employees as well as the fintech

industry-at-large.

FIS Cares

As part of our COVID-19 response in 2020, FIS developed initiatives and programs to help keep employees engaged and feel supported. These initiatives included broadening FIS Cares, our employee-funded charity, across the globe to financially support employees facing catastrophic circumstances and programs to keep employees working from home connected and engaged.

Local Site Leaders

FIS designates a site leader at all our major global facilities to ensure employees at all our locations feel connected and engaged. Site leaders at our facilities engage employees at local town hall meetings, and organize social events and community service activities.

Celebrate Program

FIS continuously recognizes and celebrates our employees through our Celebrate program. The FIS Celebrate program is a digital platform for employees to celebrate one another for great work, collaboration and for living FIS’ core values.

FIS Milestones and Career Achievement Programs

We work hard to retain talent, and to do so, it’s important to recognize those who have continued to choose FIS as the place they want to work. Under the FIS Milestones Program, both full and part-time employees are eligible for service awards, which include recognition items and other small gifts.

COLLEAGUES, CLIENTS, COMMUNITIES

For our **3Cs** we strive to...



WIN AS ONE TEAM

- We work together, **connecting** to achieve outcomes with speed
- We are **inclusive** and embrace our diverse strengths
- We make things happen and **celebrate** together

LEAD WITH INTEGRITY

- We’re **accountable** and work in a way that makes us proud
- We **empower** one another to take ownership
- We have the courage to be **open** and transparent - to build trust

BE THE CHANGE

- We **challenge** each other to improve and simplify the way things are done
- We’re **innovative** and dynamic in how we develop ideas to solutions
- We **give back** to make a positive impact on the world

ADVANCING THE WORKFORCE OF THE FUTURE

In addition to service milestones along their career journey at FIS, employees entering retirement also receive a small gift as a token of the company's appreciation celebrating the employee's career achievement and positive impact on our 3Cs.

Employee Engagement Survey

To make sure we are meeting our overall employee engagement goals, FIS employs a data-driven approach to measuring engagement while also gathering additional feedback in a variety of formal and informal ways. We use these continuous feedback loops to design our offerings and improve the employee experience across our company.

To ensure we understand the pulse and engagement of our employees, FIS uses a third-party firm to gather extensive data and feedback on employee satisfaction, company culture, inclusion and other topics. The survey includes questions about collaboration and work processes, training and development, employee recognition, career opportunities, work-life balance, manager feedback and employee benefit programs. The survey is sent by email to all full-time FIS employees and is available in ten languages (English, French (EU), German, Polish, Portuguese, Spanish (Brazilian), French (Canadian), Thai, Dutch and simplified Mandarin Chinese).

One key question in the survey is used to calculate our employee satisfaction (eSat) score: "How happy are you working at FIS?" In 2020, even during the pandemic, our employee engagement score increased to 82 from 75 in 2019 on a 100-point scale. This is the third year FIS has seen a positive increase in its eSat score. The percentage of employees taking the survey also increased to 85% in 2020, up 1% year over year.

Aggregated results of the survey are reported to all employees and the survey data is used by management to evaluate the effectiveness of our workplace programs and shape future offerings. We provide our leaders detailed views of the results, including by region, manager, functional area and more. Managers have immediate access to their results and are encouraged to create actions plans for their teams. Feedback from the survey is used in ongoing efforts to improve employee engagement and satisfaction. Annual survey data is reported to and monitored by the Board of Directors, and is included in business unit dashboards.

FIS also encourages ongoing feedback from employees, which is used to develop and refine employee engagement programs and shape initiatives to promote our shared company culture. We gather feedback through a variety of mechanisms, including our Inclusion Networks and online tools such as Yammer and Glassdoor. Prior to the pandemic, we also regularly received employee feedback from in-person

CONTINUALLY INCREASING OUR EMPLOYEE ENGAGEMENT

For the third consecutive year, FIS saw increases in our employee satisfaction (eSat) score:*



82
2020

75
2019

74
2018

*On a 100-point scale

settings such as our quarterly town halls with business units. In 2019, as part of the FIS-Worldpay integration, we used a combination of surveys, in person interviews and mass online collaboration tools to co-create our new company values, which were launched in early 2020.

Feedback from employees also led to the creation, in 2019, of an Employee Experience Team dedicated to understanding the moments that matter most to employees. By incorporating employee feedback and additional research, this team is focused on positively shaping employee experiences with FIS across cultures and workspaces.

RETAINING AND PROMOTING TALENT

In 2020, our diversified business model helped mitigate the financial impact of the pandemic. We know as the global economy recovers from the impacts of COVID-19, our current and future talent will help us seize the opportunities that are already emerging. During the past year, we have focused on retaining and promoting our talent for the future. Our workforce was tested like no other in 2020, needing to help keep the world's financial infrastructure running during the pandemic, and clear FIS leaders emerged during this time.

To retain them, FIS is focused on making sure that employees have opportunities to advance within the company. Part of our core philosophy is to make FIS a place where people choose to have a long career. We have robust programs in place for managing performance, gathering feedback, developing leaders and tracking retention through all levels of the company.

In 2020 we launched an Executive Services Program to support our most senior leaders with talent and succession development in order to accelerate business performance. The program includes: executive coaching, with highly personalized support to help leaders reach their development goals; executive team development,

ADVANCING THE WORKFORCE OF THE FUTURE

developing cohesive teams that create and communicate organizational clarity; a strategic focus on growing the business and top talent in parallel motion; acceleration of executive onboarding and transition coaching to drive transformational leadership.

Each year, we hold a Leadership Summit bringing top FIS leadership together to focus on important strategic issues, including corporate strategy, culture and experiential learning to build desired skill sets. Despite the pandemic, we still held our annual summit virtually, and this year it was focused on Accelerating the Future Now.

Promotional opportunity identification and succession planning processes are ongoing at FIS, with lists of successors for manager-level positions identified and updated twice-a-year to ensure business continuity and to prepare succession candidates with appropriate skills. We use a data-driven approach, focusing on metrics from our people surveys and other sources, including the percentage of positions filled with internal hires and overall retention rates.

The company’s performance management process, Performance365, includes a number of advanced tools, which help foster a fulfilling work environment. Performance365 is a specially designed system to enable ongoing feedback and performance measurement – 365 days a year – and the collection of peer feedback.

Performance365 features frequent goal-setting to ensure that priorities remain aligned throughout the year, anytime feedback to enable employees to receive relevant input and guidance from multiple stakeholders, and Quarterly Connects between managers and employees, which are short, structured conversations to review goals and adjust priorities as needed. Twice per year, the quality of Quarterly Connect conversations are measured through employee surveys.

TOTAL REWARDS COMPENSATION PHILOSOPHY

FIS endeavors to attract talented employees at every level of the company. We offer competitive wages in the markets we operate with a focus of providing a comprehensive set of total rewards. Understanding that employees value various elements of their rewards package differently, FIS offers a comprehensive and balanced mix of pay and benefit packages.

Pay Equity

At FIS we strive for equity in everything we do. This includes understanding and addressing pay gaps that may exist by gender, race and ethnicity. FIS is focused on providing market-based competitive compensation for all new hires and employees, and our recruiting practice is not to ask for their previous compensation levels in the U.S. and wherever prohibited by law.



PERFORMANCE365



ANYTIME GOALS

Set meaningful goals and update them as needed throughout the year to drive continuous development



QUARTERLY CONVERSATIONS

Focus a conversation each quarter on colleague performance with three quick check-in focus areas



ANYTIME FEEDBACK

Continuous feedback for employees to give and receive as key accomplishments and milestones are met throughout the year



3-POINT RATING SCALE

3-point rating scale with no forced ratings distribution

ADVANCING THE WORKFORCE OF THE FUTURE**EMPLOYEE BENEFITS AND WELL-BEING**

Understanding that our employees are one of the most important stakeholder groups at FIS, we offer a competitive and comprehensive benefits package to attract and retain a talented workforce. We have a global footprint of 62,000 employees with 60% located outside the U.S., and therefore we provide a core set of worldwide benefits customized to meet regional and local needs.

Healthcare and insurance benefits

FIS offers competitive, market-driven healthcare and insurance benefits to its employees throughout the world. Offerings and plans can vary based on country.

In the U.S., our core set of benefits includes both employer-paid and voluntary health care coverage, including comprehensive medical, prescription drug, dental and vision coverage. Our benefit plans include options for employees to customize their coverage with voluntary plans that include critical illness, disability, life insurance, hospitalization protection, identity theft protection and legal assistance, among others. We also offer access to tax-advantaged accounts that can help employees pay for health care expenses, including Health Savings Accounts and Flexible Spending Accounts.

In 2020, the focus on healthcare access became paramount for employees worldwide. Almost every individual in the world faced the prospect of needing testing, treatment or vaccination for COVID-19 in addition to routine or acute care. As a result, FIS expanded its telemedicine programs in most countries to provide an alternative to in-person medical care. In 2020, the programs assisted over 5,200 employees worldwide.

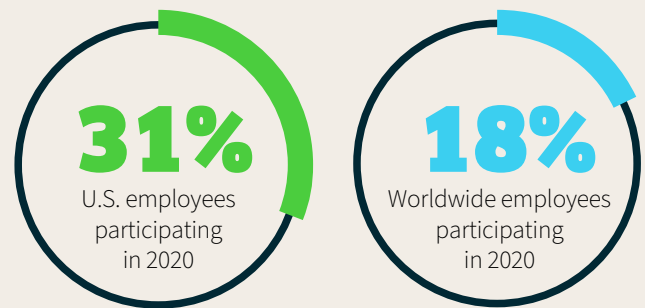
Further understanding the challenges brought by the pandemic, FIS offered 15 days of leave to all employees to ensure they had the time needed to manage unforeseen circumstances resulting from COVID-19. Whether it was time off to receive medical care for themselves or tend to a family member, we recognized the last thing our employees needed to worry about was their paycheck during this time.

In addition to these special COVID-related benefits, all employees worldwide receive – at no cost – a core set of life insurance coverages, business travel accident insurance, an Employee Assistance Program and a Well-being Program through Virgin Pulse, which is a digital health and engagement platform.

In support of providing work-life balance to employees, FIS provides paid parental leave. In addition, the company offers an adoption assistance program in the U.S. All employees globally receive paid time off, including vacation and holiday pay. Paid time-off policies vary by region and location.

EMPLOYEE STOCK PURCHASE PROGRAM

The program is very attractive to our employees with:



Employees can contribute between

3% and 15%

of eligible compensation to purchase FIS stock.

Retirement and Financial Benefits

FIS provides various types of programs to help support employees as they plan and save for the future, including a best-in-class Employee Stock Purchase Plan (ESPP) available in most countries, and in the U.S. a 401(k) retirement savings plan. Most non-U.S. countries provide a form of pension benefit, depending on local laws and regulations.

In the ESPP, employees can contribute between 3% and 15% of eligible compensation to purchase FIS stock. FIS matches 25% of employee contributions made on a quarterly basis, one year after the contribution is made. The program is very attractive to our employees, with 31% of U.S. employees and 18% of all employees worldwide participating in 2020.

Employees in the U.S. can also contribute from 1% to 40% of eligible compensation to the FIS 401(k) Plan. The company provides a match of 50 cents for every \$1 an employee contributes, up to 6%.

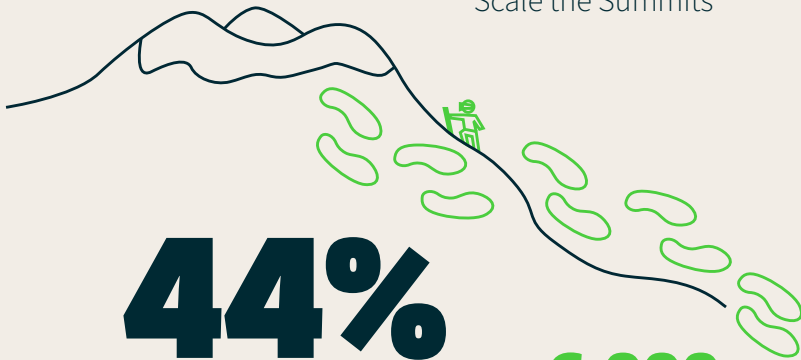
The FIS Perks at Work program, available to employees in the United States, Canada and the United Kingdom, provides discounted pricing at over 28,000 national and local merchants. As part of the program, employees collect points for every dollar spent that can be used toward future purchases or as gifts to others.

In 2020, the FIS Scholarship Program provided financial support for the education of children and grandchildren of FIS employees. The 2020 program provided 300 scholarships to be used toward tuition and fees for an undergraduate degree at a college or university. Finally, as part of our efforts to plan for the orderly transition and

ADVANCING THE WORKFORCE OF THE FUTURE

WELL-BEING CHALLENGE

Scale the Summits



44%

of teams reached the final destination – Mount Everest

6,000

members registered

250,000

Average steps per participant

+1.5 M

total steps

897

FIS teams took over a million steps

784,500

total miles



succession of long-tenured employees, FIS established a Qualified Equity Retirement Program in 2021. This program is a benefit available to certain qualifying employees that hold company equity awards or participate in the FIS' Employee Stock Purchase Plan. The program provides for the continued vesting of unvested equity and continued receipt of the company ESPP match under the ESPP plan following a qualified retirement from the company.

Well-being Programs

Wellness has never been more important to a company's workforce as it is today. The COVID-19 pandemic highlighted the need for strong well-being programs and resources aimed at helping employees remain physically and emotionally healthy.

FIS provides employees a global well-being program called Virgin Pulse, which is designed to help cultivate healthy lifestyle habits in a fun and interactive way. By participating in a range of healthy activities, participants can earn incentive rewards redeemable for various items. U.S. employees can receive credits for health care premiums by participating.

For example, in 2020, FIS employees challenged each other in a Virgin Pulse contest to "Scale the Summits." Nearly 6,000 employees and family member participants chose to "virtually" climb one of eight mountain

destinations in a global step-challenge. During the competition, 897 FIS teams took over a million steps, averaging over 250,000 per participant.

More recently, employees participated in a mindfulness challenge through Virgin Pulse. Nearly 7,000 employees joined to take a moment to be mindful. Collectively, we reached 2.5 million meditation minutes around the globe. Mindfulness exercises can yield individual benefits such as increased focus, better emotional regulation and ability to adapt to changing circumstances.

Annually, our company and its employees participate in many health and well-being initiatives across the globe, including events like Go Pink Day for breast cancer awareness, Movember in support of men's health awareness and Mental Health Wellbeing Week among others.

MINDFULNESS

7,000

employees joined to take a moment to be mindful

2.5M

meditation minutes around the globe

ADVANCING THE WORKFORCE OF THE FUTURE

In June 2020, to thank employees for their tireless work and to emphasize the importance of wellbeing during the pandemic, the company provided an extra paid day off to all full-time employees. “FIS Takes a Day” was very well-received by employees and feedback was overwhelmingly positive.

Employees Safety Programs

During the pandemic, FIS put employee safety first. Early on, we made the decision that all employees who could work remotely, should work remotely. This resulted in approximately 95% of our workforce working remotely, ensuring that we limited the number of individuals that needed to be at a worksite location. This provided a reduced risk for those frontline employees that were absolutely critical to have at an office location for tasks such as card production, statement printing, data center management and other operational activities. During the pandemic, FIS implemented new safety and health protocols to protect our employees, including daily temperature testing, robust cleaning services, company supplied personal protective equipment (PPE) and increased hand sanitation resources at all locations.

In addition to our work to keep employees safe during the COVID-19 pandemic, FIS oversees robust worker-safety programs. These programs help ensure the safety all employees globally.

Upon hire, all employees are provided with an Employee Safety Handbook and are required to acknowledge in writing that they have read and understand all policies and procedures contained within. The company also maintains Emergency and Evacuation Handbooks for specific locations, including annual evacuation exercises.

In the United States, FIS has developed and maintains ten company-wide OSHA based programs to meet safety regulation compliance, including:

- Hazardous Communication Program
- Personal Protective Equipment Program
- Machine Safeguarding Program
- Bloodborne Pathogens Program
- Lock-out / Tag-out Program
- Hearing Conservation Program
- Forklift Training Program
- AED Program
- Fire Extinguisher Training Program
- Hot Work Permit Program

95%

approximately 95% of our workforce working remotely, ensuring that we limited the number of individuals that needed to be at a worksite location.

Finally, to make the office work environment as safe and comfortable as possible, FIS offers in person and remote ergonomic evaluations by Certified Office Ergonomic Evaluators (COEE) or qualified staff to assist any employees suffering musculoskeletal injury or discomfort.



FOSTERING INCLUSION & DIVERSITY

FIS IS A TRUE MULTINATIONAL ENTERPRISE

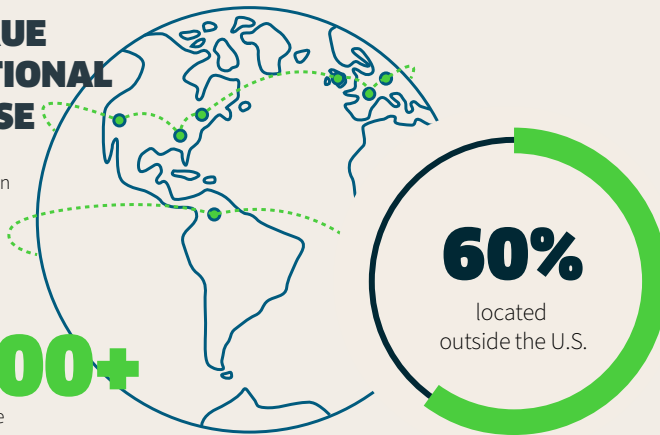
Operating in more than

100

countries

62,000+

employees worldwide



FIS has long valued and focused on integrating inclusion and diversity into everything we do at FIS. During the past year, inclusion and diversity (I&D) issues have become even more important, and we are committed to advancing these issues, including helping foster a dialogue that is both constructive and productive for all.

Operating in more than 100 countries with 60% of our 62,000 employees located outside of the U.S., FIS is a true multinational enterprise. Our employees represent a unique combination of age, gender, gender identity, race, ethnicity, ability, language, religion, sexual orientation, education, work history, beliefs and life experiences. By having a workforce that fully reflects the markets we serve, FIS is better able to understand and provide solutions to meet the needs of our clients and communities, who are becoming increasingly diverse.



FOSTERING INCLUSION & DIVERSITY

The diversity of our workforce helps us use our collective strengths to innovate and deliver the best solutions and services for our clients. By providing an inclusive environment where everyone’s views count, FIS is more attractive to prospective employees and empowers our entire workforce to thrive and achieve their full potential.

A RECORD OF INCLUSION AND DIVERSITY

Over the past number of years, FIS has been working to advance inclusion and diversity. This includes executive focus from our Board of Directors, CEO and Chief People Officer, and incorporation into our policies and procedures, as well as external partnerships.

Executive Leadership

For example, in 2017, our Chairman and CEO was an original signatory to the CEO Action for Diversity & Inclusion, a coalition of nearly 2,000 CEOs from companies in over 85 industries, who have been taking action to advance diversity and inclusion in the workplace.



FIS was awarded one of Forbes “Best Employers for Diversity” in 2021

Employment Policies and Employee Code of Business Conduct

FIS is committed to ensuring that all our employment practices are free of discrimination based on race, color, gender, religion, national origin, disability, veteran status, age, marital status, sexual orientation, gender identity, genetic information or any other protected status. The company has strong employment policies, including those published in our Employee Handbook and Code of Business Conduct.

At FIS, we believe fostering and cultivating an inclusive and diverse workforce is the responsibility of all our employees. We expect everyone who works for FIS to act in accordance with our equal employment policies and procedures and to work with us to further our strategic inclusion and diversity objectives.

Commitment to Program Resources

During the last five years, FIS further committed dedicated financial and staff resources to our Inclusion and Diversity efforts. This included the appointment of our first full-time I&D leader and program staff, investments to expand our Inclusion Networks and further embedding I&D initiatives into how the company operates.



The past year has brought into sharp focus the importance of inclusion and diversity for our clients, colleagues and communities. The need to accelerate and drive meaningful impact in this area for all of our stakeholders is more pressing than ever before. Our five key areas of inclusion and diversity focus enable us to do so.

Jennifer Frasier
Vice President, Inclusion & Diversity



FOSTERING INCLUSION & DIVERSITY

FIVE AREAS OF FOCUS

In 2020, we took our commitment on these issues to the next level with a renewed focus on five key areas of immediate action, incorporating ideas and input from our employees and leaders. These include driving the visibility of executive involvement, increasing education and awareness, enhancing our recruiting and internal talent development programs, engaging our colleagues, clients and partners, and fostering progress in our communities.

Driving Visibility of Executive Involvement

Executive sponsorship and strong engagement are vital to our inclusion and diversity programs at FIS. From our CEO to our entire senior leadership team, we have passionate engagement throughout our company. We believe this engagement is critical to making progress.

The integration and acceleration of our I&D programs is guided by FIS’ new executive-led Enterprise Inclusion and Diversity (I&D) Council, which was launched in December 2020. The council is chaired by Denise Williams, FIS’ Chief People Officer, and it meets monthly to help drive global strategy and accountability across the organization, ensure business alignment, and review progress and results against FIS’ commitments. The council is made up of senior leaders representing a mix of business units, functions and the executive sponsors of each of our Inclusion Networks.

In addition to our Enterprise I&D Council, in response to the social unrest experienced during 2020, FIS formed a Black Executive Leadership Advisory Group comprised of its senior most Black leaders. The Advisory Group meets on an ad hoc basis with the CEO and the Chief People Officer to provide real-time feedback, guidance and counsel on the strategic actions and decisions of its ongoing inclusion and diversity efforts. The Black Executive Leadership Advisory Group was part of the first group of employees who were consulted when developing the Five Areas of Focus. Members of the group also sit on the Enterprise I&D Council, serve as executive sponsors or steering committee members of the Black Inclusion Network or are engaged in other key FIS inclusion and diversity initiatives.

WOMEN IN LEADERSHIP



Global Women in Leadership increased YOY nearly:



U.S. Women in Leadership increased YOY nearly:



Enhancing Recruiting, Talent Development and Employee Engagement Programs

Led by our Chief People Officer and our Vice President, Inclusion & Diversity, the senior leaders of FIS are united in enhancing our recruiting and talent development programs. We achieve this through systematic and consistent consideration of inclusion and diversity in all FIS human resources activities, including but not limited to hiring, pay scales, promotions, engagement, retention and training.

To support these efforts, we have a Global Diversity Recruiting Council which meets monthly to develop and implement key strategies, establish new partnerships, implement best practices and track annual progress.

For example, FIS is a founding partner of the Georgia FinTech Academy, a statewide initiative designed to prepare individuals to enter the fintech industry or transition from another career. The academy offers degree programs, executive and continuing education and apprenticeships, with internships offered through a partnership with the University System of Georgia.

FIS was involved in the development of the academy’s curriculum, which is offered at two physical locations in Atlanta and available online throughout the 26-institution system. This partnership includes three Historically Black Colleges and Universities in the University System of Georgia: Albany State University, Fort Valley State University and Savannah State University. Currently, 71 percent of the academy’s participants are from underrepresented groups. More about our overall talent recruiting programs – including our new Student Loan Repayment program – can be found in [Chapter 3](#).

As part of our commitment to an inclusive and diverse workforce, FIS is setting aspirational goals in talent development. In 2020, our CEO and Chief People Officer set an aspirational goal for the company to double the number of Black and Latinx leaders at the company.

EQUALITY
4X



FIS named for four consecutive years as a “Best Place to Work for LGBTQ Equality” by the Human Rights Campaign Foundation

FOSTERING INCLUSION & DIVERSITY

These efforts not only include a focus on attracting more diverse leaders to FIS through talent acquisition efforts but also through developing leaders through succession and talent planning, formal learning programs, mentorship and sponsorship given the robust talent pool that already exists within the organization, which is further amplified through the efforts of our Inclusion Networks.

FIS Inclusion Networks are a key program for developing and engaging our employees. The networks, which are company-sponsored communities led by empowered and determined employees who share common interests, backgrounds or experiences. As a pillar of the FIS Inclusion and Diversity program, Inclusion Networks function to connect, educate and support the development of their members and promote the company's overall mission, goals and values by focusing on initiatives that foster a more inclusive work environment. Our employees have opportunities in the networks to serve as leaders and help attract and retain top talent, drive collaboration and innovation, support and serve our communities, and engage with our clients and partners. Every inclusion network is open to all employees.

FIS is proud to be named for four consecutive years as a “Best Place to Work for LGBTQ Equality” by the Human Rights Campaign Foundation, receiving a perfect score on the foundation's 2021 Corporate Equity Index for corporate policies and practices related to LGBTQ workplace equality.



FIS INCLUSION NETWORKS

Currently, we have FIS Inclusion Networks that are connected around areas such as gender, race/ethnicity, disabilities, LGBTQ+, veterans and working families, and new groups are continuing to form across the company.

- **Asian Inclusion Network ***
- **Black Inclusion Network**
- **Disability Inclusion Network**
- **Latinx Inclusion Network ***
- **LGBTQ+ Inclusion Network**
- **Rising Professionals Inclusion Network**
- **Veterans Inclusion Network ***
- **Women's Inclusion Network**
- **Working Families Inclusion Network ***

* Established in 2021

Increasing Education and Awareness

In 2020, FIS worked to increase its education and awareness efforts related to inclusion and diversity. This included both implementing new educational programs and the company publicly speaking out on key equality issues, standing up for the values of I&D.

Through the company's internal learning management system, the company launched a dynamic and evolving learning portal for employees called “WeLearn to Be Inclusive,” which provides employees with numerous voluntary inclusion and diversity resources such as LinkedIn learning courses, Ted Talks, webinars, panel discussions, research, news articles and more, to help increase their I&D understanding.

More formally, last year FIS launched its new Respectful Workplace training to all employees, which helps employees understand the important behaviors and standards that we hold ourselves accountable to when supporting a diverse and inclusive workplace at FIS.

We followed this important training with Unconscious Bias training to help ensure we better understand ourselves, including our unknown biases and perceptions with a pilot in 2020, followed by an all employee roll-out in 2021.

FOSTERING INCLUSION & DIVERSITY

In addition, FIS recognizes and honors many inclusion and diversity observances throughout the year, including Black History Month, International Women’s Day, Pride Month, Latinx-Hispanic Heritage Month, Veteran’s Day, International Men’s Day, and International Day of Persons with Disabilities. Alongside each of these days, FIS Inclusion & Diversity works with our Inclusion Networks to host education and awareness sessions on topics like allyship, financial well-being and disability etiquette, which are open to all employees to participate.

Engaging Our Clients and Partners

At FIS, we power many partners and clients who are making a positive impact to address I&D issues in our communities. For example, Stratyfy – one of the members of the 2020 FIS FinTech Accelerator – is developing financially inclusive solutions. Stratyfy is a financial technology company that helps institutions provide more people with access to fair, transparent credit and prevent unwarranted exclusion from the financial system.

Embedded in Stratyfy’s platform is its patented solution that proactively identifies and mitigates systemic liabilities, such as unconscious biases or unreliable training data. The proprietary modeling approach powering Stratyfy’s engine allows its users to seamlessly combine data and domain expertise to automate, scale and optimize risk-based lending decisions in a trustworthy and compliant manner. It was built to specifically address these everyday challenges and expand the reach of financial services and products to underserved populations to create a more inclusive financial system.

Increasing Supplier Diversity

As detailed in [Chapter 9](#), in 2020, FIS began an initiative to significantly increase the inclusivity and diversity of our supply-chain.

During the year, we formalized our supplier diversity program and named a dedicated supplier diversity executive to advance this key goal. The program is aligned with FIS’ corporate inclusion programs, which include the goals of supporting and developing the communities in which we operate.

In 2020, we implemented new technologies to help increase the visibility and tracking of our supplier diversity efforts. This included the rollout of Tealbook, an artificial intelligence-enabled tool that enriches supplier master data thereby enabling us to identify and classify more accurately our base of minority, women and disabled veteran-owned business enterprise suppliers. We developed a preliminary baseline of our U.S. spending in 2020. In addition to this, FIS is working to engage leading supplier diversity industry groups to increase its access to a diverse universe of suppliers and enhance our outreach.

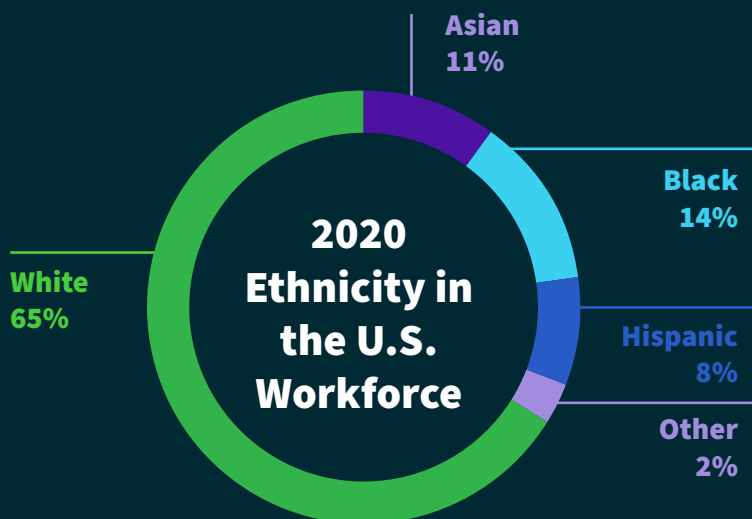
Last year, FIS also set out some aspirational goals regarding supplier diversity. Specifically, we announced that we intend to double our spend with diverse suppliers by the end of 2023, and as part of that program, we will create opportunities and encourage small and diverse suppliers to participate in competitive bidding opportunities. We are also engaging with supplier diversity teams at our corporate clients on a regular basis in order to exchange best practices. Furthermore, in 2020, FIS announced that it intended to invest \$30 million in minority-owned fintech startups, which are key partners to our company.

In 2021, we intend to further develop our supplier diversity policies, deliver enterprise wide training and increase our Tier 2 supplier diversity reporting and community outreach.

These new commitments and investments are not only the right thing to do, but we also expect them to bring expanded talent and perspectives to our global network of suppliers.

INCLUSION & DIVERSITY

	2020	2019
Global Women	40%	40%
U.S. Women	45%	45%
Global Women in Leadership (Director and Above)	27%	25%
U.S. Women in Leadership (Director and Above)	33%	30%



FOSTERING INCLUSION & DIVERSITY

Fostering Progress in Our Communities

FIS is committed to promoting inclusion and diversity in our markets and our local communities, including our charitable giving and volunteerism, educating a more diverse workforce for the fintech industry and most importantly our efforts around financial inclusion, which specifically are detailed in [Chapter 1](#).

FIS is forming partnerships with community groups in communities in the U.S. and globally to advance inclusion and diversity. For example, during the FIS Season of Giving campaign in October of 2020, we encouraged employees to give and volunteer with key not-for-profit organizations that are helping facilitate more inclusion and diversity in our communities. These include Operation Hope, Girls Who Code, the National Association Council for Minorities in Engineering (NACME) and Junior Achievement.

Our community partnerships, which are discussed in more detail in [Chapter 5](#), also include supporting educational programs in India for primary school students and professional courses to prepare young people for job placement or supporting programs like Cristo Rey in the U.S., which helps provide a college preparatory experience and exposure to the corporate world through work study for lower socio-economic students.

Moreover, through more targeted partnerships with secondary and post secondary education programs, we are proactively working to increase opportunities for under-represented minorities and women in STEM and financial industries. In addition to the Georgia FinTech Academy partnership, these include our engagement with the Northeast Florida Fintech Initiative and our academic partnerships with universities in Ohio, which are discussed in [Chapter 3](#).

MEASURING AND REPORTING

At FIS, we regularly measure and review metrics on our I&D efforts to inform and refine our programs and to drive accountability. This includes tracking demographic representation, participation, engagement and equity. We further report these metrics to our senior leadership and Board of Directors on a regular basis. We are working to be more transparent about our workforce demographics, first disclosing our inclusion and diversity metrics in FIS' inaugural Global Sustainability Report. This year, we have disclosed additional metrics to demonstrate our progress and highlight the key areas that we intend to improve upon.

FIS FIVE AREAS OF DIVERSITY AND INCLUSION FOCUS



HELPING COMMUNITIES THRIVE

Community Impact Programs

For FIS, we live by our core values, including to “Be the Change” we want to see. This value encompasses our long-standing commitment to giving back to the communities we live and work. During 2020, the COVID-19 pandemic created challenges for our 3Cs – our Colleagues, Clients & Communities – many of which continue today. Last year, FIS focused our relief efforts around our 3Cs, working to assist them through business financial relief as well as our philanthropic and volunteerism programs.



HELPING COMMUNITIES THRIVE

CORPORATE GIVING

The FIS Foundation is a 501(c)(3) non-profit corporation that serves as one-way FIS provides financial support to qualified charitable organizations. In 2020, we awarded grants of approximately \$1.4 million to over 100 organizations. Among those donations were a \$50,000 grant to the United Way's COVID-19 Relief Fund and \$100,000 to Lutheran Services to revamp technology and help ensure continued learning for children now at home.

Our individual business units also give donations to non-profit and community development groups in the communities where we operate in addition to our foundation giving. In 2020, these donations totaled almost \$2 million and helped provide critical financial support to community groups and charities, many of whom were struggling during the COVID crisis. Our business units donated funds for books, food, PPE and gave over \$100,000 to assist migrant workers significantly impacted by the lock downs in Singapore and India.

EMPLOYEE GIVING AND VOLUNTEER PROGRAMS

In 2020, our employees around the globe continued raise money for charitable organizations, especially during times of devastation and crisis. As local communities began to feel the severe effects of the COVID-19 lockdowns and basic needs were threatened, our global network of employees rallied in support of FIS' first global philanthropy campaign – Feeding the World.

Over a two-week period during the summer, thousands of employees on six continents raised over \$335,000 and collected food in 12 countries for various foodbanks and food related charities. During the year, led from Jacksonville, Florida, FIS also partnered with our local United Way agency to execute a national giving campaign that raised \$500,000 from over 1,200 employees in more than 20 states.

In addition to our work to help those impacted by the pandemic, FIS and our employees continued to provide financial support for the Leukemia & Lymphoma Society's Team in Training program. Last year, Team FIS raised over \$200,000, bringing our nine-year donation total to \$2.65 million. In 2020, our employees also continued to support and raise awareness about causes they care deeply about, including heart health, STEM diversity, men's health, breast cancer and the LGBTQ+ community.

Pivoting to a virtual world last year, our employees embraced opportunities to volunteer for charitable organizations in a new way. This included volunteering to make masks at home for front line workers, online tutoring for students through [AR Kids Read](#) and SIFMA or virtual walks to raise funds and awareness for charities like [MIND](#), focused on better mental health.

FIS supports and encourage these efforts through the FIS Volunteer Program, which grants eight hours of paid time off per year for eligible employees to devote to volunteer work. Effective in 2021, the volunteer program is now global, providing all FIS employees the ability to give back

FIS encourages our culture of giving back through four primary initiatives:

- Corporate giving by the FIS Foundation and our individual business units.
- Employees volunteering their time through the FIS Volunteer Program.
- Employees donating money to the global FIS Cares fund to help colleagues in need.
- Partnering with community groups and clients.



In 2020, the focus on our 3Cs (Colleagues, Clients & Communities) couldn't have been more important, especially giving back to the communities we live and work. Through our community impact programs, FIS works to make a difference through our philanthropic, volunteerism and partnership efforts.

Ellyn Raftery
Chief Marketing and Communications Officer

HELPING COMMUNITIES THRIVE

TOTAL FIS GIVING

\$7.26M

in charitable donations to over

190+

organizations



Last year, Leukemia & Lymphoma Society’s Team at FIS raised over

\$200,000

bringing our nine-year donation total to

\$2.65M



through paid volunteering time. In 2020, FIS employees worldwide logged over 14,500 volunteer hours.

These efforts include the service of FIS’ executives and employees who volunteer to serve of the boards of community not-for-profits. For example, FIS Chairman and CEO Gary Norcross serves on the boards of the KIPP Public Schools and YMCA in Jacksonville, Florida and our President, Bruce Lowthers, leads the company’s efforts to support the Leukemia and Lymphoma Society (LLS). Our Chief Risk Officer, Greg Montana, champions our United Way campaign in the U.S., and he serves on the boards of the Jacksonville United Way, Catholic Charities of Jacksonville and the Charlotte, North Carolina-based Metrolina Association for the Blind. In addition, we also have executives that serve on the boards of the Donna Foundation and Junior Achievement.

FIS CARES

FIS employees affected by a natural disaster or who face severe financial hardship from a serious illness or other unforeseen event – including COVID-19 – can take advantage of the global FIS Cares program. Through the program, employees can receive financial assistance to help to pay for medical expenses, temporary housing, food and clothing, utility bills and other basic needs. FIS Cares is funded by FIS employees who chose to make a one-time or recurring paycheck donation to the program. In 2020, FIS employees around the world contributed \$476K to the FIS Cares fund, doubling from 2019 as the program became global.

PARTNERING WITH COMMUNITY GROUPS

FIS gives back to educational institutions and not-for-profit organizations in our communities through both financial sponsorships and direct participation by employees in community events, educational programs or charitable donations.

Many of these programs are focused on raising awareness and fostering interest in career opportunities in the fintech industry. As outlined in *Advancing the Workforce of the Future*, FIS has been a founding partner, with educational institutions and government agencies, in several partnerships designed to broaden opportunities for individuals to enter the fintech industry. Our community partnerships are also increasingly focused not-for-profit organizations that facilitate financial inclusion effort, which is covered in [Chapter 1](#).

In the U.S., one example of FIS’ community partnership relates to our volunteer mentoring efforts with local universities. For example, in Cincinnati, Ohio, where FIS has a large concentration of employees, we are proud of our partnerships with Greater Cincinnati universities, including the University of Cincinnati and Miami University. Through these partnerships, FIS employees share their fintech expertise with students using real world applications while also building a diverse talent pipeline. FIS has a similar partnership with the Georgia Fintech Academy, where FIS continues to help create courses, and provide placement and professional education services to help students enter the fintech job market.

Outside the U.S. FIS has also formed partnerships to increase career opportunities for women, underrepresented minorities and young people. For example, in India we partner with several non-profit organizations, including the SMILE Foundation’s Smile Twin E-Learning (STeP) and Mission Education (ME) programs.

HELPING COMMUNITIES THRIVE

Through its work with underprivileged youth, the STeP program helped place over 1,700 youth in professional roles with major employers in India. The ME program, focused on breaking the bonds of child labor and illiteracy, provided critical education support for over 1,700 children during the pandemic through blended learning, including online, offline and community classes.

FIS also supports Christel House in India through student sponsorships and equipment, which help enable secondary students and their teachers succeed. Last year FIS sponsored 128 students in grades 10 to 12, and we are proud to report that all grade 12 students sponsored by our company have now been enrolled in universities.

PARTNERING WITH CLIENTS TO ENABLE CHARITABLE GIVING

FIS actively works with its clients to enable charitable giving across the globe. For example, our company offers our banking clients the [FIS Charitable Giving Platform](#). This integrated giving solution is available to the cardholders of our banking clients, empowering them to give to their charities of choice through a seamless integration with their online banking experience. The platform’s cardholder dashboard can access a database of over 1.8 million charities and makes it easy to set up one time and recurring donations, as well as matching offers.

In the UK, FIS is proud to partner with Pennies, an award-winning fintech charity that works to protect and grow micro-donations. Pennies enables thousands of UK retailers the option for their customers to donate to charitable causes right at the point of sale. Since the program was enabled, close to £5M has been donated to charities. FIS’ clients are often looking for ways to engage their customers with a simple way to give back to their communities, and the Pennies partnership allows us to do just that.

More detailed information about FIS’ Community Impact efforts can be found in our FIS Gives Back report.



FIS CHARITABLE GIVING & VOLUNTEERING

	2020
Number of individual charities supported	194
FIS Foundation + FIS businesses	\$3.38M
FIS senior executive giving	\$3.88M
FIS Cares employee contributions	\$476K
Employee volunteers	2,632
Number of hours volunteered	14,602



FIS Cares Employee contributions increase from 2019 to 2020

SUSTAINABLE PLANET

REDUCING ENVIRONMENTAL IMPACT

- Environmental Strategy and Measurement
- Environmental Education
- Greenhouse Gas (GHG) Emissions Reductions
- Renewable Energy Sourcing Program
- LEED Buildings
- Building Automation
- Waste Management
- Measurement and Reporting
- Public Advocacy and Partnerships
- Leveraging our Workspace Next Program

CH6

REDUCING ENVIRONMENTAL IMPACT

Protecting the Environment

At FIS, we are committed to doing our part to mitigate the effects of climate change and to protect the environment. That includes implementing a comprehensive environmental strategy that reduces carbon emissions and other environmental impacts.

ENVIRONMENTAL STRATEGY AND MEASUREMENT

FIS' environmental strategy is built on several key initiatives aimed at creating a more sustainable business, including employee education, renewable energy use, reductions of greenhouse gas (GHG) emissions and water usage, energy efficiency, waste management, public advocacy and partnerships, regular measurement and creating the workspace of the future.

The foundation of our environmental strategy is embedded in [FIS' ESG Policy](#) and the company's [Code of Business Conduct and Ethics](#), which highlight our broad commitment to protecting and maintaining the quality of the environment. FIS employees must operate in compliance with environmental laws and regulations and promptly report to management any actual or potential environmental violations.



REDUCING ENVIRONMENTAL IMPACT

FIS' Chief Sustainability Officer is responsible for the collection of data to measure our global energy usage, greenhouse gas emissions, water usage and other key areas of impact, so we can continue to improve our environmental programs and report on our progress toward a sustainable future. The role is also responsible for FIS' overall ESG program as outlined in [Chapter 7](#).

ENVIRONMENTAL EDUCATION

At FIS, we are committed to helping educate our workforce on the importance of a sustainable planet. This includes opportunities for self-directed learning through FIS' WeLearn platform with courses such as "Navigating Environmental Sustainability: A Guide for Leaders," "Sustainability Strategies," and "The Employee's Guide to Sustainability." In addition to these specific education courses, FIS works to provide broad education and awareness to its employees on key ESG issues.

EMISSIONS REDUCTIONS & RENEWABLE ENERGY

During 2020, FIS' greenhouse gas emissions, energy and water reductions were primarily driven by the company's global facility rationalization program and our temporary work-from-home operating posture. As outlined in this chapter, FIS is moving toward a more hybrid workforce model under our Workspace Next program, which highly maximizes the efficiency of our remaining facility workspaces and limits environmental impact. In addition to these programs, FIS is engaged in several programs, outlined below, to reduce our emissions and use renewable energy.

FIS Climate Action Plan

In 2021, we launched the comprehensive FIS Climate Action Plan to ensure our company does its part in mitigating GHG emissions, including through increased use of energy from renewable sources. As a global leader in the fintech industry, these new goals are helping drive corporate decisions on how we maintain and grow our business globally through the achievement of key initiatives. These decisions include how we review our supply-chain partners, who we pledged to work with in meeting global climate goals.

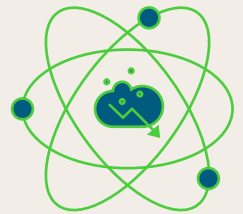
EMISSIONS REDUCTION GOALS

Our climate action plan included three new aspirational goals, which could make the biggest impact in protecting our environment:

FIS aims to achieve:

100%

carbon neutrality for its Scope 1 and 2 GHG emissions by 2025



FIS plans to:

FIS aims to source:

100%

renewable energy by 2025

Develop and secure validation of Science Based Targets for the reduction of GHG emissions, in line with the Paris Climate Agreement.



Protecting our planet for future generations means doing our part for environmental sustainability. At FIS, we are taking action to help mitigate climate change as we recognize the risks it presents to our industry, business and the world.

Bruce Lowthers
President, FIS

REDUCING ENVIRONMENTAL IMPACT



10 LEED CERTIFIED BUILDINGS

We are pursuing this certification through the U.S. Green Building Council’s (USGBC) Leadership in Energy and Environmental Design (LEED) program. The LEED certification is the world’s most widely recognized and applied benchmark for green buildings. FIS has LEED certified buildings all over the world including in:

- Atlanta
- Bucharest
- Cape Town
- Denver
- Durango
- New York
- Orlando
- Singapore
- Taguig City
- Toronto



Data Center Initiative

One of our largest areas of opportunity for reducing GHG emissions and water usage is in reducing the energy and water consumption of our data centers. For purposes of our annual ESG reporting, FIS includes all data centers under its operational control in our Scope 1 & 2 and energy calculations, and as part of our Scope 3 emissions, we include third-party colocation data centers.

Along with this initiative, we are investing in upgrading our uninterruptible power supply (UPS) systems to become more energy efficient, replacing lead-based batteries with lithium-ion batteries where possible. At data centers that use chilled water for cooling, we have replaced chillers and pumps with more energy efficient models. And throughout our data center footprint, we are working to upgrade from traditional lighting systems to energy efficient LED lighting.

In 2020, we continued to implement our strategic initiative to consolidate FIS data centers in the U.S., which began in 2016 and is on track for completion in 2021.

Renewable Energy Sourcing Program

In 2020, even before publicly announcing our climate goals, FIS began working to source renewable energy at key facilities, including data centers. Last year, we began to convert our first facilities to clean or renewable energy. The supplier of electricity for one of our data centers, Switch, generates electricity from 100% renewable sources. Our Renewable Energy Sourcing Initiative is focused on first sourcing local renewable energy before mitigating with remote power purchase agreements.

LEED BUILDINGS

In addition to the reductions being achieved from our data centers, FIS is committed to minimizing and reducing energy and water usage at our existing and new-build facilities.

In 2020, FIS began construction on our new, 378,000 square foot global headquarters building in Jacksonville, Florida. The new headquarters will accommodate up to 1,800

employees, including 500 new high-paying professional jobs that FIS has pledged to create. It will contain 25,000 square feet of client engagement and innovation areas, a workout facility, an on-site cafeteria and a 1,600-space parking garage, which we are making available to the public on nights and weekends.

Most importantly, in line with our commitment to the environment, this building will become one of the most environmentally friendly buildings in Jacksonville, being built in line with LEED Platinum certified sustainability standards. We are pursuing this certification through the U.S. Green Building Council’s (USGBC) Leadership in Energy and Environmental Design (LEED) program. The LEED certification is the world’s most widely recognized and applied benchmark for green buildings. The building is on schedule to be delivered by May of 2022, and the overall project will result in over \$150M of capital investment by FIS.

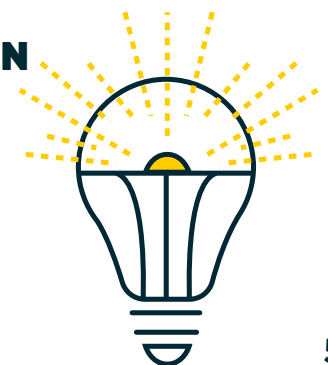
In addition to the new Jacksonville HQ, FIS currently owns or leases facilities in a total of ten LEED certified buildings around the world. These buildings include two LEED Platinum buildings and seven LEED Gold buildings.

Additionally, to help our employees reduce the environmental impact of their commute, FIS has recently installed electric vehicle charging stations at some of our larger locations.

ENERGY REDUCTION

-23%

reduction in energy use in 2020



REDUCING ENVIRONMENTAL IMPACT

BUILDING AUTOMATION

We are committed to using building automation and energy management systems to help reduce the environmental impact at our larger facilities, including greater use of energy-efficient LED lighting and high-efficiency mechanical units.

These initiatives, along with a shift to remote working due to the COVID-19 pandemic and efficiencies from significant consolidation of our real estate footprint, contributed to substantial reductions in energy use and water use in 2020. FIS lowered overall energy use by 245.8 thousand GJ in 2020 and lowered water usage by 143.3 thousand cubic meters.

WASTE MANAGEMENT

At FIS, we are also working to increase our recycling efforts and other waste management programs to reduce the amount of office waste that is sent to landfills. We recycle computers and other technology equipment including VPN tokens and toner cartridges for computer printers. Paper is shredded and recycled at all FIS locations and recycling programs are in place at many FIS locations for other recyclable materials and waste. These commitments are part of [FIS' ESG Policy](#).

MEASUREMENT AND REPORTING

As part of our ongoing efforts to minimize our environmental impact, FIS is committed to measuring the company's environmental footprint through internal and external audits. We perform an annual survey of all FIS facilities around the world to measure energy usage (including energy derived from renewable sources), GHG emissions (Scope 1 and 2), and water usage.

In 2020, FIS expanded the survey to include mobile emissions from our owned and leased aircraft and ground vehicles and relevant Scope 3 emissions as part of our efforts toward establishing Science Based Targets; 2019 figures were recalculated during this process. This data and all data from our internal assessments are reported regularly to senior management and to the Corporate Governance and Nominating Committee of the FIS Board.

Our measuring and reporting of environmental impacts also demonstrate our support of global efforts to combat climate change, including the United Nations Sustainable Development Goals (SDGs). These reporting efforts provide transparency to our internal and external stakeholders and will also help measure our future progress.

WATER REDUCTION

-35%

reduction in water use in 2020

PUBLIC ADVOCACY AND PARTNERSHIPS

FIS is a member of the "America is All In" coalition, which is developing a national climate strategy in the U.S. The coalition is made up of thousands of U.S. businesses, cities, states, tribal nations, schools, and faith, health, and cultural institutions, who are working to cut U.S. emissions in half from 2005 levels by 2030 and reach net zero emissions by 2050, while guarding against the impacts of climate disruption. FIS' Government Relations team also engages with government officials to help further advocate for practical public policies that mitigate climate change.

LEVERAGING OUR WORKSPACE NEXT PROGRAM

Accelerated by the pandemic in 2020, employee attitudes about where and how they work began to dramatically shift. During the year, for health and safety reasons, 95% of FIS' workforce began to work remotely, which has helped us understand what the future of work may look like at our company.

As a result, FIS developed a program focused on the future of its workforce called Workspace Next. The Workspace Next program will create opportunities for parts of a workforce that may be able to work in a hybrid manner, partly in the office and partly remotely.

During the last year, we learned that with the technology investments FIS had made in its infrastructure, our employees didn't need to travel as much for internal meetings, which we hope will lead to lower Scope 3 emissions in the years to come.

Workspace Next is about working differently going forward, and we intend to leverage that paradigm shift and program to incorporate more sustainable ways of working into our culture.

WATER USAGE*

Category	2020	2019
Annual Water Withdrawn	271 thousand m ³	414.3 thousand m ³

* See Data Tables on page 79 for footnotes and additional explanations

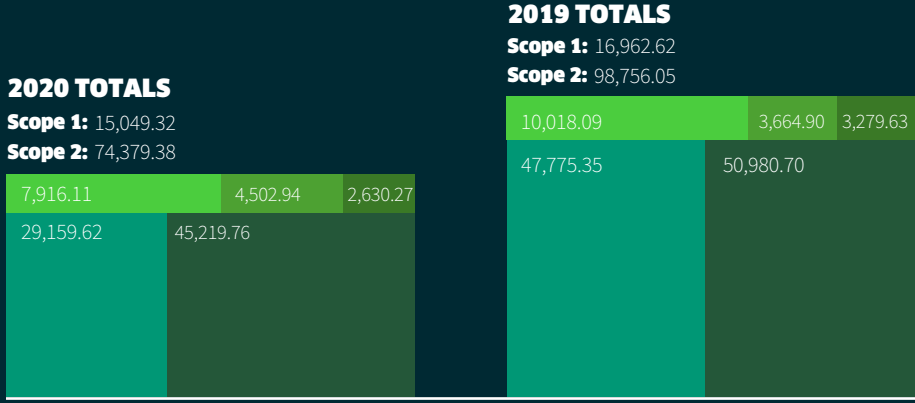


REDUCING ENVIRONMENTAL IMPACT

2020 ENVIRONMENTAL PERFORMANCE*

SCOPE 1 AND 2 EMISSIONS

TCO_{2e}



HIGHLIGHTS

-23% Total Reduction in Scope 1 and 2 Emissions in 2020

-11%

Reduction in Scope 1 Emissions in 2020

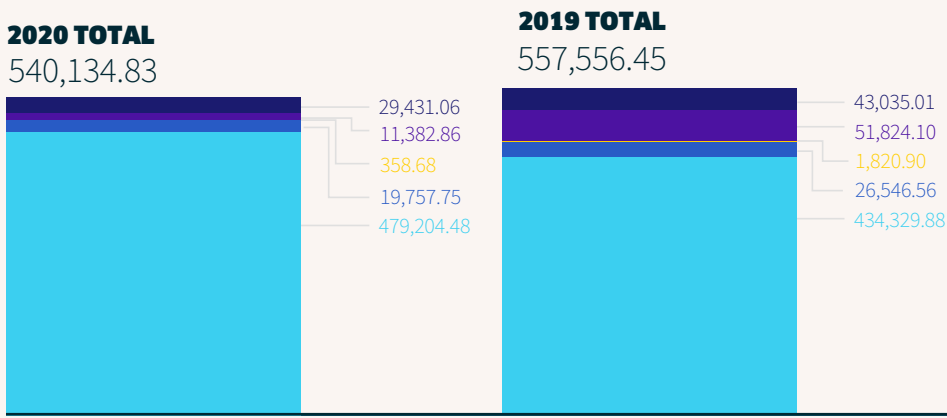
-25%

Reduction in Scope 2 Emissions in 2020



SCOPE 3 EMISSIONS

TCO_{2e}



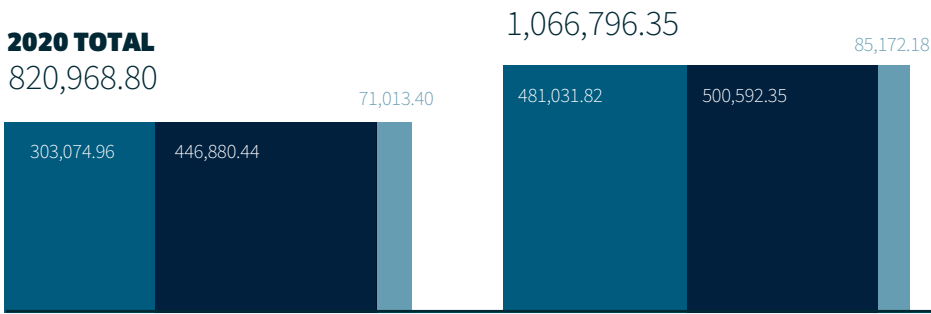
HIGHLIGHT

-3% Total Reduction in Scope 3 Emissions in 2020



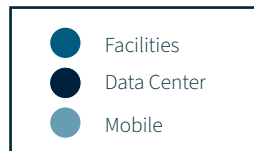
ENERGY USAGE

GJ



HIGHLIGHT

-23% Total Reduction Energy Usage in 2020



* See Data Tables on page 79 for footnotes and additional explanations

SUSTAINABLE GOVERNANCE

GOVERNANCE OVERSIGHT, STRUCTURE AND RESOURCES

- Commitment From the Top
- Listening to and Learning From our ESG Stakeholders
- Board of Directors Oversight Role
- Board Committee Oversight Roles
- Compensation and Succession Approach

CH7

MANAGING A SUSTAINABLY FOCUSED SUPPLY CHAIN

- Sustainable Supply-Chain Strategy
- Supplier Code of Conduct
- Compliance with FIS Policies
- Vendor Risk Management (VRM) Program
- Supplier Diversity

CH9

RISK MANAGEMENT, OPERATIONAL RESILIENCY AND COMPLIANCE

- Risk Management Strategy and Oversight
- Policy Management Process
- Operational Resiliency
- Compliance and Operational Risk
- Employee Training on Risk, Information Security and Compliance
- Public Policy and Political Contributions
- Industry Affairs

CH8

GOVERNANCE OVERSIGHT, STRUCTURE & RESOURCES

Commitment From the Top

Our commitment to addressing ESG issues begins at the top, driven by a committed Board of Directors, CEO, Senior Management and our core values. We recognize the important role we play in the global economy and for our 3Cs – colleagues, clients and communities. We are committed to leveraging our global reach and leading market position to positively impact the world around us by demonstrating excellence in sustainability.

Our ESG commitment includes operating our company with integrity and the highest ethics, giving back to our local communities, promoting diversity and inclusion, empowering our employees and protecting the environment. We are also committed to maintaining the highest levels of data security, safeguarding the privacy of our clients and increasing the accessibility and inclusivity of the global financial system for everyone.

GOVERNANCE OVERSIGHT, STRUCTURE AND RESOURCES

Our leadership team and our employees recognize the importance of delivering on our sustainability goals to mitigate emerging risks, seize the opportunities of a sustainable economy and gain the trust of our stakeholders, including investors, clients, partners, employees and regulators. To further demonstrate our commitment to sustainability, in 2021 FIS formally named a Chief Sustainability Officer, Andrew Ciafardini, and expanded the ESG organization under his leadership within the risk organization. Charged with leading the ESG program and setting goals and key performance indicators, our Chief Sustainability Officer and Chief Risk Officer report regularly on sustainability matters to the Corporate Governance and Nominating Committee of the Board.

We have implemented comprehensive governance structures and practices that ensure transparency in reporting and foster accountability for our Board of Directors and Senior Management. Our governance practices also ensure that FIS maintains robust programs to manage operational risks and uphold compliance with all applicable laws, regulations and rules governing business conduct and ethics. But all of this starts by listening.

LISTENING TO AND LEARNING FROM OUR ESG STAKEHOLDERS

During 2020, FIS increased and broadened its engagement with a range of ESG stakeholders. Last year, in a time of public health and economic crises and immense social change, it was vital for us to listen and learn what the most important issues were for our stakeholders.



We proactively engage our shareholders to discuss our priorities and programs on a broad range of topics, including our work to advance environmental, social and governance issues.

Woody Woodall
Chief Financial Officer

Throughout the year, members of our Investor Relations team and our Corporate and External Affairs team, along with Senior Management and Board, engaged with shareholders and other stakeholders to seek their input, to remain well-informed regarding their perspectives and to help increase their understanding of our business. In these meetings, we discussed key topics of interest, including our performance, strategy, executive compensation, diversity and inclusion, climate change and corporate governance issues.

Our Board and Senior Management gather valuable insight and feedback on our ESG programs and practices through this ongoing, proactive outreach effort. FIS' key stakeholders include shareholders, ESG rating firms, fixed income investors, debt rating agencies, regulators and non-government organizations, employees, clients and partners, among others.

BOARD OF DIRECTORS OVERSIGHT ROLE

Our Board of Directors is responsible for oversight of the business and affairs of FIS. In carrying out this responsibility, the Board oversees the long-term strategy of our company and advises senior management as they work to create long-term value for our shareholders. In 2020, the Board was actively involved in advising management and providing oversight of the company's response to the COVID-19 pandemic, programs to promote diversity and inclusion in our workforce and local communities and our ESG program.



At FIS, we are committed to continuously improving our corporate governance program to meet the constantly evolving best practices of leading FORTUNE 500 companies.

Marc Mayo
Chief Legal Officer

GOVERNANCE OVERSIGHT, STRUCTURE AND RESOURCES

Our Board governance practices include the annual election of directors, majority voting for directors, annual evaluations of the Board and its committees, continuing director education guidelines, proxy access and stock ownership guidelines for all directors and corporate executive officers.

Our Corporate Governance Guidelines provide that the Board shall designate a Lead Independent Director whenever the role of Chairman and CEO is combined. In January 2021, our Board approved revisions to the Corporate Governance Guidelines to further enhance and define the role of the Lead Independent Director and limit director overboarding. More information about our Board and our Corporate Governance Guidelines is available in our [2021 Proxy Statement](#).

The FIS Board is diverse, with four of our ten independent directors being either female or ethnically diverse. Moreover, three of the five Board committees are chaired by women. Our Board members also bring a diversity of thought, skills and experience to their roles, based on their extensive backgrounds in the banking, technology and financial services industries and their deep understanding of global operations, finance, sales and legal functions.

BOARD COMMITTEE OVERSIGHT ROLES

Our Board of Directors includes [four standing committees](#): Audit, Compensation, Corporate Governance and Nominating, and Risk and Technology in addition to an Executive Committee, which may act on behalf of the full Board between regularly scheduled meetings when time is of the essence. The membership of the four regular standing committees is comprised entirely of independent directors.

The Audit Committee is responsible for reviewing the quarterly and annual financial statements before filing with the Securities and Exchange Commission, reviewing critical accounting policies and practices, and reviewing the quality, adequacy and effectiveness of the company's internal controls over financial reporting. The company maintains financial discipline through its Finance function with a focus on financial accounting standards such as Sarbanes-Oxley compliance.

The Audit Committee also provides oversight of compliance with the company's Code of Business Conduct and Ethics, legal and regulatory compliance, ethics programs and the internal audit function. Importantly, our Code of Business Conduct addresses conflicts of interest and gift giving, which is covered in [Chapter 8](#) of this report.

The Compensation Committee is responsible for determining the compensation of the company's CEO and executive officers and recommending action on compensation and benefit plans for independent Board members. More information on our approach to executive and Board compensation is provided in the next section of this chapter.

The Corporate Governance and Nominating Committee is responsible for identifying and recommending qualified individuals to be nominated for election as Directors and for planning for Director succession and refreshment. The Governance Committee also has oversight responsibility for the company's ESG (Environmental, Social, Governance) policies and programs, including reviewing and evaluating ESG plans and practices, overseeing the development of use of ESG measurement and tracking metrics, and reviewing the annual global sustainability report. In addition, the Governance Committee supports the Board in providing oversight of risks related to ESG issues. On a quarterly basis, management reports ESG Key Performance Indicators (KPIs) to both the Governance Committee and the full Board for review.

The Risk and Technology Committee supports the Board in providing oversight of and assessing current and emerging risks facing the company. The Risk Committee oversees the activities of Senior Management's Executive Risk and Technology Committee (ERTC), which develops and internally oversees the company's enterprise risk management program.

In addition, the Risk Committee provides oversight of the company's cybersecurity and information security risk programs, as well as management's actions to identify, assess, mitigate and remediate material cyber risk issues.

GOVERNANCE OVERSIGHT, STRUCTURE AND RESOURCES

COMPENSATION AND SUCCESSION APPROACH

The Compensation Committee of our Board approves FIS' executive compensation programs, which are designed to attract and retain talented and high-performing executives. Our programs ensure that there are strong links between the company's performance and total compensation earned. The financial metrics utilized by the Compensation Committee to evaluate performance provide a balance that focuses our Management team on achieving short-term goals while discouraging undue risks or other behavior that could harm the creation of sustainable, long-term shareholder value.

As detailed in our [2021 Proxy Statement](#), our compensation approach aims to set a high ratio of performance-based compensation as a percentage of total compensation packages, which are designed to be competitive in the rapidly growing fintech sector.

Our approach also encourages Executive Officer stock ownership to align the interests of Executives with those of other shareholders. FIS has formal stock ownership guidelines for all corporate Executive Officers, which sets a minimum target (a multiple of the executive officer's base salary) to be held in common stock or equivalents. The stock ownership guidelines were revised in 2020 to provide more stringent stock ownership and stock holding requirements.

There are similar stock ownership guidelines for independent members of the Board, with the goal of aligning their interests with those of shareholders. These guidelines set a minimum target (a multiple of the Board member's annual retainer) to be held in FIS common stock or equivalents. More details on our stock ownership guidelines can be found in our [2021 Proxy Statement](#).

Our Board oversees the succession plan for our CEO, President, CFO and certain other executive officers. This oversight process includes reviews of succession scenarios, potential candidates, planned transitions and timelines. The Board receives periodic updates on the succession plans for our senior management team throughout the year.

As previously noted, the Corporate Governance and Nominating Committee of the Board oversees our plans for director succession and refreshment. Through these plans, our goal is to maintain a diversity of thought, background and experience on the Board that will support the company's long-term strategy. Our Corporate Governance Guidelines include a mandatory retirement age of 75 for directors, with the goal of enhancing Board refreshment.



RISK MANAGEMENT, OPERATIONAL RESILIENCY AND COMPLIANCE

Risk Management Strategy and Oversight

The events of 2020 further demonstrated the importance of robust risk management, operational resiliency and compliance programs. The COVID-19 pandemic placed significant strain on the operations of many companies across the globe, especially financial services businesses. Despite that strain, FIS' operations remained resilient and effective in 2020.

At FIS, we invest significantly in these programs to ensure we mitigate material risks, maintain resiliency and are in compliance with regulations and laws wherever we operate. That commitment starts at the top.

The company's Risk, Information Security, Compliance and Sustainability (RISC) Group, headed by our Chief Risk Officer, Greg Montana, coordinates and conducts assessments of the company's risks, works with executive management and the Board to define risk appetite, and develops and manages risk mitigation strategies.



RISK MANAGEMENT, OPERATIONAL RESILIENCY AND COMPLIANCE

Led by our Chief Risk Officer, the Executive Risk and Technology Committee (ERTC) develops and oversees the company’s Enterprise Risk Management (ERM) program. The FIS Board and the Board’s Risk and Technology Committee regularly reviews the ERTC’s activities and approves the ERM program, which is aligned with the ISO 31000 standard.

The ERTC oversees several key risk-related committees and processes to protect the company, its clients and their consumers and business customers. These include FIS’ Credit Risk Committee, Policy Review Committee, Sales Oversight Review Committee, Deal Review Committee, Capital Committee and Data Use Review Committee among others.

POLICY MANAGEMENT PROCESS

The Enterprise Policy Office (EPO), within FIS’ RISC Group, establishes governance requirements for the management, ownership and enforcement of FIS Corporate policies and standards. It also defines the responsibilities for policy management to ensure accountabilities are understood and are applied consistently across the company. As part of FIS’ Enterprise Risk Management, the EPO provides oversight of policy owners, validates that proper processes are followed and facilitates dissemination and awareness of policies and standards. The EPO oversees one hundred enterprise-wide policies, forty-six of them owned and maintained by the Chief Risk Officer.

OPERATIONAL RESILIENCY

FIS recognizes that financial institutions, capital markets companies and merchant clients need and expect continuous availability for critical applications that power their businesses.

Overseen by our Chief Security Officer, the FIS Global Business Resilience (GBR) program is an enterprise-wide function that helps mitigate operational risk exposure. The GBR program encompasses critical areas, including Business Continuity Management, IT Disaster Recovery, Crisis Management and Third-Party Resilience.

The program focuses on controlling risk by creating system redundancies and security controls, regularly measuring and assessing our capabilities to recover critical operations and providing annual employee training on business continuity and disaster recovery procedures. Our detailed plans for business resiliency include tactical measures such as recovery scripts and supporting documentation for rapid technology recovery.

In addition to its own internal backup and business continuity programs, FIS became the first service provider to achieve Sheltered Harbor’s Data Protected Certification, which offers additional cyber resiliency assurance to our clients.

[Sheltered Harbor](#) is a not-for-profit organization created to protect customers, financial institutions and public confidence in the financial system if a catastrophic event like a cyberattack causes critical systems – including backup – to fail. Implementing the Sheltered Harbor standard prepares institutions to provide customers timely access to balances and funds in such a worst-case scenario. Sheltered Harbor is a subsidiary of the Financial Services Information Sharing and Analysis Center (FS-ISAC). FIS was a founding member of the program, and FIS Chief Risk Officer Greg Montana has served on the Sheltered Harbor board since 2015.

CRISIS MANAGEMENT

95%



approximately 95% of all FIS employees were moved to a work-from-home status as the COVID-19 pandemic worsened.



At FIS, risk management is everyone’s business. We employ a three lines of defense model to ensure our employees are accountable at every level for our risk, security, compliance, resiliency and sustainability standards.

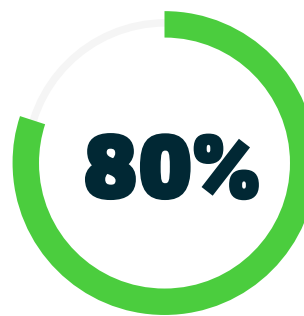
Greg Montana
Chief Risk Officer

RISK MANAGEMENT, OPERATIONAL RESILIENCY AND COMPLIANCE

FIS' GBR program employs a dedicated Crisis Management Team (CMT) that establishes a robust command and control platform during crises and ensures the company has wide visibility into emerging issues. The CMT develops relevant crisis plans and drill exercises to ensure the readiness of the enterprise. Our crisis plans, which are updated regularly, cover a broad range of potential issues, including operational performance, cybersecurity and privacy incidents, life safety matters, weather related events, corporate reputational situations, site-specific incidents and pandemics.

At the beginning of 2020, as COVID-19 began to emerge, the Crisis Management Team was activated and began to implement its previously developed Pandemic Continuity Plan. As the pandemic worsened, nearly 95% of all FIS employees were moved to a work-from-home status, and travel was suspended company-wide. Social distancing and strict sanitation protocols were put in place for employees who needed to remain onsite for mission critical activities. This special pandemic CMT continues to meet today.

FIS' GBR policies and procedures are based on industry standards, including ISO 22301 and FFIEC (Federal Financial Institutions Examination Council) guidelines, and the company is regularly examined through internal and external assessments by regulatory agencies such as the U.S. FBA (Federal Banking Agencies), the FCA (Financial Conduct Authority), the DNB (De Nederlandsche Bank), and METI (Ministry of Economy, Trade and Industry).



CLOUD RESILIENCY

FIS applications world-wide to be running in the secure FIS cloud.

Setting the standard

At FIS, we are committed to reducing complexity and increasing resiliency in our operations. In tandem with the modernization and the consolidation of our data centers, we have significantly invested in our secure FIS Cloud, which we believe helps increase the operational resiliency and security of our clients' work.

For example, in 2020 [FIS announced](#) that we had doubled the number of cloud-based applications covered by our industry-leading service level agreement (SLA), while reducing the designated service disruption period to as little as ten minutes.

Under the SLA, FIS will issue financial credits to clients using selected FIS applications should those clients experience service disruptions – caused by FIS – lasting longer than a designated period of time. The SLA covers 74 cloud-based solutions from FIS, more than twice the number as when we first established penalty-linked SLAs in 2019.

PRIMARY REGULATORY OVERSIGHT BODIES

Below is a selection of industry governance bodies that supervise FIS:

FBA (Federal Banking Agencies)

Collectively the Office of the Comptroller of the Currency ("OCC"); the Board of Governors of the Federal Reserve System ("Federal Reserve"); the Federal Deposit Insurance Corporation ("FDIC"); the National Credit Union Administration ("NCUA"); and the Consumer Financial Protection Bureau (CFPB).

State Banking Regulators

In the United States, state banking regulators are responsible for chartering, licensing and supervising state-chartered banks and non-bank financial services providers, including mortgage lenders. State regulators play a critical role in the nation's economy by ensuring financial services providers operate in a safe and sound manner and effectively serve state and local credit markets.

FCA (Financial Conduct Authority)

The FCA is the conduct regulator for 59,000 financial services firms and financial markets in the UK and the prudential supervisor for 49,000 firms, setting specific standards for 19,000 firms.

PSR (Payment Systems Regulator)

The Payment Systems Regulator is the economic regulator for the £75 trillion payment systems industry in the UK. It is the first economic regulator focusing specifically on payment systems anywhere in the world.

DNB (De Nederlandsche Bank)

DNB, the Dutch central bank, monitors financial institutions' compliance with rules and regulations, paying particular attention to the financial structure of an institution, and the expertise and integrity of its directors.

At a time when organizations require constant availability for their critical applications, this expanded SLA demonstrates our confidence in the reliability of our world-class global delivery network and the resiliency of our selected vendor partners.

By the end of 2021, under our modernization strategy, we expect 80% of FIS applications worldwide to be running in the secure FIS cloud. This initiative is a major component of our efforts to mitigate business risks that would come from any failure to deliver continuous service. These risks include additional development and remediation costs, potential loss of clients, reputational issues and potential liability claims.

Physical Risk

The FIS RISC group employs programs and processes that evaluate physical risks to our facilities throughout the world, including weather-related risks such as hurricanes, tornadoes and earthquakes. These considerations are incorporated into our business resiliency and corporate security programs to ensure the company has redundancy in place in ways that minimizes physical risk to our facilities. Our crisis management and corporate security programs are also designed to respond and mitigate real-time physical risk incidents.

COMPLIANCE AND OPERATIONAL RISK

In addition to technical and cyber risk to our electronic systems, we understand that the improper conduct of our employees and suppliers can also affect FIS and our clients. To manage this risk and operate with trust and integrity, FIS has developed strong compliance and operational risk programs.

Code of Business Conduct, Ethics and Whistleblower Protections

The [FIS Code of Business Conduct and Ethics](#), along with our [Corporate Governance Guidelines](#) and overall corporate governance structure, reflect our fundamental commitment to maintaining comprehensive compliance, ethics and whistleblower protection programs.

This commitment starts with the FIS Board of Directors and

Executive Management, supported and driven by middle management, and woven into our day-to-day operations, including as one of our three core values – To Lead with Integrity.

To ensure that we can quickly identify potential violations of the Code of Conduct or other ethical issues, we provide a confidential Ethics Helpline and an [Ethics Website](#), with the option to remain anonymous. Employees can call the toll-free helpline and speak to someone 24 hours-a-day, 7 days-a-week about their concerns and to submit reports of potential, suspected misconduct by FIS employees, contractors or third-party suppliers. The Ethics Helpline and Ethics Website, managed by a third-party, are available globally in local languages and are promoted to our employees through the company's Intranet, trainings and awareness campaigns. FIS maintains a strict non-retaliation policy to protect any whistleblowers who report wrongdoing in good faith or cooperate in an investigation.

There are also other ways for employees to self-report potential compliance, ethics and other risk issues, including through the SIRI-P (Self-Identified Risk Issue Process). SIRI-P allows FIS employees to submit risk, information security or compliance questions and concerns, or to report potential risk issues. Through SIRI-P employees can also submit ideas and opportunities to improve FIS risk, information security and compliance practices as well as FIS solutions, applications, services and processes.

The Board's Audit Committee provides oversight of the company's compliance with the Code of Business Conduct and Ethics as well as legal and regulatory requirements. This includes regular performance monitoring of our Corporate Compliance team, led by our Chief Compliance and Customer Advocacy Officer (CCO) and includes a dedicated Ethics Officer.

Our CCO and Executive Risk and Technology Committee (ERTC), which meets at least quarterly, to regularly review compliance risks, program priorities and progress against goals. Our Compliance team prepares and shares quarterly reports on compliance metrics and ethics helpline investigations with the Board's Audit Committee.

RISK MANAGEMENT, OPERATIONAL RESILIENCY AND COMPLIANCE

Sales Practices Oversight

To ensure FIS employs fair and ethical go-to-market practices, FIS has established a sales practices oversight program. Led by the Enterprise Risk Management function, our conduct risk group is responsible for ensuring FIS earns and preserves the trust, transparency, and brand loyalty of our clients and their customers.

To achieve this, the program has established mitigating controls for all aspects of the client lifecycle, including pricing, solution distribution methods, communications and sales practices. Along with our colleagues, our reputation is one of our most important assets, and by prioritizing our client's interests and embracing a culture that promotes fair treatment and proper conduct, together we can protect and strengthen our reputation and competitive advantage.

Anti-bribery and anti-corruption

As set forth in the FIS Code of Business Conduct and Ethics, the company has zero tolerance for violations of applicable anti-bribery and anti-corruption laws.

These laws, as detailed in the [FIS Anti-Bribery and Anti-Corruption \(FABAC\) Policy](#), include, but are not limited to, the Foreign Corrupt Practices Act (FCPA) in the U.S. and the Bribery Act in the UK. Our policy applies to all FIS operations and employees globally and to FIS' suppliers and contractors.

At FIS, we require our third-party suppliers to abide by FIS' FABAC Policy, which helps mitigate the risk of these vendors undertaking corrupt practices, including bribery, which could be interpreted as being on behalf of FIS.

As part of our Vendor Risk Management (VRM) program, applications for new supplier relationships are reviewed to ensure FIS is doing business with companies that reflect our high ethical standards, including where applicable an assessment for FABAC Compliance. When performed, this assessment determines whether there are any bribery or corruption concerns that would prevent us from doing business with the supplier or any concerns in having them represent our solutions or services. More about our VRM program can be found in [Chapter 9](#).

Through FIS' Regulatory University (RegU), all employees and contractors that have system access and applicable third-party suppliers are required to complete mandatory anti-bribery and anti-corruption training and testing upon being hired and annually thereafter. More about RegU training is covered in this chapter.

Human Rights

FIS is committed to protecting the fundamental rights of all individuals across our global operations, including our supply chain. As published in the FIS Code of

Business Conduct and Ethics and the [Modern Slavery Act Transparency Statement](#), the company has zero tolerance regarding illegal and immoral practices such as child labor, forced labor and modern slavery. FIS also respects transnational doctrines concerning fundamental human rights, including the United Nations Universal Declaration of Human Rights.

FIS has implemented programs and controls to ensure our business operates in compliance with applicable laws and human rights commitments. For example, FIS reviews the potential risk of slavery and trafficking as part of our country risk assessments when entering new markets. Our country risk program is governed by FIS' formal Country Risk Policy.

Our Vendor Risk Management process assesses vendors' commitment to anti-slavery and anti-human trafficking. Vendors are asked to share their policies on anti-slavery and anti-human trafficking, as well as certification that they do not engage in such activity themselves or as part of their supply chains. In addition, the FIS Supplier Code of Conduct includes an express prohibition against engaging in human slavery or trafficking.

To ensure that all employees are current on company Human Rights policies, they are required each year to take a RegU compliance course related to combatting modern slavery and other forced labor issues.

Anti-competitive Behavior

FIS is committed to ensuring free and open competition in the marketplace by complying fully with the letter and the spirit of all applicable laws governing antitrust and trade regulation.

The FIS Code of Business Conduct and Ethics requires employees and applicable contractors to comply with all applicable antitrust laws and to avoid certain types of activities with competitors, customers, suppliers or trade associations that could lead to antitrust violations.

COMPLIANCE AND ETHICS TRAINING

100%

of employees, contractors with system access, third-party vendors, and the Board of Directors must receive ethics and compliance training.

RISK MANAGEMENT, OPERATIONAL RESILIENCY AND COMPLIANCE

The code also requires employees to comply with laws governing trade regulation. Employees must refrain from any unfair or deceptive methods of competition, including false or misleading advertising or making false statements concerning competitors or their products. FIS is committed to competing fairly and to promoting ethical behavior in our industry. Therefore, the code also prohibits our employees from inducing the customers or employees of our competitors to breach their contracts with our competitors.

Our ethical practices and policies regarding anti-competitive behavior are supported by a mandatory training course for all employees provided through Reg-U, which is monitored and overseen by the RISC Group and the FIS Audit Committee of the Board. More about RegU training is covered in this chapter.

Credit Risk Management

To ensure FIS is protected from financial losses and to protect consumer remuneration if a client should fail, we employ a strong customer underwriting process for our merchant client base. This underwriting process helps ensure that businesses that are provided payment card processing services are stable, creditworthy, reputable and are not engaged in activities prohibited by law. This is designed to help ensure that businesses accepting credit cards can meet the obligations of consumer chargebacks and other financial risks born by FIS, financial institutions, merchants and consumers.

EMPLOYEE TRAINING ON RISK, INFORMATION SECURITY AND COMPLIANCE

At the heart of our commitment to ethical behavior is a robust, mandatory training program to ensure annual compliance with FIS policies and procedures. Regulatory University (Reg-U), an online training platform, delivers RISC training including ethics and compliance training for all employees and contractors with system access. Reg-U training is provided in six languages and includes testing modules, with employees required to achieve

a passing score in order to complete the training. We record completion of this mandatory, annual training for compliance and audit purposes, which is reviewed by management and by the Board's Risk and Technology Committee and Audit Committee.

Each course is reviewed and updated on an annual basis by Subject Matter Experts to verify the course remains accurate and addresses current risks. Courses are reviewed and updated annually by the RISC Education and Awareness team to ensure utilization of the most current features available in RegU to increase engagement by the end user.

In 2020, risk, security and compliance training included eight 30-minute courses mandatory for all employees and contractors with system access. These included training on information and corporate security, privacy, business resilience, ethics and compliance, anti-bribery and corruption, policy management and how to promote a respectful workplace at FIS. In addition to these mandatory courses for all employees, FIS requires mandatory role specific training for certain policies and other requirements. On average, FIS employees take approximately 10 mandatory courses. Mandatory training is not inclusive of the wide-range of other skills-based learning opportunities through FIS' WeLearn platform, which is covered in [Chapter 3](#).

As part of the mandatory annual ethics and compliance training, employees are directed to use our Conflicts of Interest Registry to disclose actual, perceived or potential conflicts of interest, as defined in the FIS Code of Business Conduct and Ethics. FIS also maintains a Gifts/Entertainment Registry to disclose applicable gifts and entertainment as defined in the FIS Anti-bribery Anti-corruption (FABAC) Policy.

FIS promotes our culture of compliance through regular communications and campaigns to raise employee awareness of risks in these areas. These campaigns include



FIS

RISC WEBINAR SERIES

In 2020, FIS began its risk webinar series, including webinars about maintaining cybersecurity during the pandemic and complying with the Payment Card Industry Data Security Standard (PCI DSS).

visibility on our Intranet – FIS & me – with blogs, emails, and Yammers. We also survey our employees twice-a-year encouraging the sharing of thoughts and ideas on company ethics and FABAC awareness. We then incorporate the feedback into training and awareness content.

The RISC Champion program gamifies and incentivizes security, risk and compliance behaviors that align to our culture and provides a social environment in which participants are able to share ideas, compete against their peers to complete activities and further their security, risk and compliance skills. The program includes several levels for participants to progress through, showcasing their achievements and program status-level to other participants as well as those not participating in the program.

Finally, in addition to the education and awareness programs we have implemented for employees, FIS works to help our client and partners with risk management. In 2020, FIS began its risk webinar series with webinars about maintaining cybersecurity during the pandemic and complying with the Payment Card Industry Data Security Standard (PCI DSS). In 2021, we've already hosted webinars on global sustainability issues and emerging regulatory changes.

PUBLIC POLICY AND POLITICAL CONTRIBUTIONS

The global regulatory environment is complex and continually evolving. Our clients – including merchants, banks and capital markets – demand faster, ubiquitous and secure services while policy makers and regulators must keep pace to adapt to fast-moving technological innovations.

Recognizing that public policy and regulations can have an outsized impact on our business, employees, communities, clients and their customers, FIS engages with policymakers to strengthen the financial system, reduce systemic risk, and to support dynamic, healthy markets, competition and innovation.

FIS engages with government officials, regulatory agencies, NGOs and trade organizations to provide expertise and thought leadership on critical issues that could affect our industry and our business. While doing so, we are committed to maintaining high ethical standards and transparency.

INDUSTRY AFFAIRS

FIS is an active participant and thought leader in industry organizations around the world and is committed to regular reporting of our membership in and sponsorship of these organizations, including groups such as the American Transaction Processors Coalition (ATPC), the Business Round Table, European Payments Institution Federation (EPIF), Electronic Funds Transfer Association (EFTA), Electronic Transactions Association (ETA), European Payments Institutions Federation (EPIF), Internet Security Alliance (ISA), Payments Leadership Council (PLC), Securities Industry and Financial Markets Association (SIFMA), UK Finance, the U.S. Chamber of Commerce and WNET.

FIS also commissions proprietary research and publishes reports and whitepapers highlighting important fintech industry trends. FIS' online Thought Leadership Library includes the annual Global Payments Report, Flavors of Fast Report and the annual FIS Readiness Report. FIS also responds to public consultations and papers, engaging with regulators and officials directly and through industry organizations.

Our ability to make political contributions and participate in debates on public policies of interest to the company may be subject to various laws and regulations at the local, state/provincial, and/or federal/national levels. These laws may limit or even prohibit the nature and extent of individual and/or corporate political participation. Consequently, FIS has various policies that address these activities, including the [FIS Political Activities Policy](#), [Code of Business Conduct and Ethics](#) and our Employee Handbooks.

As part of our commitment to transparency, FIS regularly reports on the company's political contributions, such as through our Political Action Committee (PAC) in the U.S. The FIS Board of Directors also receives updates on our government and regulatory affairs programs and activities globally.

MANAGING A SUSTAINABLY FOCUSED SUPPLY CHAIN

Sustainable Supply-Chain Strategy

At FIS, our suppliers are not just goods and services providers but critical partners in our success. Together, a key component of our sustainability program is to partner with our suppliers to advance key areas of sustainability. For example, when we announced FIS' Climate Action Plan in March of 2021, we pledged to work with our suppliers and partners in this effort. Additionally last year, we put an increased focus on sourcing from a more diverse supply-base. Together with our partners and suppliers, we will be able to more effectively advance sustainability priorities.

In 2020, FIS continued to enhance its supply-chain management programs, especially in key areas of sustainability, including human rights, inclusion and diversity, anti-money laundering, anti-bribery and anti-corruption, cybersecurity and operational resiliency.



MANAGING A SUSTAINABLY FOCUSED SUPPLY CHAIN

SUPPLIER CODE OF CONDUCT

In our search and selection process for suppliers and partners, FIS strives to identify the most qualified supplier for that specific part of our business, focusing on the supplier’s reputation for quality, innovation, process optimization and cost efficiency. We seek out suppliers who share our core values of integrity, risk management, cooperation and collaboration. Whenever practical, FIS prioritizes building long-term relationships with suppliers located in the communities where we operate.

All of our approved third-party suppliers worldwide are required to comply with FIS’ Supplier Code of Conduct, which is included in our online [Supplier Information Portal](#). Through this compliance, we expect our suppliers to operate responsibly and in accordance with FIS standards and policies in the areas of human rights, inclusion and diversity, integrity and ethics, data security and privacy, health and safety, environmental sustainability and anti-corruption.

As part of the Supplier Code of Conduct, our suppliers are required to provide education and training to their employees to ensure that they understand and comply with our policies, including conducting labor practices in full compliance with local laws and regulations. Our Supplier Code of Conduct also includes information on procedures to report concerns about non-compliance or potential violations to FIS.

COMPLIANCE WITH FIS POLICIES

As part of their compliance with the FIS Supplier Code of Conduct, suppliers with access to FIS systems must complete a set of mandatory trainings when access to sites or systems is



Developing and managing a sustainable supply chain is a key part of our ESG program at FIS. We are working to further partner with our suppliers in ways that advance sustainability in a meaningful way.

Ido Gileadi
Chief Operating Officer

granted and annually thereafter to ensure comprehension of and compliance with relevant FIS policies.

Specific training is provided on topics including, but not limited to information security, data protection, compliance with applicable regulations, risk management concepts, anti-bribery, anti-corruption, anti-competitive behavior and human rights issues. FIS tracks training completion rates among our suppliers with access to FIS systems, which is reported to the Board’s Risk and Technology Committee and Audit Committee for review.

VENDOR RISK MANAGEMENT (VRM) PROGRAM

A key part of FIS’ risk mitigation and sustainability strategy is the risk assessment of and partnership with our third-party suppliers. We understand that each major element of our supply-chain is vital to our success as well as a sustainable economy and planet.

THE SUPPLIER CODE OF CONDUCT VALUES



MANAGING A SUSTAINABLY FOCUSED SUPPLY CHAIN

FIS operates a robust VRM program, overseen by our RISC Group, to manage these risks. The program includes procedures for risk assessment and due diligence review including sanctions screenings, contract establishment, Payment Card Industry (PCI) compliance and ongoing monitoring of third-party relationships based on risk ratings.

Key VRM assessments may include a review of compliance with the EU's General Data Protection Regulation (GDPR) and other applicable privacy laws, sanctions screenings and a country-risk review for international suppliers.

For example, as it relates to financial crimes and human rights issues, the VRM team collects evidence to assess suppliers' policies and controls related to anti-bribery, anti-corruption, anti-slavery, anti-trafficking, and gifts and entertainment acceptance.

SUPPLIER DIVERSITY

In 2020, FIS launched an initiative to significantly increase the inclusivity and diversity of our supply-chain. During the year, we formalized our supplier diversity program and named a dedicated supplier-diversity executive to advance this key goal. The program is aligned with FIS' corporate inclusion programs, which include the goals of supporting and developing the communities in which we operate.

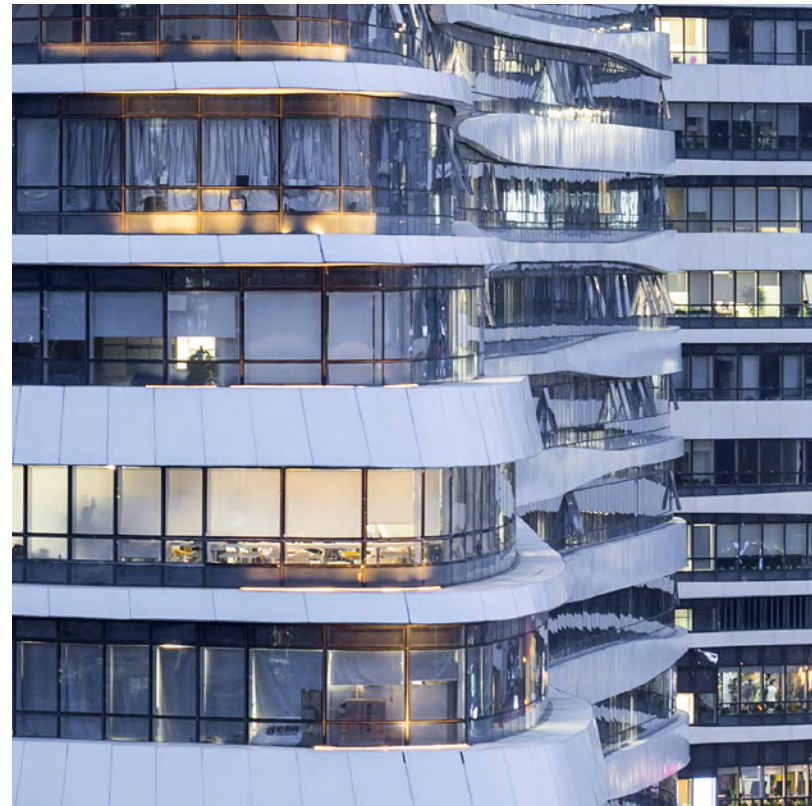
During the last year we implemented new technologies to help increase the visibility and tracking of our supplier diversity efforts. This included the rollout of Tealbook, an artificial intelligence-enabled tool that enriches supplier master data thereby enabling us to identify and classify more accurately our base of minority, women, and disabled veteran-owned business enterprise suppliers. We developed a preliminary baseline of our U.S. spending in 2020. In addition to this, FIS is working to engage leading supplier diversity industry groups to increase its access to a diverse universe of suppliers and enhance our outreach.

FIS has also set out some aspirational goals regarding supplier diversity and other key partnerships. Specifically, we have set an aspirational goal to double our spend with diverse suppliers by the end of 2021, and as part of that effort, we will create opportunities and encourage small and diverse suppliers to participate in competitive bidding opportunities. We are also regularly engaging with supplier diversity teams at our corporate clients to exchange best practices and benchmarks. Furthermore, in 2020, FIS announced that it intended to invest \$30 million in minority-owned fintech startups, which may become key partners to our company.

In 2021, we intend to further develop our supplier diversity policies, deliver enterprise-wide training and increase our Tier 2 supplier diversity reporting and community outreach.

These new aspirational goals and investments are not only the right thing to do, but we also expect them to bring expanded talent and perspectives to our global network of suppliers.

FIS is committed to continuous improvement of our procurement and supplier management programs by continually assessing and identifying current and potential suppliers that are diverse and inclusive as well as who minimize adverse impacts on the environment. As part of this commitment, we are building new competencies in our supplier management teams to address ESG-related topics relevant to our suppliers and partners.



DONATIONS

\$30M



announced by FIS to be invested in minority-owned fintech startups

APPENDIX

CONTENT INDEXES

- **GRI Standards Content Index with SDG Linkages**
- **SASB Disclosure Table**
- **Data Tables**

CH10

CONTENT INDEXES



GRI STANDARDS CONTENT INDEX WITH SDG LINKAGES

GRI Standard	Disclosure	Report Location or External FIS Reference	SDG Linkage
GRI 102: General Disclosures			
GRI 102: General Disclosures 2016	Organizational profile		
	102-1 Name of the organization	Fidelity National Information Services, Inc.	
	102-2 Activities, brands, products, and services	2020 Annual Report, Business, pages 2-3	
	102-3 Location of headquarters	Jacksonville, FL	
	102-4 Location of operations	2020 Annual Report, Properties, page 33	
	102-5 Ownership and legal form	2020 Annual Report, Market for Registrant's Common Equity, Related Stockholder Matters, pages 33-34	
	102-6 Markets served	2020 Annual Report, Business, pages 4-7	
	102-7 Scale of the organization	2020 Annual Report, Business, pages 2-7	
	102-8 Information on employees and other workers	2020 Annual Report, Human Capital Management, page 13 2020 Global Sustainability Report, About FIS, pages 4-5	
	102-9 Description of the organization's supply chain	2020 Global Sustainability Report, Managing A Sustainably Focused Supply Chain, pages 66-68	#17 Partnerships for the Goals
	102-10 Significant changes to the organization and its supply chain	2020 Global Sustainability Report, Approach to Sustainable Growth, pages 7-8	
	102-11 Precautionary Principle or approach	2020 Global Sustainability Report, Reducing Environmental Impact, pages 49-53	#13 Climate Action
	102-12 External initiatives	2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65	
	102-13 Membership of associations	2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65	
	Strategy		
	102-14 Statement from senior decision-maker	2020 Global Sustainability Report, Letter from Chairman & CEO, page 3	
	102-15 Key impacts, risks, and opportunities	2020 Global Sustainability Report, Approach to Sustainable Growth, pages 7-8	
	Ethics and integrity		
	102-16 Values, principles, standards, and norms of behavior	2020 Global Sustainability Report, Governance Oversight, Structure and Resources, pages 55-58	
	102-17 Mechanisms for advice and concerns about ethics	2020 Global Sustainability Report, Governance Oversight, Structure and Resources, pages 55-58	
Governance			
102-18 Governance structure	2021 Proxy Statement, Committees of the Board, pages 73-79		
102-19 Delegating authority	2020 Global Sustainability Report, Governance Oversight, Structure and Resources, pages 55-58		
102-20 Executive-level responsibility for economic, environmental, and social topics	2021 Proxy Statement, Global Sustainability, page 70		

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GRI Standard	Disclosure	Report Location or External FIS Reference	SDG Linkage	
GRI 102: General Disclosures 2016	102-21 Consulting stakeholders on economic, environmental, and social topics	2021 Proxy Statement, Shareholder and Other Stakeholder Engagement, page 34		
	102-22 Composition of the highest governance body and its committees	2021 Proxy Statement, Corporate Governance and Related Matters, pages 70-79 2021 Proxy Statement, Certain Information About Our Directors, pages 8-21		
	102-23 Chair of the highest governance body	2021 Proxy Statement, Board Leadership Structure, page 79		
	102-24 Nominating and selecting the highest governance body	2021 Proxy Statement, Corporate Governance and Nominating Committee, page 73		
	102-25 Conflicts of interest	2021 Proxy Statement, Review, Approval or Ratification of Transactions with Related Persons, page 81 Corporate Governance Guidelines		
	102-26 Role of highest governance body in setting purpose, values, and strategy	2021 Proxy Statement, Corporate Governance and Nominating Committee, page 73		
	102-27 Collective knowledge of highest governance body	2020 Global Sustainability Report, Governance Oversight, Structure and Resources, pages 55-58		
	102-28 Evaluating the highest governance body's performance	2021 Proxy Statement, Corporate Governance and Nominating Committee, page 73		
	102-29 Identifying and managing economic, environmental, and social impacts	2021 Proxy Statement, Corporate Governance and Nominating Committee, page 73		
	102-30 Effectiveness of risk management processes	2021 Proxy Statement, Risk and Technology Committee, page 78		
	102-31 Review of economic, environmental, and social topics	2020 Global Sustainability Report, Governance Oversight, Structure and Resources, pages 55-58		
	102-32 Highest governance body's role in sustainability reporting	2020 Global Sustainability Report, Governance Oversight, Structure and Resources, pages 55-58		
	102-33 Communicating critical concerns	2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65		
	102-35 Remuneration policies	2021 Proxy Statement, Compensation Discussion and Analysis and Executive and Director Compensation, pages 33-39		
	102-36 Process for determining remuneration	2021 Proxy Statement, Compensation Discussion and Analysis and Executive and Director Compensation, pages 43-52		
	102-37 Stakeholders' involvement in remuneration	2021 Proxy Statement, Compensation Governance, page 34		
	102-38 Annual total compensation ratio	2021 Proxy Statement, CEO Pay Ratio, page 70		
	102-39 Percentage increase in annual total compensation ratio	2021 Proxy Statement, CEO Pay Ratio, page 70 2020 Proxy Statement, CEO Pay Ratio, page 61		
	Stakeholder engagement			
		102-40 List of stakeholder groups	2020 Global Sustainability Report, Approach to Sustainable Growth, pages 7-8	
	102-41 Collective bargaining agreements	2020 Annual Report, Human Capital Management, page 13		
	102-42 Identifying and selecting stakeholders	2020 Global Sustainability Report, Approach to Sustainable Growth, pages 7-8		
	102-43 Approach to stakeholder engagement	2020 Global Sustainability Report, Approach to Sustainable Growth, pages 7-8		
	102-44 Key topics and concerns raised	2020 Global Sustainability Report, Approach to Sustainable Growth, pages 7-8		
Reporting practice				
	102-45 Entities included in the consolidated financial statements	2020 Annual Report, Business, pages 2-3		
	102-46 Defining report content and topic boundaries	2020 Global Sustainability Report, Approach to Sustainable Growth, pages 7-8		

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GRI Standard	Disclosure	Report Location or External FIS Reference	SDG Linkage
GRI 102: General Disclosures 2016	102-47 List of material topics	2020 Global Sustainability Report, Approach to Sustainable Growth, pages 7-8	
	102-48 Restatements of information	No restatements of information	
	102-49 Changes in reporting	No changes in reporting	
	102-50 Reporting period	January 1, 2020 - December 31, 2020	
	102-51 Date of most recent report	June 2020	
	102-52 Reporting cycle	FIS reports on an annual basis	
	102-53 Contact point for questions regarding the report	2020 Global Sustainability Report, Approach to Sustainable Growth, pages 7-8	
	102-54 Claims of reporting in accordance with the GRI Standards	This report adheres to the GRI Standards Core option 2020 Global Sustainability Report, Approach to Sustainable Growth, pages 7-8	
	102-55 GRI content index	2020 Global Sustainability Report, Content Indexes, pages 70-78	
102-56 External assurance	No external assurance is provided at this time		
Economic Topics			
Economic Performance			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Annual Report, Business, pages 2-14 2020 Annual Report, Report of Independent Registered Public Accounting Firm, pages 57-59	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	2020 Global Sustainability Report, About FIS, pages 4-5	
Indirect Economic Impacts			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Helping Communities Thrive, pages 44-47	
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	2020 Global Sustainability Report, Helping Communities Thrive, pages 44-47	#1 No Poverty #10 Reduced Inequalities
Procurement Practices			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Managing A Sustainably Focused Supply Chain, pages 66-68	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	2020 Global Sustainability Report, Managing A Sustainably Focused Supply Chain, pages 66-68	#17 Partnerships for the Goals
Anti-corruption			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65	#16 Peace, Justice and Strong Institutions
	205-2 Communication and training about anti-corruption policies and procedures	2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65	
	205-3 Confirmed incidents of corruption and actions taken	2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65	
Anti-competitive Behavior			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65	#16 Peace, Justice and Strong Institutions

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GRI Standard	Disclosure	Report Location or External FIS Reference	SDG Linkage
Environmental Topics			
Energy			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Reducing Environmental Impact, pages 49-53	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	2020 Global Sustainability Report, Reducing Environmental Impact, pages 49-53	#13 Climate Action
	302-3 Energy intensity	2020 Global Sustainability Report, Reducing Environmental Impact, pages 49-53	
Water			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Reducing Environmental Impact, pages 49-53	
GRI 303: Water 2018	303-3 Water withdrawal	2020 Global Sustainability Report, Reducing Environmental Impact, pages 49-53	#13 Climate Action
Emissions			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Reducing Environmental Impact, pages 49-53	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	2020 Global Sustainability Report, Reducing Environmental Impact, pages 49-53	#13 Climate Action
	305-2 Energy indirect (Scope 2) GHG emissions	2020 Global Sustainability Report, Reducing Environmental Impact, pages 49-53	#13 Climate Action
	305-3 Other indirect (Scope 3) GHG emissions	2020 Global Sustainability Report, Reducing Environmental Impact, pages 49-53	
	305-4 GHG emissions intensity	2020 Global Sustainability Report, Reducing Environmental Impact, pages 49-53	#13 Climate Action
Social Topics			
Employment			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Advancing the Workforce of the Future, pages 26-37	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	2020 Global Sustainability Report, Advancing the Workforce of the Future, pages 26-37	#8 - Decent Work and Economic Growth
	401-3 Parental leave	2020 Global Sustainability Report, Advancing the Workforce of the Future, pages 26-37	
Customer Privacy			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Advancing the Workforce of the Future, pages 26-37	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	2020 Global Sustainability Report, Advancing the Workforce of the Future, pages 26-37	#8 - Decent Work and Economic Growth
	404-2 Programs for upgrading employee skills and transition assistance programs	2020 Global Sustainability Report, Advancing the Workforce of the Future, pages 26-37	
	404-3 Percentage of employees receiving regular performance and career development reviews	2020 Global Sustainability Report, Advancing the Workforce of the Future, pages 26-37	
Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Fostering Inclusion & Diversity, page 38-43	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	2020 Global Sustainability Report, Fostering Inclusion & Diversity, page 38-43	#5 Gender Equality
Non-discrimination			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Fostering Inclusion & Diversity, page 38-43	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	2020 Global Sustainability Report, Fostering Inclusion & Diversity, page 38-43	#5 Gender Equality
Local Communities			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Helping Communities Thrive, pages 44-47	

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GRI Standard	Disclosure	Report Location or External FIS Reference	SDG Linkage
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	2020 Global Sustainability Report, Helping Communities Thrive, pages 44-47	#4 Quality Education #11 Sustainable Cities and Communities
	413-2 Operations with significant actual and potential negative impacts on local communities	2020 Global Sustainability Report, Helping Communities Thrive, pages 44-47	
Public Policy			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65	
GRI 415: Public Policy 2016	415-1 Political contributions	2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65	#16 Peace, Justice and Strong Institutions
Customer Privacy			
GRI 103: Management Approach 2016	103-1-103-3 Aspects of the Management Approach	2020 Global Sustainability Report, Protecting Our Clients and The Financial System, pages 19-25	
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	2020 Global Sustainability Report, Protecting Our Clients and The Financial System, pages 19-25	#9 Industry, Innovation and Infrastructure
Non GRI Topic			
Data Privacy and Security		2020 Global Sustainability Report, Protecting Our Clients and The Financial System, pages 19-25	
Access to Finance		2020 Global Sustainability Report, Empowering Individuals and Businesses in the Digital Economy, pages 13-18	
Business Continuity		2020 Global Sustainability Report, Risk Management, Operational Resiliency and Compliance, pages 59-65	

SASB DISCLOSURE TABLE

Topic	Accounting Metric	Code	2020	2019	2018	Narrative Response
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	See Data Tables, page 79	See Data Tables, page 79	n/a	
	(1) Total water withdrawn, (2) percentage in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	See Data Tables, page 79	See Data Tables, page 79	n/a	
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	See narrative response	n/a	n/a	FIS is committed to measuring and controlling our energy use, which is the area that contributes the most to our environmental impact. As part of this commitment and our overall efforts to improve the performance and efficiency of our operations, FIS analyzes the energy use of our data centers and incorporates energy use as a key element of our strategic planning. In 2016, FIS initiated a multi-year data center consolidation plan that has resulted in the reduction of data centers and significant reductions in operating expenses for FIS, including substantial savings from reduced energy use. This strategic initiative is on track for completion in 2021.
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	See narrative response FIS Privacy Policy			FIS is committed to being a trusted steward of customer and consumer information, and as such complies with all applicable data protection and privacy laws wherever we do business. When FIS controls personal data either for its own use or on behalf of customers, we ensure that effective procedures allow the subject of the personal data to opt out of any use for marketing and analytics purposes. All FIS employees and contractors are required to complete annual Information Security and Privacy Awareness Training, which includes specific education on personal data protection, compliance, and risk management topics.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	See narrative response	n/a	n/a	FIS does not survey or collect data on instances of government monitoring, blocking or censorship that impact our solutions or services, but as a global company we may be occasionally subject to these practices in countries where we have operations or in countries where our customers do business.

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Topic	Accounting Metric	Code	2020	2019	2018	Narrative Response
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	See narrative response	n/a	n/a	<p>FIS is committed to a well-established set of principles that address data security and privacy issues and we take pride in being a trusted steward of customer and consumer information. We follow best practices in data security and cybersecurity, including an extensive suite of comprehensive and robust Security policies and programs that receive oversight from the Risk and Technology Committee of the Board of Directors.</p> <p>Our Risk Management team captures and compiles weekly reports on Key Performance Indicators related to data security, which are reviewed by senior management and the Board’s Risk and Technology Committee to ensure that our performance remains appropriate, effective and sufficient, and to make timely decisions in support of continuous improvement. FIS has a dedicated Cyberdefense Security Incidence Response team to investigate, contain and manage reported security incidents.</p> <p>We maintain an IT environment that complies with all applicable regulatory requirements for regulators including the Federal Financial Institutions Examination Council (FFIEC) and the EU General Data Protection Regulation (GDPR). FIS is aligned with third-party risk management standards including ISO 27001, National Institute of Standards and Technology (NIST), Payment Card Industry (PCI) standards, and Statement on Standards for Attestation Engagements (SSAE). Our data security risk management programs and procedures undergo extensive external audits by numerous regulators and third-party auditors on a regular basis.</p> <p>All FIS employees with system access complete annual mandatory training in data security awareness, privacy and compliance, as required in the FIS Code of Business Conduct and Ethics. We record completion details for compliance and audit purposes, which are reviewed by management and by the Board’s Risk and Technology Committee.</p>
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are located offshore	TC-SI-330a.1	See Data Tables, page 80	See Data Tables, page 80	See Data Tables, page 80	Please see chapter “Placing People First: Advancing Human Capital Management” for a discussion of the management approach to handling a global workforce
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	See Data Tables, page 79	See Data Tables, page 79	n/a	Please see chapter “Advancing the Workforce of the Future: Advancing Human Capital Management” for a description of the policies and programs for fostering equitable employee representation across our global operations.

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Topic	Accounting Metric	Code	2020	2019	2018	Narrative Response
Managing Systemic Risks from Technology Disruptions	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	See narrative response	n/a	n/a	<p>FIS recognizes that any failure to deliver reliable, effective and secure services to our clients exposes us to significant business risks including additional development and remediation costs, potential loss of clients, negative publicity, and potential liability claims. We limit our exposure to risks through the implementation of our Global Business Resilience (GBR) program. This program encompasses three streams including Business Continuity, Crisis Management and IT Disaster Recovery. As part of this industry standard-based program, well defined policies and procedures provide a foundation to ensure our ability to deliver efficient and effective crisis response as well as business and technology recovery.</p> <p>The FIS GBR program has a variety of plans that are updated and tested on a regular basis including:</p> <ul style="list-style-type: none"> • Business Continuity Plans that encompass business recovery activities • Technology Recovery Plans that include recovery scripts and supporting documentation for technology recovery • Crisis Management Plans that range from life safety, to critical business functions (e.g. Cyber, Data Loss, Authorization), to contagious diseases and pandemic <p>Scenarios that are used to test these plans include things such as but not limited to infrastructure and critical system failures, site unavailability, Cybersecurity, Privacy and Brand Reputation issues, and loss of a significant amount of staff.</p> <p>We also control our risks related to disruption of operations through programs to provide system redundancies and security controls, to regularly measure and assess our capabilities to recover critical operations, and to provide mandatory employee training on business continuity and disaster recovery procedures.”</p>

DATA TABLES

DIVERSITY

Diversity in the U.S. Workforce					
	Asian	Black	Latinx	Other	White
2020	11%	14%	8%	2%	65%
2019	10%	13%	8%	3%	66%

Gender in Global Workforce			Gender in Global Leadership (Director and Above)		
	Female	Male		Female	Male
2020	40%	60%	2020	27%	73%
2019	40%	60%	2019	25%	75%

Gender in the U.S. Workforce			Gender in U.S. Leadership (Director and Above)		
	Female	Male		Female	Male
2020	45%	55%	2020	33%	67%
2019	45%	55%	2019	30%	70%

ENVIRONMENTAL

Annual Energy Usage ¹		Percentage of grid electricity ¹		Data Center Annual Energy Usage	
2020	820,968.80 GJ	2020	76.1%	2020	446,880.44 GJ
2019	1,066,796.35 GJ	2019	71.4%	2019	500,592.35 GJ

Total GHG Emissions – Scope 1 ^{1,2}		Total GHG Emissions – Scope 2 ^{1,3}		Total GHG Emissions – Scope 3 ⁴	
2020	15,049.32 tCO2e	2020	74,379.38 tCO2e	2020	540,134.83 tCO2e
2019	16,962.62 tCO2e	2019	98,756.05 tCO2e	2019	557,556.45 tCO2e

Data Center GHG Emissions – Scope 1		Data Center GHG Emissions – Scope 2		Annual Water Withdrawn ¹	
2020	4,502.94 tCO2e	2020	45,219.76 tCO2e	2020	271 thousand m ³
2019	3,664.90 tCO2e	2019	50,980.70 tCO2e	2019	414.3 thousand m ³

Percentage of from areas with high or extremely high water stress ⁵	
2020	43.75%
2019	27.93%

1 - Covers sites under operational control. Base year is 2019 as this was our first year tracking this information. Emissions figures calculated using the Greenhouse Gas Protocol. In 2020, FIS improved our data collection methods and 2019 figures have been updated to align with 2020 data using this enhanced methodology. Our GHG calculations are subject to GHG inventory updates in line with the Greenhouse Gas Protocol.

2 - Scope 1 emissions updated in 2020 to include mobile sources and 2019 figure updated as well.

3 - In 2020, FIS moved to report location-based scope 2 emissions rather than market-based to improve accuracy and updated the 2019 number accordingly.

4 - Includes all relevant categories as defined by the Greenhouse Gas Protocol: purchased goods and services, capital goods, fuel- and energy-related activities, waste generated in operations, business travel and employee commuting (incl. teleworking).

5 - Based on high and extremely high designations from the World Resources Institute's global water risk mapping tool, Aqueduct.

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EMPLOYEE ENGAGEMENT

Annual Survey Engagement Scores (eSat) ⁶		Annual Survey Response Rate	
2020	82	2020	85%
2019	75	2019	84%
2018	74	2018	85%

6 - Out of 100, see Chapter 3 for details on the eSat score.

TRAINING & LEARNING⁷

Total Annual Learning Hours ⁸		Average Total Learning Hours Per Eligible Learner	
2020	322,927	2020	6.21
2019	311,976	2019	4.63
2018	196,001	2018	3.34

Average Learning Hours: Individuals		Average Learning Hours: Managers	
2020	5.62	2020	4.22

Number of Courses Completed across the Enterprise Annually		Percentage of Employees Receiving Regular Performance Review	
2020	267,603	2020	100%
2019	249,937	2019	100%
2018	192,606	2018	100%

7 - Data prior to 2020 only applies to heritage FIS.

8 - Only hours of non-mandatory learning training, does not include compliance training, solution-led training or call-center training.

OTHER

ESPP Participation			Percentage of employees that are located offshore	
	U.S. Employees	Employees Outside the U.S.		
2020	31%	18%	2020	62%
2019	29%	18%	2019	60.9%
			2018	61%



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the way the world pays,
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