



GLOBAL SUSTAINABILITY REPORT

2021





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LETTER FROM OUR CHAIRMAN AND CEO

Dear Valued Stakeholder,

In 2021, the world continued to shift to a resiliency-based economy, driven by the continued impacts of the COVID-19 health pandemic, the widespread labor shortage, social discord, geopolitical uncertainty and climate change. All of these events have affected global supply chains, and they are accelerating the transformation of legacy operating models.

Top businesses in today's economy can no longer afford to conduct business as usual. They understand that to be a truly sustainable business, they must mitigate the risks brought by these events and seize opportunities to help address them. That's exactly what we're doing at FIS.

We understand that to be a sustainable company we must operate responsibly for our stakeholders, especially our 3Cs – colleagues, clients and communities. This means learning how environmental, social and governance issues affect them and what FIS can do to positively address these key areas.

From our formal materiality assessments during the past three years, we've learned that the most important environmental, social and governance (ESG) issues to our stakeholders and our industry include human capital management, inclusion and diversity, ethics, climate change, financial crime, and data privacy and security.

In this year's Global Sustainability Report, you will read how we continue to focus our efforts on these topics and how we've advanced sustainability in these areas. Throughout the report you will learn about the commitments we've made over the past three years regarding ESG issues and our progress toward them.

As you will read in chapters three and four, we know that putting people first is vital to our future, which is reflected by our investments in employee safety, inclusion and diversity, talent management, skills training and human rights. Building a resilient and long-term talent base is critical for FIS, and we cannot support our clients and communities without a strong workforce.

We are proud that in 2021, we continued to make progress fostering inclusion and diversity, including increasing representation of women by two percent across three key categories: women in global leadership, women in U.S. leadership and women globally in the workforce. We also advanced inclusion and diversity in our

supply base, achieving, two years early, our previously stated goal of doubling our spend with U.S. Tier-1 diverse suppliers.

In terms of financial inclusion, FIS continued to partner with government initiatives such as the U.S. Office of the Comptroller of the Currency's Project REACH, and we hired a full-time liaison for Minority Depository Institutions (MDIs) and Community Development Financial Institutions (CDFIs) to help advance the missions of these organizations.

We also took new actions to increase our transparency related to inclusion and diversity. For example, we published our EEO-1 U.S. federal demographics report and disclosed key employee engagement metrics that demonstrate results from our internal efforts to foster inclusion. These results demonstrate that our Five Areas of Focus strategy continue to be the right areas to execute against.

To protect our planet, FIS continued to make progress toward achieving the aspirational goals of its climate action plan in 2021.

"In all, this report reflects transparently where FIS is today on its long-term sustainability journey and points to where we want to be in the future. At FIS, corporate sustainability is a team sport, and it has become part of the DNA of our employees."

As you will read in chapter six, this included continued reductions in the company's overall energy and water usage, resulting in lower greenhouse gas emissions and furthering progress toward our 2025 carbon neutrality and renewable energy sourcing aspirational goals. Moreover, FIS established and has been implementing a formal environmental management system (EMS), launched a formal climate

education program for employees, and has partnered with key environmental organizations to help create a sustainable planet.

For our communities in 2021, we focused our giving and volunteer efforts on areas that supported pressing community needs, global humanitarian needs and FIS' ESG goals. This included financial giving across FIS – from our foundation,

business units and individual employees – to a variety of not-for-profit organizations, including those supporting health, education, the environment and other humanitarian causes. Our communities are one of our 3Cs we exist to support, and in 2021 we continued to make a positive impact.

Finally, as you will see in chapters seven, eight and nine, FIS is committed to maintaining a sustainable governance model, responsive to the evolving expectations of our stakeholders. This starts with how our board of directors governs the company and extends to how we manage our supply-chain. It also includes our deep commitment to privacy, data security, anti-money laundering (AML), compliance, ethics, human rights and operational resiliency programs, as reflected throughout the report.

In 2021, FIS took actions to bolster its governance structure and processes, including enhancing the role of the lead independent director and taking steps to prevent the over-boarding of directors. During the year we also continued to advance our global privacy and AML programs, and we

partnered with industry leaders and the government to fight fraud and defend against the increasing cybersecurity threats brought by criminals and state actors.

In all, this report reflects transparently where FIS is today on its long-term sustainability journey and points to where we want to be in the future. At FIS, corporate sustainability is a team sport, and it has become part of the DNA of our employees. On behalf of all of them, I hope you enjoy the report.

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 65,000+ people are dedicated to advancing the way the world pays, banks and invests by applying our deep expertise, data-driven insights and scale. 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 500® 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.

Our systems move more than \$13 trillion annually, service half the world’s wealth annually, a third of the world’s commerce, and support transactions in more than 120 different currencies and over 300 payment methods.

OUR PEOPLE:

Country Count

49

Headcount

65K+

Language Count

70+

(native languages)

2021 FINANCIAL HIGHLIGHTS:

\$13.9B

in Revenues

11% growth

\$6.1B

in Adjusted EBITDA*

16% growth

44.1%

Adjusted EBITDA Margin**

220 bps improvement

OUR REACH:

\$2T+

in annual merchant sales
volume processed

106B+

transactions processed
around the globe

\$13T+

moved annually
around the globe

* 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.

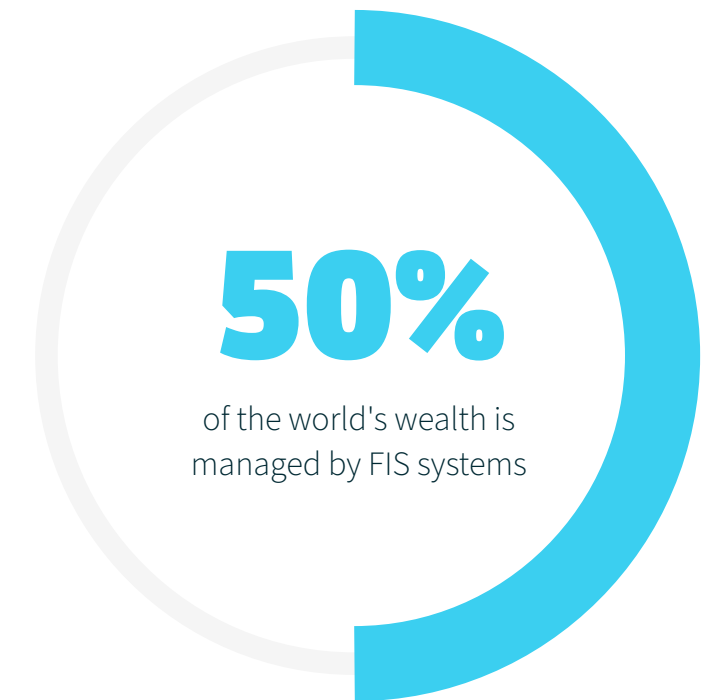
** Adjusted EBITDA margin reflects adjusted EBITDA, as defined above, divided by revenue.



MERCHANT SOLUTIONS



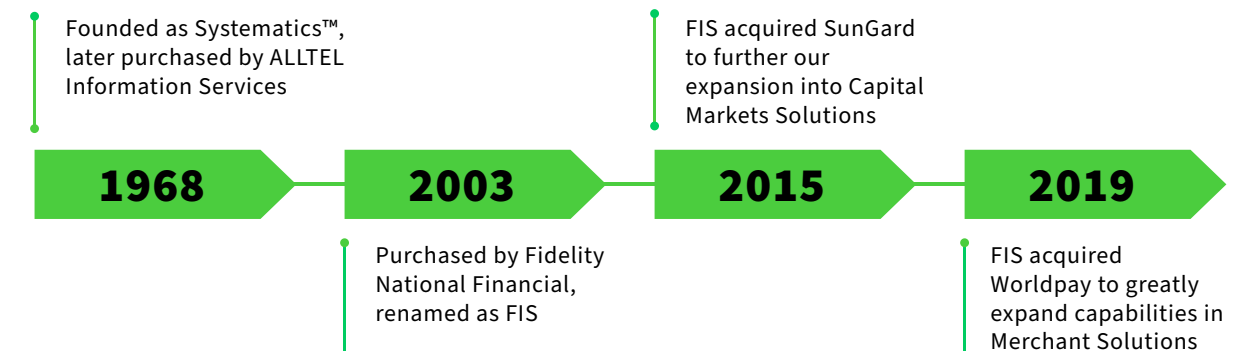
CAPITAL MARKET SOLUTIONS



BANKING SOLUTIONS



COMPANY HISTORY:



ABOUT THIS REPORT

Our 2021 Global Sustainability Report primarily covers data and metrics related to the 2021 fiscal year from January 1 to December 31, 2021.

This report is prepared in accordance with the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB) Software & IT Services 2018 Sustainability Accounting Standard; the environmental statements and notes in the Appendix were prepared in accordance with Note 2. We have mapped our progress on material topics aligned with the United Nations Sustainable Development Goals (SDGs).

FIS is committed to transparency, engagement and consistent communication of our ESG strategies and programs to our stakeholders. Feedback or questions about this report or any of our ESG disclosures can be sent to ESG@FISglobal.com.

To inform our reporting, FIS takes a materiality-based, stakeholder-driven approach to ESG. In preparation for our 2021 Global Sustainability Report, FIS retained a third party to update our materiality assessment. The results of this assessment were mapped to our priority focus areas and the UN SDGs. The details, results and mapping of this assessment are described on the following pages.



“Our latest sustainability report reflects our commitment and efforts to advance sustainability aligned with the interests of our stakeholders. At FIS, we are focused on addressing what matters most to those we serve, especially our 3Cs - colleagues, clients and communities.”

Andrew Ciafardini
Chief Sustainability Officer

FORWARD-LOOKING STATEMENTS

This report does not cover all information about our business. References in this report to information should not be construed as a characterization regarding the materiality of such information to our financial results or for purposes of the U.S. securities laws. This report contains “forward-looking statements” within the meaning of U.S. federal securities laws, including statements regarding our ESG goals, commitments, strategies and related business and stakeholder impacts. Any such statements that refer to future events or circumstances, including our future aspirational ESG commitments and goals, or that are not historical facts, are forward-looking statements. We use words such as aim, believe, commit, estimate, ensure, expect, goal, intend, may, plan, project, seek, should, strategy, strive, target, and will or similar expressions to identify forward-looking statements. These statements relate to future events and involve a number of risks and uncertainties. Forward-looking statements are based on management’s beliefs as well as assumptions made by, and information currently available to, management. Actual results could differ materially from those projected in forward-looking statements due to a variety of factors, including assumptions not being realized, scientific or technological developments, evolving sustainability strategies, changes in carbon markets, the cost and availability of renewable energy, carbon removal and carbon offset projects, changes in standards and certifications, changes in government regulations, our expansion into new products, services, technologies, and geographic regions, or other changes in circumstances, as well as the factors set forth in our most recently filed periodic reports on Form 10-K, Form 10-Q and subsequent filings with the U.S. Securities and Exchange Commission. Other unknown or unpredictable factors also could have a material adverse effect on our ESG commitments and goals. Accordingly, readers should not place undue reliance on these forward-looking statements. These forward-looking statements are inherently subject to uncertainties, risks and changes in circumstances that are difficult to predict. We undertake no obligation to update or revise any of these forward-looking statements, whether as a result of new information, future events or otherwise.

REPORT HIGHLIGHTS

FIS ADVANCED DIVERSITY AND INCLUSION

Global Women in the Workforce improved

+2

percentage points year-over-year

Global Women in Leadership (Director and Above) improved

+2

percentage points year-over-year

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

+2

percentage points year-over-year

2X

U.S. spend with diverse Tier 1 suppliers doubled from 2020 to 2021

\$30M+

invested in minority-led fintechs

FIS ADVANCED ENVIRONMENTAL SUSTAINABILITY

-32%

Scope 1 Emissions

-19%

Scope 2 Emissions

-21%

Scope 1 and 2 Emissions

FIS ESTABLISHED ITS ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)

100%

Offset of Scope 1 Mobile Emissions in 2021

-17%

Scope 3 Emissions

-20%

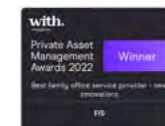
Water Withdrawn

FIS LAUNCHED AND ESTABLISHED ITS CLIMATE ACTION PLAN

Our climate action plan includes 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.

A SELECTION OF AWARDS & RECOGNITION



FIS Materiality-based, Stakeholder-driven Approach to ESG

To inform this Global Sustainability Report, in 2021 FIS completed a new ESG materiality assessment, which was first conducted in 2019. As part of this work, FIS retained DFIN and the Governance & Accountability Institute (G&A), highly respected advisors on ESG issues, to perform an independent third-party assessment.

The assessment began by examining a range of key stakeholders, including investors, clients, employees, regulators and ESG rating organizations, as well as studying industry peers, to conduct a materiality analysis for ESG topics. Topics included each of the GRI Standards Topics, the 17 SDGs, the SASB Software & IT Services 2018 Sustainability Accounting Standard, the TCFD Recommendations and other ESG topics of interest to investors and other important stakeholders.

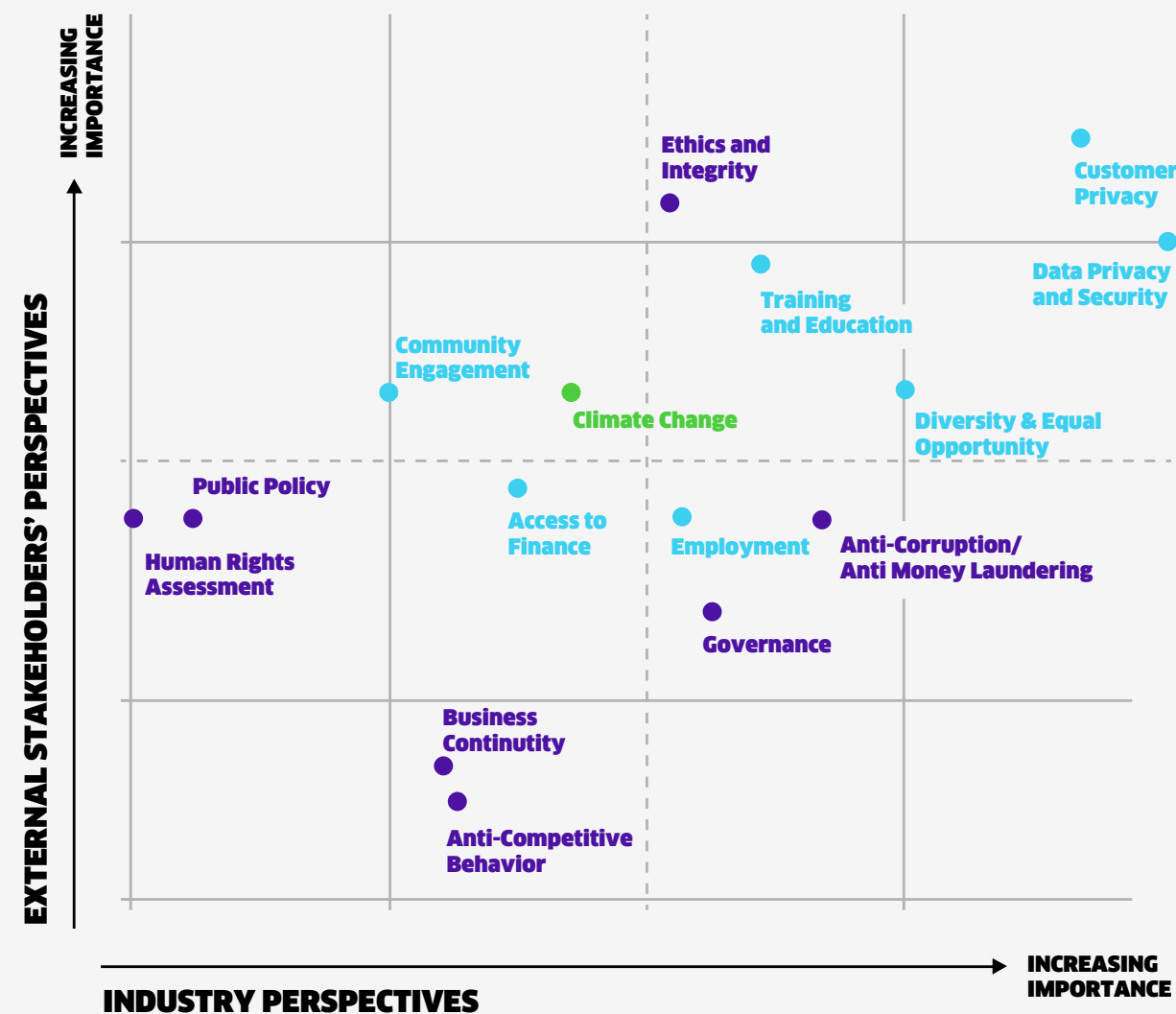
During the process, we mapped sector-specific material ESG topics identified by these stakeholders to the GRI Standards Topics. For material ESG topics identified that did not map directly to a GRI

Standards Topic, an additional “Non-GRI Material Topic” was added to the materiality analysis and included in the GRI content index. This initial step produced a list of 52 topics of interest to different groups of stakeholders.

We then conducted a deeper analysis to prioritize these issues starting with an assessment of a selection of highly rated ESG industry peers and important regulators as well as conducting a survey of our clients and employees. We also examined the methodologies of leading ESG investor raters and institutional investors. We reviewed their strategic selection of material ESG topics for inclusion in their sustainability disclosure, rating methodologies, investment decision-making, goal setting and strategy.

From this research, G&A calculated an overall materiality score for each ESG topic to help focus our strategy and disclosures in this report. Using this quantitative model, FIS identified the 15 highest scoring topics as most material to the business.

OVERVIEW OF MATERIAL ESG TOPICS



● SUSTAINABLE SOCIETIES ● SUSTAINABLE PLANET ● SUSTAINABLE GOVERNANCE

The materiality matrix in this report shows the relative weight of different topics from two perspectives. The X axis shows how important we believe an issue is considered by the industry, while the Y axis, informed by our assessment, shows the topic’s importance to external stakeholders.



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

PRIORITIZED SDGS WITH MAPPING TO PRIORITY AREAS:

<p>1 No Poverty</p>		<p>End poverty in all its forms everywhere 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 Helping Communities Thrive</p>
<p>5 Gender Equality</p>		<p>Achieve gender equality and empower all people Fostering Inclusion & Diversity</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 Fostering Inclusion & Diversity Advancing the Workforce of the Future Helping Communities Thrive</p>

9 Industry, Innovation and Infrastructure



Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
Empowering Individuals and Businesses in the Digital Economy
Protecting Our Clients and the Financial System

10 Reduced Inequalities



Reduce inequality within and among countries
Empowering Individuals and Businesses in the Digital Economy
Helping Communities Thrive
Advancing the Workforce of the Future

11 Sustainable Cities and Communities



Make cities and human settlements inclusive, safe, resilient and sustainable
Helping Communities Thrive
Empowering Individuals and Businesses in the Digital Economy

13 Climate Action



Take urgent action to combat climate change and its impacts
Reducing Environmental Impact
Helping Communities Thrive
Managing a Sustainable Supply Chain

16 Peace, Justice and Strong Institutions



Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
FIS Materiality-based, Stakeholder-driven Approach to ESG Risk Management, Operational Resiliency and Compliance

17 Partnerships for the Goals



Strengthen the means of implementation and revitalize the global partnership for sustainable development
Managing a Sustainable Supply Chain
Protecting Our Clients and the Financial System

SDGS IN SECTION:

- 1 NO POVERTY
- 4 QUALITY EDUCATION
- 5 GENDER EQUALITY
- 8 DECENT WORK AND ECONOMIC GROWTH
- 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
- 10 REDUCE INEQUALITIES
- 11 SUSTAINABLE CITIES AND COMMUNITIES
- 13 CLIMATE ACTION
- 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
- 17 PARTNERSHIPS FOR THE GOALS

SUSTAINABLE SOCIETIES

CH1 EMPOWERING INDIVIDUALS AND BUSINESSES IN THE DIGITAL ECONOMY

CH2 PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

CH3 ADVANCING THE WORKFORCE OF THE FUTURE

CH4 FOSTERING INCLUSION & DIVERSITY

CH5 HELPING COMMUNITIES THRIVE

CH1

Empowering Individuals and Businesses in the Digital Economy



“At FIS, we understand that we must help create a digital economy that is inclusive of everyone. That means doing our part to integrate and facilitate financial inclusion across the commerce ecosystem.”

Stephanie Ferris
President of FIS

FIS is at the forefront of enabling digital commerce globally. As a critical part of our mission to advance the way the world pays, banks and invests, we are committed to leveraging our expertise, technology and skills to build a more inclusive financial system. Digital inequality, the unequal access to digital networks and technology between and within countries¹, and financial exclusion remain a leading global threat due to the impact it has on the ability of communities to overcome poverty, generate wealth and build sustainable economic futures. The World Bank and the United Nations consider financial inclusion a key enabler to reduce poverty and boost prosperity, however an estimated 1.4 billion adults around the world lack access to an account at a financial institution or other mobile money provider.²

Research from the International Monetary Fund (IMF) indicates a two to three percentage point gap in gross domestic product (GDP) between financially inclusive countries and those that are less financially inclusive, citing limited access to bank accounts and capital as key factors contributing to the gap.

As a financial technology provider, FIS sees enormous potential in the capability of banking and payments technology to address financial inclusion, reaching and serving the unbanked and underbanked.

By advancing innovative payments technology and financial services capabilities, we are working to reduce financial barriers and draw more individuals and businesses into the financial ecosystem by providing them with the financial literacy and wellness tools and other resources they need to reach their personal and professional goals.

1 - World Economic Forum, [The Global Risks Report 2022](#)

2 - Global Findex 2017 Report, [The Unbanked](#)

Advancing Financial Inclusion

FIS recognizes that addressing financial inclusion cannot be something we tackle alone, and we remain committed to addressing the challenge of expanding financial inclusion through a collaborative, cross-sector approach. By partnering with not-for-profit community partners, policymakers and our clients we can collectively address some of the global United Nations Sustainable Development Goals (SDGs), such as reducing poverty and inequality, supporting decent work and economic growth and enabling industry innovation. Our partnerships allow us to jointly address challenges to bridge the digital divide, mitigate inequity and promote financial wellness. To align our financial inclusion strategy, FIS developed a comprehensive Framework for Financial Inclusion to help our employees understand and implement initiatives that drive transformational and sustainable change for our clients and communities.



“In today’s times of economic stress, financial inclusion has become ever more important. At FIS, our financial inclusion program addresses society’s need to help all global citizens obtain financial services and products at affordable prices.”

Maria Schuld
Division Executive, Core Banking and Digital Channels

FIS’ FRAMEWORK FOR FINANCIAL INCLUSION IS BUILT ON FOUR STRATEGIC PILLARS:



SOLUTIONS

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 Solutions Enhance Financial Inclusion



FIS' solutions are at the forefront of our efforts to increase access to capital and to provide affordable banking and financial services solutions for end users. In 2021, FIS offered clients more than 30 products and services that advance financial inclusion, including enabling low-fee checking accounts for individuals, providing cost-efficient and value-added funding products for small and medium-sized businesses (SMBs), and connecting those in need with individual and SMB government assistance programs, which we operate for government agencies.

By supporting our clients with their financial inclusion goals through product offerings and partnerships, we are able to help advance economic resiliency and wealth generation, driving economic growth in our core markets.



Improving Financial Access for Individuals

According to the [latest survey by the U.S. Federal Reserve](#), five percent of U.S. adults were unbanked in 2020, meaning they did not have a checking or savings account at a bank or credit union. Another 13 percent were underbanked, meaning they had bank accounts but make use of alternative financial services to meet their needs, such as check cashing services, payday loans or pawn shop loans.

To help expand access to affordable banking services, FIS actively partners with the Cities for Financial Empowerment Fund's (CFE Fund) Bank On initiative. The CFE Fund is a national non-profit organization focused on helping municipalities expand affordable access to financial services and provide financial empowerment programs. Bank On, which seeks to ensure everyone has access to a safe and affordable bank or credit union account, encourages banks and credit unions to offer simplified, affordable accounts with features such as no overdraft fees, transaction capabilities and online bill pay that meet the [Bank On National Account Standards](#).

The CFE Fund also supports close to



Cities for
**FINANCIAL
EMPOWERMENT
Fund**

100 local, regional and state Bank On coalitions that work to directly connect consumers to Bank On certified accounts through large-scale programmatic opportunities.

In 2021, our Decision Solutions team partnered with the CFE Fund to make consumer access to Bank On certified accounts easier by offering a new, Bank On-specific customer review strategy for FIS' ChexSystems® QualiFile® product. ChexSystems® offers dynamic dashboards for financial institutions to track and monitor account and strategy performance and educational reports to inform consumers of their ChexSystems® history. Through the Bank On Account Opening Strategy with QualiFile®, which deploys a best practice, financially inclusive account opening strategy, users are able to identify and enroll in safe, low-cost transaction products certified by the CFE Fund. The Bank On strategy is designed to help financial institutions reach more underbanked and unbanked consumers and can be customized

to include rules to fit specific risk tolerance given the low risk of these no-overdraft accounts. This partnership will help enhance the ability of the thousands of financial institutions we serve to open more safe, affordable checking and savings accounts and offer consumer education to build a successful, long-term banking relationship.

FIS also works closely with our clients to provide solution sets that help them expand their reach into the communities they serve to help consumers overcome accessibility or financial literacy barriers. FIS supports our clients' commitment to the Americans with Disabilities Act (ADA) by providing products and solutions that help improve access to all consumers. Our web accessible products are positioned to utilize a range of navigational techniques specific to assisting people with disabilities. We provide a Web Hosting solution to host public marketing websites of our clients. Tools within this solution allow for clients to customize specific attributes, which meet both their presentation needs and provides for accessibility options for their consumers.

Additionally, FIS offers products and services focused on providing advice and educational resources

that increase financial literacy and wellness, an important factor in reaching underserved markets. For example, our Digital One Financial Wellness Suite is a group of FIS products and services that support consumers' financial decision-making. Another solution, Credit Insights, a credit scoring and education solution offered in partnership with SavvyMoney™ and integrated into the FIS Mobile platform, enables individuals to better understand their overall financial well-being and improve their credit score. We provide a similar solution for the FIS Mobile platform, Spending Insights, which uses artificial intelligence and predictive analytics to deliver targeted insights to customers about their financial activity and is enabled at more than 85 banks.

FIS also offers Banker on the Go, an expanded chat-based offering that brings human-to-human interactions back to the mobile banking experience, helping to improve trust and increase guidance for consumers. In addition, we offer a brandable app for our financial institution clients, Banker Jr., which is designed to make banking fun for kids while encouraging good financial habits.



PANDEMIC ELECTRONIC BENEFIT TRANSFER (P-EBT) PROGRAM

\$21.3B

in food benefits distributed by FIS through 10.9 million new P-EBT cards in more than half of the states in the U.S. in 2021



Helping Individuals in Need

FIS services U.S. government programs that provide financial assistance to families and children in need as they navigate the effects of the pandemic, difficult economic conditions and poverty. Over the past two years, FIS processed and operated the Pandemic Electronic Benefit Transfer (P-EBT) program, which enables children to receive emergency nutrition benefits loaded on P-EBT cards used to purchase food.

In 2021, FIS distributed \$21.3 billion in food benefits through 10.9 million new P-EBT cards in more than half of the states in the country. Since the beginning of the P-EBT program in 2020, FIS has distributed \$26.7 billion in food benefits through 21.7 million P-EBT cards. FIS also worked with U.S. Department of Agriculture and U.S. state agencies to implement

online shopping using EBT cards that provided a new channel for low-income families to get their groceries safely through contactless options. Paying for groceries online with an EBT card was not an option before the COVID-19 pandemic, and FIS is only one of two companies offering a secure solution for online shopping using EBT cards. This new channel now accounts for approximately seven percent of all EBT transactions.

Through our banking partners, FIS also supports Unemployment Insurance programs for nine U.S. states. Our services include providing card production, card processing and call center services for these state unemployment insurance programs, which help provide essential financial relief for those in need. In 2021, FIS helped distribute unemployment funds to 10.5 million households.

Providing Disaster Relief Assistance

FIS is committed to further enabling humanitarian relief efforts by finding ways to leverage our expertise to facilitate getting supportive funds to individuals and communities quickly and safely.

Most often, when a disaster or crisis occurs, underserved communities are the hardest hit and in most need of fast, secure and reliable payment options. FIS became a founding member of Payments as a Lifeline (Paal), a financial industry coalition, which coordinates a multi-stakeholder industry response to enable the safe delivery of funds via prepaid cards within one week of a catastrophic event. As a part of the coalition, FIS created a simple, turnkey prepaid card solution that empowers charities, relief organizations and government agencies to deliver accessible funds in near real time, so those impacted can quickly start rebuilding their lives. In the early days of the pandemic when the federal government established an emergency relief process to deliver federal aid money to state and local governments, FIS partnered with the City of Jacksonville to distribute the aid money via FIS prepaid cards.

Through this partnership, FIS and the City of Jacksonville delivered 40,000 prepaid cards to the community.

Additionally, FIS' Credit Union Division designed a channel for giving to community organizations that have a broad impact on credit unions, their members and the communities they serve. In 2021, FIS supported the National Credit Union Foundation's development of the "CU Aid App," which connects credit unions with financial needs to help their members during emergencies and natural disasters.



"FIS proactively engaged with multiple stakeholders across the nation to provide a fast, reliable and innovative solution (P-EBT) to the households who needed the relief immediately. P-EBT is a clear demonstration of FIS' 3Cs in action. FIS colleagues and teams came together with our clients to support the community and enabled scalable solutions like online shopping during these uncertain times."

Prashant Gupta
VP, Business Executive,
Government Solutions

Supporting Minority-Owned and Community Banks and Credit Unions

A core part of our commitment to building a more inclusive economy includes strengthening our support and partnership with our Minority Depository Institutions (MDIs) and Community Development Financial Institutions (CDFI) clients. Minority-led and community financial institutions and credit unions are most often on the frontline of supporting the financial success of the individuals and SMBs in their communities. MDIs and CDFIs

have a special understanding of cultural practices and norms that position them to reach a cross-section of Americans with unique financial needs. FIS believes that strengthening these partnerships expands financial inclusion. In 2021, we partnered with the National Bankers Association, the premier trade association for MDIs, to support efforts to advocate for legislative and regulatory policies that strengthen minority banks and their communities. Additionally, in 2021, we established an internal Minority Business and Product Advisory Group at FIS to help align financial inclusion strategies and solutions across the company and support engagement of our Core Banking and Merchant Solutions businesses with MDI and CDFI clients.

FIS also partnered with The Clearing House (TCH) on a new program to expand services for MDIs. FIS and TCH are jointly funding the onboarding fees for minority-owned banks and credit unions joining the RTP® network, the real-time payments network operated by TCH. Access to real-time payments can help solve many cash-flow concerns for individuals and small businesses, especially in underserved communities often susceptible to predatory lending practices.



“To better serve minority banks and CDFIs, FIS is committed to identifying products and services that meet their unique cultural and technological needs. Through improved digital capabilities, we strive to help them reach further into underserved markets typically overlooked by mainstream financial institutions.”

Sara Reid
Public Policy Liaison, Financial Inclusion



“I got the help to go to the next level. It allowed me to focus on my priority—my business—instead of worrying about a stressful situation like whether I have money to pay bills on time. Having a partner like you guys makes a big difference. I’ve been with you since the beginning and I’m planning to be with you for the next 70 years.”

Carlos J Perez
Owner of Carlos1800 Mexican Grill
Winthrop, WA

Empowering Small and Medium-Sized Businesses

Our Worldpay from FIS solutions help businesses at more than 1 million merchant locations, including small businesses. FIS supports SMBs with access to capital through the Worldpay Working Capital solution, which enables SMB clients to apply online for the cash they need to grow their business and get approved in minutes. This program provided critical support during the COVID-19 pandemic, including more than \$71 million in funding in 2021 to over 2,500 merchants worldwide.

FIS also works to provide simplified solutions that are more accessible to business owners so they can focus on their customer base instead of the back-office financial operations of the business. For example, the FIS Business Payments platform provides SMBs with easy-to-use digitized payment tools to improve working capital, reduce operational expenses and manage risks.



FIS IMPACT VENTURES

\$92M

invested since 2020 in fintech startups, including and already exceeding the \$30 million goal towards minority-led fintechs.

Innovating for Financial Inclusion

FIS also drives financial inclusion through innovation by leveraging the skills of our talented employees. In 2013, FIS launched its annual fintech competition, InnovateIn48, a worldwide employee hack-a-thon designed to spark creativity, collaboration and new technologies. To date, over 10,000 FIS employees have participated

in the competition, including top tech strategists, developers and customer experience experts.

During the 2021 competition, 265 teams consisting of more than 1,200 FIS employees worked to solve real business challenges for clients and produced tangible new ideas to enhance our solutions and services.

Financially Inclusive Investments



FIS is financially investing to develop innovative technologies and solutions that expand access in underserved communities. Since 2020, FIS Impact Ventures (FIV) invested \$92 million in fintech startups, including and already exceeding the \$30 million goal towards minority-led fintechs.

During 2021, FIV invested in Signifyd, a minority-led fintech company, which offers AI-based fraud protection for e-commerce that our FIS Merchant Solutions business can use to support its merchants. As global e-commerce payment and checkout complexity evolves due to an ever-changing technology and fraud landscape, FIS and Signifyd can further optimize transaction acceptance while maintaining robust digital protection. FIV also invested in [Greenwood](#), a minority-owned modern digital banking services platform for Black and Latinx individuals and businesses. As part of its mission to support underserved communities, Greenwood enables customers to donate funds to the United Negro College Fund and NAACP through spare change round-ups and also provides \$10,000 grants every month to a Black or Latinx-owned business.



For 2021, we expanded the competition to include the InnovateIN48 Student Competition with students from U.S. colleges and universities focused on creating digital solutions to enhance financial inclusion. Students from 19 colleges collaborated with FIS leaders across multiple fintech disciplines. The first-place team, representing the University of Wisconsin (Milwaukee and Whitewater) and the University of Chicago, designed a social media app that educates users on investment topics like bonds and options for investing as well as about crypto assets.

FIS also works to emphasize client innovation. In 2017, FIS launched its annual FIS Impact Awards program to recognize clients who apply FIS technology in innovative ways to enhance customer experiences. Entries are independently judged by industry analyst group Celent. For each winner, FIS makes a \$10,000 donation through the FIS Foundation to a charitable organization chosen by the winner.

The 2021 FIS Impact Awards winners included Boost Payments Solutions, which won for its use of the Worldpay by FIS platform to develop a seamless and fully automated digital payments system for SMBs and other Business to Business (B2B) buyers and suppliers.



“Last year, we expanded our InnovateIN48 Hack-a-thon Program to include customer and student events. For our Student Edition event, we challenged students to create digital solutions that increased access to the financial system for underserved members of our communities. Using the tagline *“Write the Code. Right the World,”* FIS employees mentored students, bringing together non-profits, technology partners and a university startup pre-accelerator to open new paths for innovation and experimentation. The students bring a fantastic energy and FIS is excited to mentor and nurture the best talent in the Fintech industry.”

John Cooney
VP, Technology Innovation



“FIS Impact Ventures continues to proactively invest in early stage fintechs that help FIS meet our sustainability objectives by offering differentiating features that specifically support underserved communities. For example, Stratyfy, a 2020 FIS Fintech Accelerator Alumni, has launched UnBias, which offers bias detection capabilities for institutions that make complex financial decisions.”

Elaine Duff
SVP, Head of Fintech Advocacy,
FIS Impact Ventures

FIS FINTECH ACCELERATOR

In addition to direct investment, FIS has supported emerging fintechs through the FIS Fintech Accelerator program since 2016. The program, conducted in collaboration with the State of Arkansas and Little Rock-based The Venture Center, is designed to identify and accelerate the work of best-in-class startups who design innovative solutions that build economies and improve lives.

Each year, ten startups are selected for a 16-week program consisting of a four week business development Incubator phase and 12-week accelerator phase that provides a unique opportunity for the cohort companies to engage and share their innovative solutions with more than 100 of FIS’ leading financial institution clients. In 2021, fintechs from 30 countries applied to the program, and the ten selected finalists included firms focused on innovation in a wide range of areas, including credit monitoring, financial wellness and customer relationship management. The winner of the 2021 Audience Choice award was Long Game, the developer of a mobile financial wellness app that uses games with cash prizes to reward banking consumers for saving money.



PARTICIPANTS

60

since the program started in 2016

CLIENTS

300+

engaged via Virtual Events

APPLICANTS

200

in 2021

VIP CLIENTS

85

virtual visits

COUNTRIES

30

in 2021

ATTENDEES

700+

virtually at Demo Day

GRADUATES

10

in 2021

Partnering to Advance Financial Inclusion



FIS recognizes that providing access to banking and financial services in underserved communities requires active collaboration between the government and private sector. We also partner with community organizations and clients on initiatives that help bridge the digital divide and drive broader participation in the economy.

In 2021, we participated in [Project REACH](#) (Roundtable for Economic Access and Change), a program established by the U.S. Office of the Comptroller of the Currency (OCC) to bring together leaders from banking, business, technology and national civil rights organizations to help minority-owned banks thrive and more effectively support the communities they serve. FIS participated in a working group with representatives from MDIs, the National Bankers Association (NBA) and other core technology platform providers and as an outcome, began to incorporate a specific focus on supporting the growth and empowerment of minority businesses and financial institutions into our financial inclusion strategy.

FIS also seeks to address financial inclusion challenges in partnership with clients. In 2021, FIS teamed up with our client Citizens Trust, an MDI based in Atlanta, and one of the finalists in the 2021 FIS Fintech Accelerator program, Long Game, to participate in a Federal Deposit Insurance Corporation (FDIC) program to explore new technologies to meet the needs of unbanked customers. The FDIC's "tech sprint" program, entitled "Breaking Down Barriers: Reaching the Last Mile of the Unbanked," challenged participants to identify better resources and tools to help banks bring unbanked consumers into the banking system and maintain those relationships over time.



"Being able to support a customer and partner like GoHenry - from startup to now over 2 million Cards for Kids in the UK - is fantastic. Financial education and literacy are key to inclusion!"

Silvia Mensdorff-Pouilly
SVP & Head of Sales, Europe

FIS is also partnering with clients to increase financial literacy and education for young people. [GoHenry](#), an FIS client in the UK, provides kids and teens with access to payment tools, including a prepaid debit card and financial education app with parental controls that helps them learn how to safely manage money while building their financial confidence and knowledge. 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.





Advancing Financial Inclusion through Philanthropy and Volunteerism



Financial wellness is a foundational element of supporting long-term economic empowerment, and we are providing financial literacy tools to invest in the strength and success of our communities.

In 2021, FIS revamped its [Financial Literacy Program](#), which now includes a Young Adult Program geared to help 14- to 20-year-olds learn the basics of personal finance and build a positive relationship with money. Partnering with Martin County High School, FIS completed a pilot of the Young Adult Program with over 40 students participating – many of whom shared positive feedback and helped FIS refine and finalize the content. The financial literacy courses are available free for download by any institution or organization and are designed to exist on consumer-facing websites or apps. The program will soon be expanded to include additional content to provide adults of all ages with practical knowledge, skill-building opportunities and resources they can use to manage their finances with confidence. By the end of 2022, additional literacy content is expected to be available



geared toward older adults and their caregivers as well as small businesses. In addition, over 20 million EBT cardholders have access to the program through the FIS EBT Cardholder Portal. The content includes lessons on setting goals, budgeting, saving, borrowing and using credit, which are crucial for helping adults of all ages make healthy financial choices.

Through the FIS Charitable Foundation and other charitable and volunteer programs at the Company, FIS partners with organizations dedicated to expanding access to education and financial literacy around the world. For example, in 2021, the FIS Foundation and FIS co-sponsored a financial literacy program in Jacksonville offered through Junior Achievement. FIS has also supported financial literacy and education programs in India by partnering with non-profits such as the Mission Education program of the SMILE Foundation and Christel House India. In 2021, we expanded our partnership with Christel House to support Christel House International, with FIS donations helping support over 6,600 Christel House students and alumni in India, Jamaica, Mexico, South Africa and the U.S. FIS' Credit Union Division

provided \$300,000 in 2021 to clients in support of their efforts to promote financial inclusion. Of that, \$150,000 was directed to the National Credit Union Foundation and disseminated through their programming to support initiatives that improve access to finance and financial tools.

Additionally, each year FIS employees in our Capital Markets Solutions division volunteer with the SIFMA Foundation, which is “dedicated to fostering knowledge and understanding of the financial markets for individuals of all backgrounds.”

In 2022, John Avery, FIS Vice President Head of Product for Crypto and Digital Assets, Capital Markets volunteered with the SIFMA Foundation's Capitol Hill Challenge. The Foundation invited John and a member of Congress to speak at a middle school in New Jersey. John spoke about FIS and shared how FIS is “the world's largest financial technology company, helping the world pay, bank and invest.” After this, both John and the congressman joined the students for a question-and-answer session. More detailed information about our philanthropic efforts can be found in [Chapter 5](#).



CH2

Protecting Our Clients and the Financial System

FIS provides software and services that power the world’s financial systems, working with 95% of the world’s leading banks, supporting one million merchant locations globally and processing half the world’s overall wealth.* We are committed to ensuring that our systems are resilient and secure to protect our clients, consumers and the global financial system.

FIS has made significant investments to protect the data of our clients and our own technology platforms as the world faces increasing threats and attacks on corporate and government IT systems. We have a broad and comprehensive approach to data security and privacy issues, including an extensive cybersecurity strategy, foundational pillars of privacy and robust efforts to fight global fraud.



“As the fintech the financial world is built upon, ensuring the security and business continuity of FIS and our clients is key to advancing the way the world pays, banks and invests.”

Jeff Simon
Chief Information Security Officer

* see details at <https://www.FISglobal.com/en/about-us>

Cybersecurity Strategy

Our cybersecurity strategy and programs are focused on proactively anticipating and protecting against potential cyber-threats through continuous program improvement and investment. We are guided by industry best practice, standards and frameworks and our own proprietary subject matter expertise. FIS’ information security practices have been certified as compliant with ISO 27001 for information security management and are designed to protect the security, confidentiality and integrity of our client data.

FIS has a dedicated Security Operations Center, which operates 24/7, 365 days a year, to monitor our global platforms and operations. In addition, we employ an active Cyber-defense Security Incidence Response team to investigate and contain reported cybersecurity incidents.



1. EXCELLENCE IN CYBER BASICS

- Employ strong vulnerability detection and aggressive remediation processes to reduce opportunities for attackers
- Use zero trust, multi-factor authenticated access to FIS systems and data loss prevention and internal and external penetration testing
- Minimize exposure through consistent segmentation between environments
- Increase discovery of unknown threat vectors using best-in-class monitoring tools
- Build a robust culture of security awareness across the enterprise



2. “SECURE BY DESIGN” APPLICATIONS

- Further protect data through implementation of encryption, built into the application design
- Continuously assess, test and govern code releases for FIS applications to eliminate vulnerabilities
- Utilize layered application controls to provide protection from attacks before malicious traffic can reach an application



3. SECURE THE FUTURE

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



Risk Management Culture and Awareness

“Think Secure. Be Secure.” This represents the foundation of our Risk, Information Security and Compliance (RISC) culture. At FIS, the RISC Group of functions provides robust oversight of cybersecurity controls, and the FIS Internal Audit team regularly evaluates the Company's risk management programs and the effectiveness of its cybersecurity controls and procedures. Cybersecurity controls at FIS are also audited at least annually by external organizations, including U.S. state, U.S. federal, and other national foreign state regulators as well as industry standards organizations.

FIS undertakes and issues annual SOC-1 and SOC-2 audit reports for our overall security footprint, and our card payments solutions comply with guidelines set forth by the Payment Card Industry (PCI) Security Standards Council, including the PCI Data Security Standards. 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 258 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.

The RISC Education and Awareness group drives a comprehensive cybersecurity awareness program across the Company, which includes regular phishing exercises, special lunch and learns addressing security hygiene and our RISC Champion program.

Our RISC Champion program includes contests to incentivize behaviors that align to our culture and provides a social environment in which participants share ideas, compete with peers to complete activities and further their security and compliance skills. The program includes several levels for participants to progress through, showcasing their achievements and program level to their peers.



“At FIS, our internal audit function is crucial to help facilitate continuous progress in cybersecurity and risk control processes so that we can ensure the highest standards of integrity for our clients and our regulators.”

John Eagle
Chief Audit Officer

RAISING AWARENESS OF DATA SECURITY AND PRIVACY

FIS participates in several national or international awareness months, including Data Privacy Awareness Month each January, during which we feature a series of interactive webinars to educate employees on our processes for reporting privacy incidents and assessing data protection practices. Other awareness months include Preparedness and Insider Threat Month in September and Cybersecurity Awareness Month in October.

Pillars Of Privacy and Data Protection

FIS is committed to protect the personal data entrusted to us. This commitment begins with every employee and goes throughout the organization to the Audit Committee of the Board of Directors, which oversees FIS’ compliance with all applicable data protection regulations covering our global operations.

At the core of our commitment are the “FIS Pillars of Privacy and Data Protection,” which are the foundation of our privacy philosophy and policies. These pillars are built around individual rights, transparency, the respect of our employees and strict compliance with applicable laws and regulations.

FIS’ comprehensive [Privacy Policy](#) is overseen by our Chief Privacy Officer and applies to all employees and applicable contractors worldwide. The policy governs personal data collected by FIS, whether online or offline, for its own purposes as well as information provided to us as a data processor or controller for our clients. Our Privacy Policy provides transparent information about how we collect and use personal data, so FIS clients and their customers know they can interact with FIS with confidence.

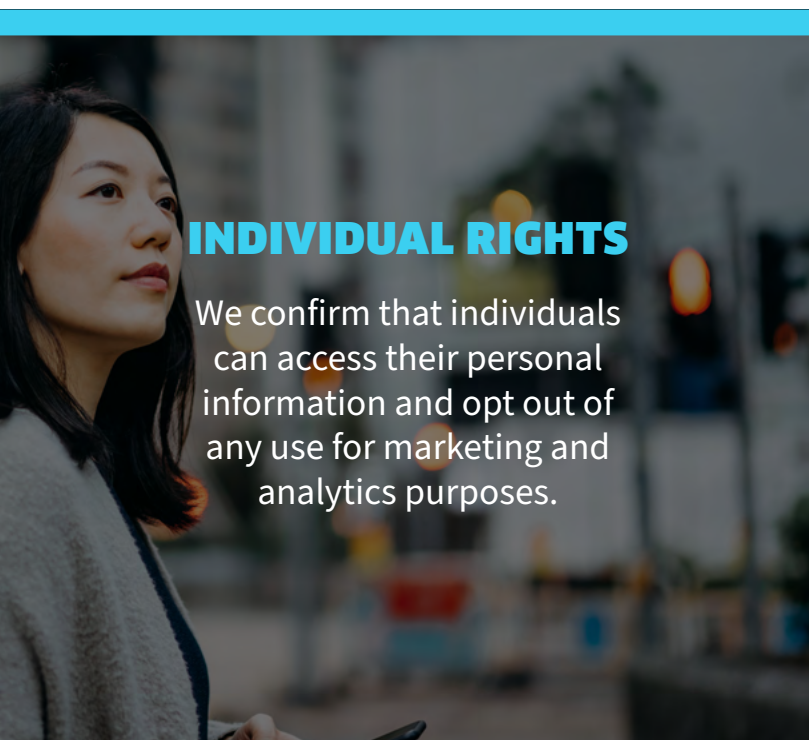
The Privacy Policy is supplemented by several Privacy Notices, which are intended to provide individuals with detailed information about how FIS processes their personal data. These privacy notices are available on FIS’ [Privacy page](#).

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 for compliance with the policy. At FIS, we employ a specialized Privacy Incident Response Team to investigate, prioritize and resolve potential and actual privacy incidents.

In addition, any third party authorized by FIS to process

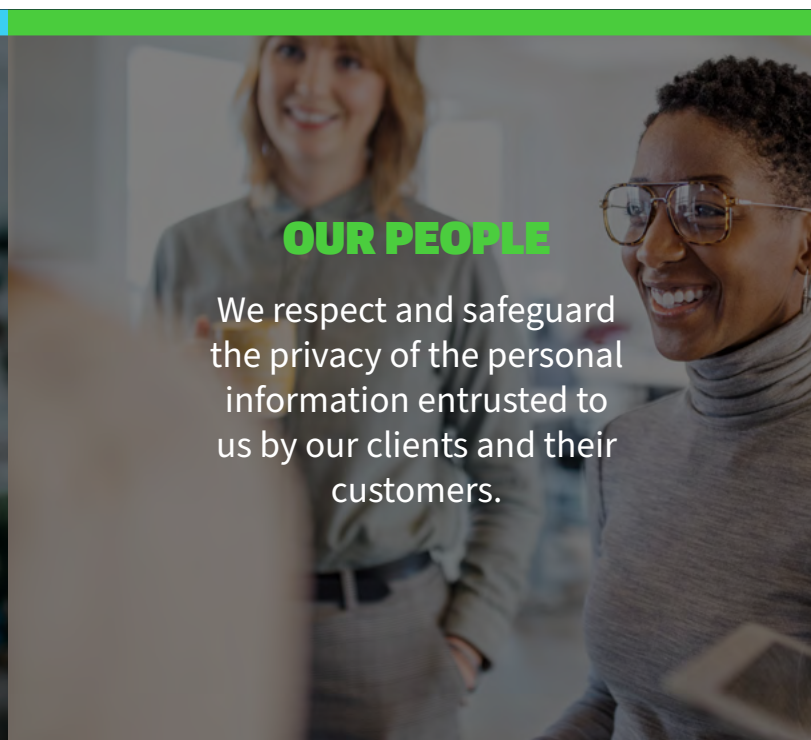
company-controlled personal data on behalf of FIS must first agree by written contract to meet the requirements of applicable laws and regulations. Moreover, we have enacted a robust set of supplemental policies and procedures governing specific privacy-related issues.

FIS is subject to many data protection laws and regulations throughout the world, including the California Consumer Privacy Act (CCPA), Gramm-Leach-Bliley Act (GLBA), Fair Credit Reporting Act (FCRA), and the Health Insurance Portability and Accountability Act (HIPPA) in the U.S.; the European Union’s General Data Protection Regulation (GDPR); the United Kingdom’s General Data Protection Regulation (UK GDPR) and Data Protection Act 2018;



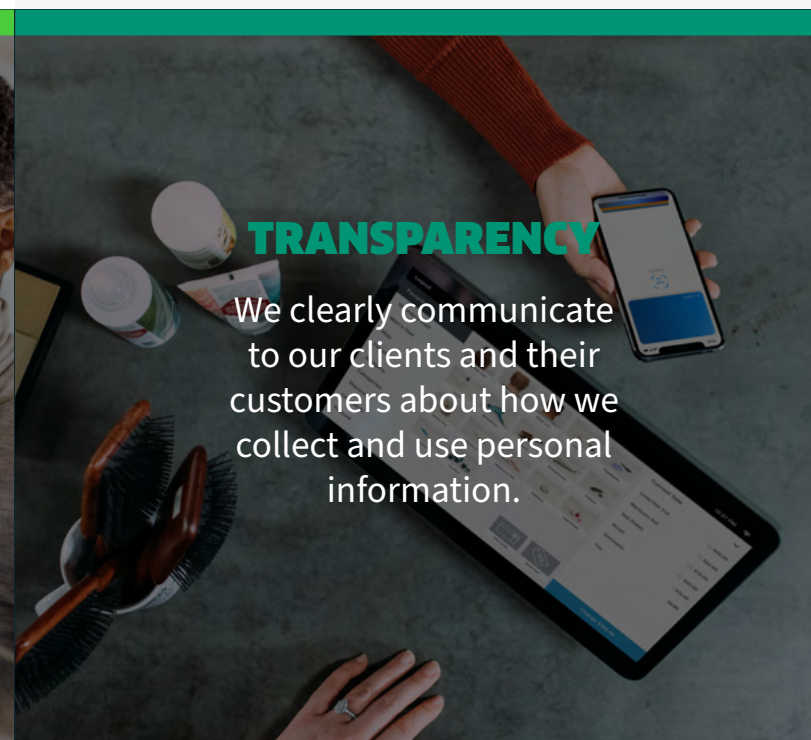
INDIVIDUAL RIGHTS

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



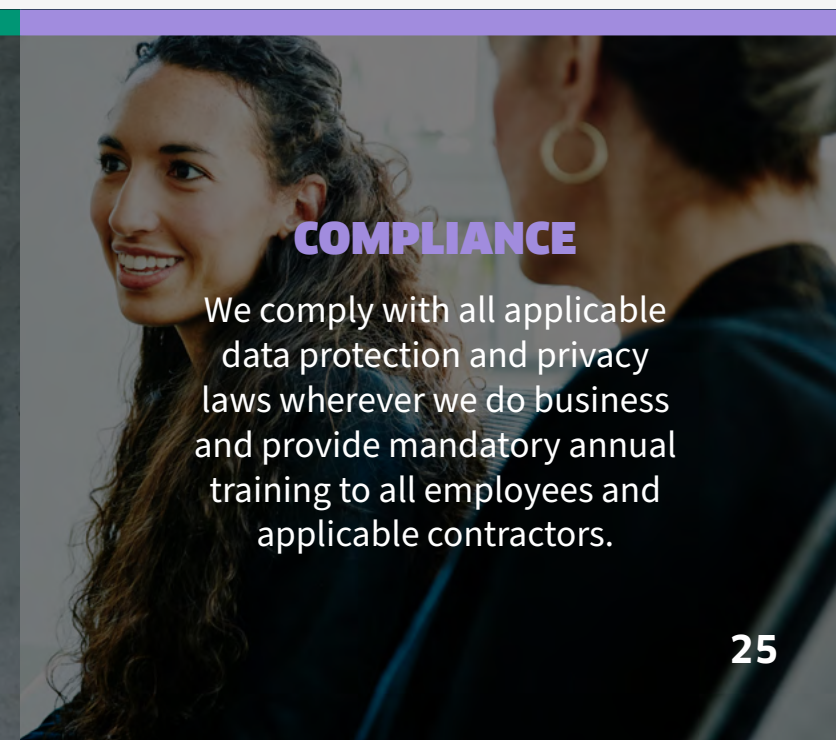
OUR PEOPLE

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.

the General Personal Data Protection Act (LGPD) in Brazil; the China Personal Information Protection Law (PIPL); and the Japanese Act on the Protection of Personal Information (APPI).

As part of our Privacy and Data Protection Program, we provide an online portal where individuals can submit their requests to exercise their data subject rights, such as the right to access information about the types of customer data collected and the types of third parties with whom the data is shared, and the right to access, correct, amend or delete their personal data. FIS has a full-time designated Chief Privacy Officer who oversees ongoing management of the Privacy and Data Protection Program and a full-time designated Data Protection Officer who monitors compliance with applicable privacy and data protection laws. Additionally, FIS has designated representatives in specific jurisdictions to assist in compliance with global privacy and data protection laws that require local representation.

FIS fosters a business environment that encourages a culture of compliance, ethics and privacy. FIS designed its Privacy and Data Protection Program to implement the data protection principles in an effective manner and to integrate the necessary safeguards to protect the rights of individuals and meet the requirements of applicable global privacy and data protection laws.

As a key governance control, FIS reviews the use of consumer or client data through our Data Use Governance Policy, which is overseen by the FIS Data Use Review Committee. This committee verifies appropriate use, consistent standards and requirements regarding the transfer, use, or sale of consumer or client data for purposes beyond the original business intent. This includes verifying that appropriate data usage stewardship, processes and controls are in place to reduce regulatory, legal, information security and compliance risk. The committee has been overseen by the Enterprise Risk group and includes representatives from key functional areas and FIS' lines of business.

Our Decision Solutions subsidiary, ChexSystems, Inc., provides risk scoring analysis using a database of consumer information and is regulated in the U.S. under the federal Fair Credit Reporting Act (FCRA) and similar state laws. ChexSystems has a compliance management system designed to verify the accuracy and privacy of personal data in their databases and operates a consumer relations call center to facilitate accurate and timely handling of consumer requests for information and disputes. ChexSystems also maintains a model risk governance and oversight program, which supports consumer regulatory requirements and verifies expected levels of controls and performance.

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



“The FIS Privacy and Data Protection Program drives the protection, privacy and security of all personal data at FIS. FIS is focused on continually updating our program to stay current with the constantly evolving global privacy and data protection laws and regulations.”

Anna Shea
Chief Privacy Officer





Data Security And Privacy Training and Oversight

All FIS employees and applicable contractors with FIS system access are required to complete annual training to verify compliance with FIS data security, privacy and cybersecurity policies, including specific education on personal data protection, compliance and risk management topics. FIS' specialized training on handling health-related information is also annually assigned to employees and applicable contractors who may handle this type of data.

Training completion data is collected for compliance and audit purposes

and reviewed by management and the Board's Risk and Technology Committee and Audit Committee.

The Board's Risk and Technology Committee oversees the Company's cybersecurity and data security risk programs, as well as management's actions to identify, assess, mitigate and remediate 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 and IT security programs.

Fraud Fighting and Anti-Money Laundering Strategy

In addition to protecting the security and integrity of client and customer data by safeguarding 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 ecosystem and impacts all participants, including consumers, merchants and financial institutions.

FIS is committed to helping our clients defend their organizations from risks associated with financial crimes and money laundering. With the United Nations estimating that criminal proceeds laundered annually are between \$800 billion to \$2 trillion in current U.S. dollars globally, FIS and its peers must help lead the effort in combating financial crime. To help protect against fraud and money laundering, FIS provides innovative fraud-fighting and anti-money laundering (AML) 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. We employ a holistic approach that combines real-time detection, monitoring and advanced authentication techniques to optimize fraud detection and customer experience.

Our solutions include FIS DDA Fraud Manager, which monitors and evaluates deposit fraud risk by employing multidimensional profiles and comprehensive coverage to achieve detection rates that cover both monetary and non-monetary activities. Our fully integrated financial crimes suite, FIS AML Compliance Manager, uses explainable AI and intelligent behavioral profiling to provide faster automated decisioning and robotic process automation. This solution helps reduce overall operational risk to our core banking clients and delivers consistent adherence to policies and other AML program requirements covering 314(a) screening and sanctions monitoring.

To protect against identify fraud during account opening, we offer our ID & Fraud suite using multiple identity examination methods. The higher the risk of potential fraud, the more extensive identity and fraud checks must be, so we offer a wide range of products to address client needs.

IDChex provides ID document authentication, facial image capture and ID Verification with Office of Foreign Assets Control (OFAC) Watch alerts for watch lists maintained by OFAC, a division of the U.S. Treasury Department. ID Authentication generates a real-time multiple-choice questionnaire to quickly authenticate identity, and FraudChex helps address New Account Fraud and Account Takeover Fraud.

For our Capital Markets clients, FIS leverages industry best practices to offer solutions combining innovative data and fraud prevention techniques. Our Capital Markets solutions include managed services and infrastructure offerings, such as a managed security service that outsources customers' cybersecurity function so they can address the latest threats and regulatory requirements, and a comprehensive managed service to monitor customers' relevant digital channels and identify security incidents.

Worldpay from FIS, our Merchant Solutions business, offers fraud detection solutions and services, including FraudSight. FraudSight is a multi-layered fraud solution that uses our data insights along with advanced AI and machine learning technology to dynamically monitor transactions in real-time during the authorization process and help stop in-store and online fraud. Fraud losses for U.S. online merchants increased 7% in 2021 and are 15% higher than pre-pandemic levels, according to Lexis Nexis research, so it is crucial merchants have a comprehensive fraud solution to protect them.



Industry Leadership and Partnerships

FIS partners with trade associations, government organizations and other entities to help protect the Company and to promote best practices across the financial ecosystem. We work closely with the U.S. Cybersecurity and Infrastructure Security Agency (CISA), U.S. National Cybersecurity and Communications Integration Center (NCCIC), the U.S. Financial Services Sector Coordinating Council (FSSCC), U.K. National Cyber Security Centre (NCSC) and 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, and our Chief Information Security Officer, Jeff Simon, served as Chairman of the American Transaction Processing Council (ATPC) Cyber Council. We believe our participation in these organizations help protect our clients and the industry against nation-state and cybercriminal attacks by sharing information in a manner that strategically and tactically helps defend critical global infrastructure.

CH3

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. During the unprecedented challenges we faced from the pandemic over the past two years, FIS focused on putting the safety, health and well-being of our employees first in 2021.

Concurrently, we continued to take action to advance the workforce of the future by building a diverse and inclusive talent pipeline, retaining and promoting our top talent, maintaining high levels of employee engagement and job satisfaction and driving increased performance and productivity. At FIS, we understand that excellence in putting our people first is vital to the success of our company.



“Given the acute labor shortage, employees have never been more empowered to shape their careers. At FIS, we are laser focused on what matters most to people in this forever-changed workforce, especially regarding things like well-being, flexibility, purpose, inclusion and ongoing development. Right now, it’s about architecting the employee experience and making it the best experience possible to attract and retain talent in the toughest talent market we’ve ever experienced. A better employee experience means a better bottom line.”

Denise Williams
Chief People Officer

FIS People Strategy

FIS recognizes that a strong cultural foundation is critical to our success, and our FIS People Strategy is underpinned by our three FIS Values and connected behaviors. FIS employees are expected to "Win as One Team," "Lead with Integrity," and "Be the Change," driving value and shared success for our 3Cs, which are our Colleagues, Clients and Communities.

FIS' values are consistently brought to life across the Company through deep integration in all facets of employee experiences, from their recruitment and onboarding experience to our training and performance management programs and all the way through to executive leadership development programs.

BUILDING A HIGH-PERFORMANCE CULTURE IN THE RELENTLESS PURSUIT OF CLIENT EXCELLENCE

	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
	EMPLOYER OF CHOICE Being the place where you want to build your career
	TRANSFORMATIONAL LEADERS Inspiring growth and innovation through uncertainty
	DIGITAL EXPERIENCE Making your work experience streamlined

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





FIS University: Internships and Permanent Employees

The FIS University program offers both intern and full-time entry level opportunities. Our internship program is primarily focused on students who have not yet graduated but are entering their senior year of college. The two-year comprehensive University program is designed for newer entrants to the workforce who have joined FIS as full-time employees.

Our FIS University program begins with a robust “Learning Week,” that includes participation by senior leaders with interactive live sessions, executive Q&A time, targeted training, networking opportunities and continuous mentorship over the two-year period. In 2021, during FIS University’s Learning Week, participants took the CliftonStrengths assessment provided by Gallup, discussed later in the chapter, as part of the onboarding process to help them identify and leverage their strengths, as well as those of their peers. Following Learning Week, and

over the two-year period, participants completed additional learning opportunities, as well as participated in numerous company-sponsored social events.

Due to the pandemic in 2020, FIS quickly transformed FIS University to a virtual platform, and in 2021, we had 1,711 new employees participating across North America, EMEA and India. We retained the flexibility of virtual in our offerings due to the different stages of the pandemic in our different countries, and we leveraged the flexibility this gave us to bring global audiences together to form community.

The FIS University program also conducts a comprehensive 10-week Summer Internship Program, which includes mentorship to facilitate professional development as well as educational webinars and social activities. The program has an intern-to-full-time-hire conversion rate of approximately 65-70% and earned a spot on the [2021 list of top 100 internships](#) compiled by WayUp for the second year in a row.

Building A Talent Pipeline

Recruiting top-tier talent to join our high-performing, innovative workforce is critical to FIS’ continued success. As FIS continues to expand around the world, we understand the need to accelerate adding employees with a diversity of skills and cultural backgrounds to power our continued growth and innovation. 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, including partnerships with universities, are strategically located in regions where FIS has its workforce hubs.

Social Recruiting Programs

Talented candidates are in high demand in the growing fintech industry, so FIS engages in social recruiting as part of our talent initiatives. We encourage and reward our employees for referring prospective candidates, and in 2021, we enhanced this program with increased bonus payouts for hired talent. We also work to increase awareness of the FIS employer brand in our communities through the FIS Inclusion Networks, which are highlighted in [Chapter 4](#) and our charitable efforts, which are highlighted in [Chapter 5](#).



Student Loan Debt Repayment Program

FIS has been helping employees manage the burden of student loan debt since 2018, which we believe makes our company an even more attractive place to begin a long-term career. Starting in 2018, FIS introduced the Student Loan Contribution Payment Plan for FIS University employees hired in the U.S. The program provides \$150 per month for up to 10 years or an aggregate amount of \$18,000 toward the student loan debt of eligible employees.

In 2021, FIS launched an enhanced [Student Loan Principal Payment Plan](#) that we believe to be an innovative new offering in the financial services industry. Under the program, FIS pays an employee's monthly principal student loan payment for up to 10 years or until the loan is paid off.

University Partnerships

In the United States, FIS was a founding partner of the Georgia FinTech Academy, a statewide diversity talent development initiative designed to prepare individuals to enter the fintech industry or transition from another

career. The academy offers degree programs, executive and continuing education, apprenticeships and internships, which are 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 the United Kingdom, 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.

Training and Career Development

FIS is committed to building our workforce for the future with training and career development programs that go well beyond the immediate skills needed for a current role. Through our Global Learning team, we provide structured and self-led learning opportunities for all employees, and in 2021, we invested in several new programs to expand and strengthen our offerings.

FIS' established philosophy of "Being Your Own Chief Learning Officer" encourages employees to take control of their career journey. This philosophy has been adopted and encouraged by our executive team and embedded across our culture, with all new employees globally introduced to the concept as part of their onboarding experience, along with information on the full range of learning opportunities available to them to learn, grow and make an impact.

FIS employs a "strengths-based" philosophy to career development to enable our employees to best utilize their diverse skills and customize their training programs to

enhance them. We have partnered with Gallup to incorporate its CliftonStrengths tool into our global learning programs.

Over the past two years, 88% of our top leaders have completed the Strengths assessment, with over 70% of them participating in Strengths team sessions and meeting with Strengths coaches to learn how to bring insights back to their teams, expanding the reach even further globally. In 2021, we created a robust Strengths website to provide practical tools, activities and insights for all levels across the organization, including our new employees.

In addition, our Executive Services Program supports our most senior leaders with skills and succession development training. The program includes executive coaching and team development, with highly personalized support to help leaders reach their goals and develop cohesive teams that create and communicate organizational clarity. The program also focuses on accelerating onboarding for new executives and transition coaching to drive transformational leadership.

Three-tiered Approach to Learning

At FIS, we employ a three-tiered learning approach to deliver the right training to employees across the enterprise. 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 of its LearningElite Awards Program.



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 Learning Management System (LMS), which provides access to more than 16,000 expert-led courses. These courses, combined with specialized industry and FIS-specific courses, offer a rich and relevant self-directed learning platform.

The WeLearn platform was vital to maintaining training and learning continuity during the pandemic as we transitioned 95% of our workforce to a remote work environment. Courses were focused

on learning to thrive virtually, learning to lead a remote team and other courses supporting the shift to remote work.

In addition to general learning, FIS provides specialized training and certifications in areas such as sales, product, technology and compliance. For example, our Global Learning team provides extensive sales training with specialized courses on our constantly evolving products and services. Our IT group and the Global Learning team partnered with our lines of business to develop the Tech Next program, which will help develop our next generation of technology leaders. And finally, our Risk, Information Security and Compliance (RISC) Team works across the business to ensure all employees are trained in key risk management topics to protect both our company and our clients.

LEARNING AND DEVELOPMENT

	2019	2020	2021
AVERAGE LEARNING HOURS	4.63	4.48	6.69
COURSES COMPLETED	249,937	267,603	349,829

Our Tier 2 learning experiences feature 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 for the universal skill development of frontline managers regardless of their function or location. Since inception, 2,980 managers have participated in the Manager Excellence Empower Hour Series.

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

One Tier 3 example includes our Design to Shine program, which aims to help Solution Consultants, Solution Architects, Sales and similar roles communicate more effectively to their audiences by focusing on key

messaging and creating compelling presentations. Audiences only remember 10% of the average sales presentation, and with the rise of virtual and hybrid presentations, this challenge is becoming even more difficult. This 3-hour course introduces participants to key PPT slide design components and techniques to tell a stronger story, have a greater visual impact, improve the audience’s focus, and increase retention of key messages. The facilitator guides participants through before-and-after examples and activities showing how to properly design for your 10% message and equips them with a set of tools to create simple, clear and aesthetic slides, which supports the story they want to tell. Participants will have a final certification and get one-to-one coaching feedback.



Tuition Assistance 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 their current position or the next step in their career path. FIS' Tuition Assistance Plan (TAP) in the U.S. assisted employees with those goals in 2021 by reimbursing tuition and related expenses.

Transformational Leadership Journey

FIS recognizes that the development of executive leadership is critically important to ensure the future growth and success of the Company. Our Transformational Leadership Journey initiative is focused on developing enterprise leaders who exhibit leadership capabilities associated with the **“We’reIN Framework”** pillars below.

This journey is built on a strong FIS foundational program known as BOLT (Building Our Leaders of Tomorrow), which may span an employee's FIS career, and includes a blend of high-touch, immersive learning experiences combined with self-directed learning to develop transformational leadership from emerging leaders and continuing through to our C-suite executives.

The BOLT roadmap includes both existing high-impact learning programs such as LEAD and Manager Excellence, while also introducing new initiatives such as our Accelerate Program, a high-touch onboarding service for executives and senior executives. Our BOLT roadmap will continue to evolve as we identify additional programs to strengthen our overall leadership development efforts.

Fostering Employee Engagement and Recognition

FIS’ success is driven by the teamwork and collaboration of our employees, as expressed in our FIS Value of “Win as One Team.” We foster engagement among our employees through a variety of initiatives and recognition platforms ranging from innovation activities, supporting each other through our assistance programs and soliciting feedback from employees at the site level and virtually.



WE’reIN FRAMEWORK



INnovate
amidst
complexity



INfluence
strategically and
inclusively



INspire
colleagues, clients
and communities



INclude
diverse
perspectives



Enhancing the Employee Experience

FIS continues to focus on employee engagement. Since 2017, FIS has partnered with Glint to perform timely employee experience surveys to measure ongoing engagement and satisfaction across our global workforce. This data-driven approach, along with other formal and informal continuous feedback channels, aids in identifying opportunities and the design of future employee benefit offerings.

FIS conducted several surveys during the pandemic to keep a pulse on how our employees were feeling and the additional support they needed. Despite many of the challenges during the pandemic, scores across several critical areas have increased, confirming the resiliency we continue to see from our workforce.

In the annual survey conducted in 2021, employee well-being, which remains front and center at FIS, increased nine points year-over-year. Feedback showed that the new offerings as well as the benefits and support programs implemented during the pandemic were well received and helped employees prioritize their health and well-being. At a time when 95% of our company was working virtually, collaboration increased and scored five points above Glint's best-in-class (BIC) benchmarks.

Inclusion, another area of focus for FIS (as discussed in [Chapter 4](#)), increased four points and remained aligned with BIC benchmarks. Despite the challenges with adjusting to pandemic-era working, FIS employees rated "my manager inspires me to do my best" higher than any other question in the survey. In 2021, this was a new question in the survey, and FIS employees, in total, assessed this question at a stellar score of 83 out of 100.

The survey also showed that employees continue to be comfortable expressing their views through the open comments section, which further helps management understand what's on their minds and what other improvements FIS should consider. Since 2017, we have received more than 368,000 write-in comments.

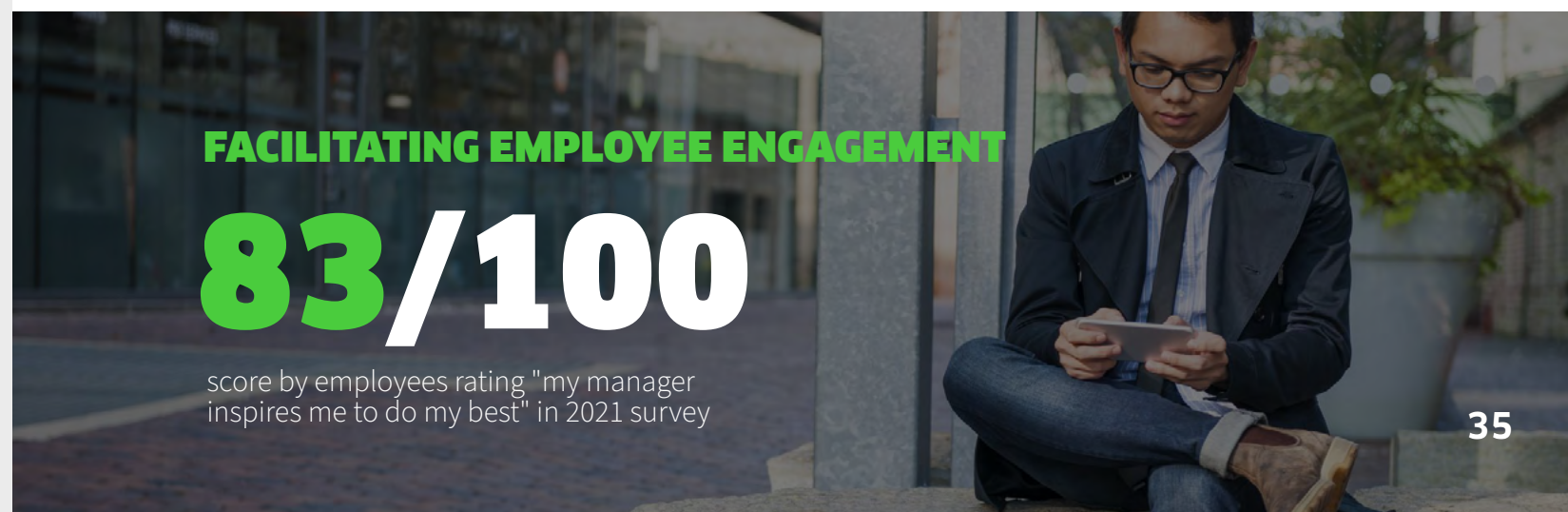
Aggregated survey results are shared with employees and are used to evaluate the effectiveness of our workplace programs and to shape future offerings by identifying opportunities to enhance the employee experience. We provide our leaders with in-depth views of the results by business leader, region, job family, functional area, tenure and more. Leaders also have access to their aggregate results and are encouraged to create action plans for one or two focus areas that will have the biggest impact on improving overall team engagement.

Feedback from the survey is used in ongoing efforts to improve employee engagement and satisfaction. Survey data is reported to and monitored by the Board of Directors and included in all business units' dashboards.

FACILITATING EMPLOYEE ENGAGEMENT

83/100

score by employees rating "my manager inspires me to do my best" in 2021 survey



Innovation Programs

Promoting innovative behavior – part of our “Be the Change” value – is a key element of our efforts to drive employee engagement at FIS and increase our competitive position in the market. Our innovation labs serve as entrepreneurial “garages,” where FIS engineers build new product prototypes with cutting-edge technologies.

FIS holds an annual fintech competition called InnovateIn48, which was launched in 2013 as a worldwide employee hack-a-thon designed to spark creativity, collaboration and exploration. In 2021, leveraging our financial inclusion framework and goals, we added a Student Edition to tap into innovation at the collegiate level and challenge students to create digital solutions that increased access to the financial system for underserved members of our community. More information on InnovateIn48 is discussed in [Chapter 1](#).

Respectful Workplace

Engaging employees requires a positive respectful environment in which to work and develop a career. To help ensure we create a workplace that facilitates this, we have deployed an employee training course that sets the Company’s expectations to achieve it. In 2021, FIS employees globally, both full-time and contract employees, took an interactive online learning titled Respectful Workplace. The learning module, delivered in five languages, was designed to raise awareness and build behaviors around how we drive inclusion and “Win as One Team.”

Local Engagement Champions

FIS designates a site leader at all our major global facilities to help promote social well-being and ensure employees at all our locations feel connected. Site leaders are focused on engaging employees regularly, including at local town hall meetings and through organizing social events and community service activities.



INTERNATIONAL WOMEN'S DAY

Each year the women and men of FIS come together to harness our collective power to celebrate International Women’s Day (IWD). This day is focused on celebrating the achievements of women and the incredible women that help make up FIS’ global workforce. In 2021, on IWD, FIS celebrated the launch of its first global, enterprise-wide FIS Women’s Inclusion Network. The launch reflected FIS’ efforts to combine its prior women’s networks into a single global organization.

Recognition Programs

FIS introduced the Celebrate! recognition program at the end of January 2021. Celebrate! is a global recognition platform, which allows employees to send unlimited recognition, celebrating each other for living our FIS values. The program facilitated connection and a sense of belonging during the COVID pandemic, when 95% of employees were working remotely. Over 90,000 recognitions were sent and received by employees during 2021, with 37% of employees receiving Celebrate! recognition.

We work hard to retain talent, and as part of that, it’s important to recognize those who continue

to choose FIS as the place they want to work. As part of the 2022 enhancements to the Celebrate! program, employee milestones are now being recognized within Celebrate! Under the Celebrate! Service Awards program, both full and part-time employees are eligible for service awards, which include a personalized recognition experience and other small gifts.

In addition to service awards celebrating the employee's career journey at FIS, employees entering retirement in some regions receive a small gift as a token of the Company's appreciation and celebrating their career achievements and positive impact on our 3Cs.

Promoting, Managing and Retaining Talent

FIS recognizes that a key to retaining talent in the competitive fintech industry is making sure that our employees have opportunities to advance within the Company. We are focused on making FIS a place where people choose to have a rewarding career, and we have robust programs in place for managing performance, gathering feedback, developing leaders and tracking retention through all levels of the Company.

Identification processes for promotional opportunities and succession planning 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.

The Company’s performance management process, Performance365, includes advanced tools to enable ongoing feedback and performance measurement – 365 days a year – and includes 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.

We use a data-driven approach to our people offerings and services, focusing on metrics from our people surveys and other sources, including the percentage of positions filled with internal hires and overall retention rates.

Each year, we also hold a Leadership Summit bringing top FIS leadership from around the globe 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 in 2021 it was focused on Accelerating the Future Now.

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 employee 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

Total Rewards Philosophy

Our goal is to inspire FIS employees to be happy, healthy and successful by ensuring their well-being and that their financial needs are met, freeing them to focus on what is most important. To attract and retain talented employees at every level of the Company, FIS offers a competitive set of total rewards in the markets where we operate. With our global footprint of more than 65,000+ employees, including 65% located outside the U.S., we provide a comprehensive mix of pay and benefit packages, with a core set of worldwide benefits customized to meet regional and local needs.

Pay Equity

FIS is committed to providing fair pay to our employees regardless of gender, race or ethnicity. We are focused on providing market-based competitive compensation for all new hires and employees, and our recruiting practice prohibits our recruiters from asking for previous compensation levels in the U.S. and wherever prohibited by law.

Healthcare and Insurance Benefits

Our benefits package for employees had several noteworthy enhancements

in 2021 and includes competitive, market-driven healthcare and insurance benefits, with offerings and plans varied 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 offerings include options for employees to customize their coverage with voluntary plans that include critical illness and disability, life insurance, hospitalization protection, identity theft protection and legal assistance, among others. We also offer a broad spectrum of health management programs to employees at no cost to support their overall healthcare needs, including programs that assist with fertility, musculoskeletal concerns, prescription savings, medical second opinion and decision support, caregiver and childcare support, diabetes and hypertension, weight loss and health coaching. In 2021, we expanded the coverage of our fertility program through Progyny to offer coverage for donor tissue. During the same period, we expanded our caregiver program to include coverage for childcare support through Wellthy.

GLOBAL FOOTPRINT

65,000+

employees across the world

65%

located outside the U.S.

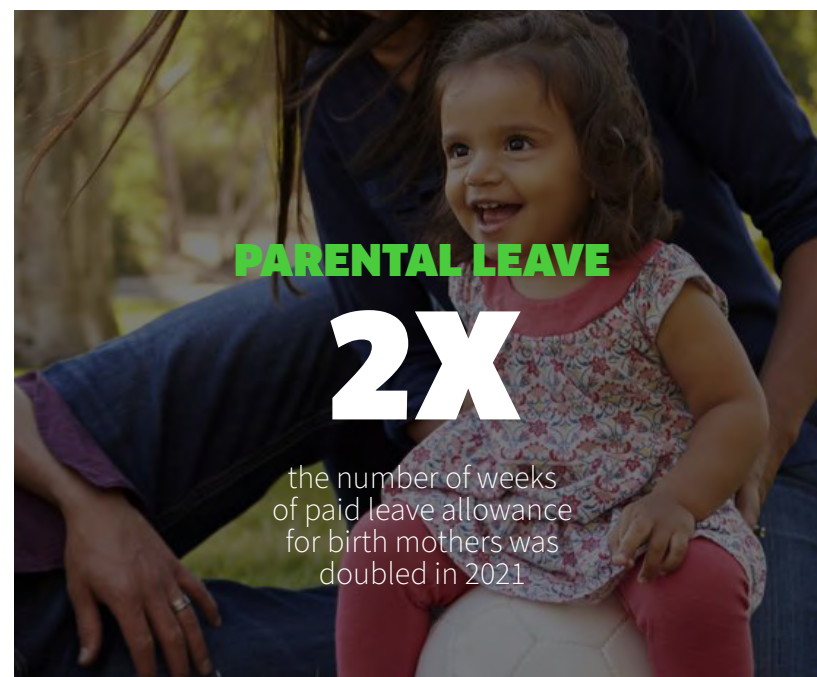
Additionally, employees have access to a Health Savings Account and Flexible Spending Account, which are both tax-advantaged accounts that can assist in paying for health care expenses. Employees enrolled in the HDHP High medical plan option also receive a company contribution to their Health Savings Account each year. All employees globally receive paid time off, including vacation and holiday pay, with paid time-off policies varied by region and location.

Further understanding the challenges brought on by the pandemic, FIS provided up to 15 days of paid leave to employees globally to ensure they had available paid time outside of their traditional paid time off allowance to manage unforeseen circumstances, such as time to receive medical care for themselves or tend to a family member. Finally, in 2021 FIS also increased bereavement time in the U.S. for immediate family members from three to ten days.

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, a digital health and engagement platform. In 2021, we changed the U.S. telehealth vendor to offer a

more diverse network of providers as well as enhanced behavioral support resources.

FIS is committed to providing work-life balance to employees. To further our commitment in this area, we increased the amount of paid parental leave time in many countries in which we operate. In the U.S. alone, we more than doubled the number of weeks of paid leave allowance for birth mothers and increased the leave for non-birth parents. We also increased the amount of time employees have to take their paid leave time from six to twelve months. In addition, the Company offers an adoption assistance program in the U.S., and in 2021 we increased our adoption assistance benefit from \$3,000 to \$10,000.



PARENTAL LEAVE

2X

the number of weeks of paid leave allowance for birth mothers was doubled in 2021

Retirement and Financial Benefits

FIS supports employees as they plan and save for the future by providing various financial savings programs. One of these is a best-in-class Employee Stock Purchase Plan (ESPP) available in most countries in which FIS operates, with nearly 10,000 employees participating globally. Employees can contribute between 3% and 15% of eligible compensation to purchase FIS stock. While most companies that offer an ESPP have a discount of up to 15%, FIS matches 25% of employee contributions made on a quarterly basis, one year after the contribution is made. We also expanded the program to three additional countries in 2021.

In the U.S., FIS offers a 401(k) retirement savings plan with a company match of 50 cents for every dollar a participant contributes, up to 6%. Most non-U.S. countries provide a form of pension benefit, depending on local laws and regulations.

The FIS Perks at Work program is available to employees in the U.S., Canada and the UK, providing discounted pricing at over 30,000 national and local merchants. As part of the program, employees collect points for every dollar spent, which can be used toward future purchases or as gifts to others.

EMPLOYEE STOCK PURCHASE PROGRAM



Well-Being Programs

Over the past two years, the pandemic has highlighted the need for strong wellness programs and resources aimed at helping our employees remain physically and emotionally healthy. In 2021, we hired our first ever Global Head of Well-Being to lead our efforts related to all aspects of employee wellness.

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

FIS employees participate annually in many health and wellness initiatives across the globe, including events in 2021 like the Go Pink campaign in October for breast cancer awareness and the Movember campaign in November in support of men's health awareness. We also implemented FIS Takes a Day Off, a global day off for all employees to take a break from work and focus on their mental health and well-being, and launched #FISBeWell, our 3-month long social media well-being campaign, to focus on our four elements of well-being: physical, mental, financial and social/community. As part of our #FISBeWell campaign, employees were asked to submit photos for inclusion in a 2022 Employee Photo Calendar, with proceeds from sales of the calendar going to support mental health programs at the World Health Organization.

In 2022, FIS also launched a Global Mental Health Well-being initiative to develop a minimum standard of well-being benefits and resources for all FIS employees around the world. Our initial work included a voluntary survey of employees located in six countries that represent 85% of our workforce (Brazil, India, Philippines, Poland, UK and the U.S.), focus groups and stakeholder interviews and an assessment of benefits and resources by country. The insights we have gained through this work is instrumental in the development of our Global Mental Health Strategy as we assess the current state of mental well-being support at FIS and will assist in identifying opportunities for strategic improvement and expansion.

Employee Safety Programs

In addition to the programs implemented to focus on employee safety during the pandemic, FIS provides robust worker safety programs to help ensure the safety of 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 U.S., FIS has developed and maintains ten company-wide OSHA-based programs to meet safety regulation compliance. In the UK, FIS has a Safety & Health Compliance representative to oversee all Health and Safety compliance-related issues, including building fire code regulations, employee safety and ergonomic evaluations. To promote safety in the workplace, we also offer in-person and remote ergonomic evaluations by Certified Office Ergonomic Evaluators or qualified staff to assist employees suffering musculoskeletal injury or discomfort.

GLOBAL WORLD AT PLAY AND MINDFULNESS CHALLENGES

In 2021, FIS held two global well-being challenges through Virgin Pulse. The first of these - World at Play - had over 5,500 employees join, with 1,271 teams tracking their steps to reach 15 global destinations. FIS teams tracked over 1.6 billion steps and over 838,000 miles, with more than half of the teams reaching Camden, Maine, in the U.S., the final destination. The top six teams with the most steps, at 5.4 million steps per team, tied for first place.

We held our 2nd Virgin Pulse challenge of the year focusing on Mindfulness in which 7,000 employees around the world set personal mindfulness goals, with 68% of the participants reaching their daily goals. Collectively, the participants reached a milestone of over 2.5 million meditation minutes during the challenge.



CH4

Fostering Inclusion & Diversity

**FIS IS A TRUE
MULTINATIONAL
ENTERPRISE**

Operating in

49

countries

65,000+

employees worldwide



65%

located
outside the U.S.

As a true multinational enterprise, with more than 65% of our employees located outside the U.S. in 49 countries, FIS values inclusion and diversity as critical to helping us understand the needs of our increasingly diverse clients. The diversity of our workforce helps us better reflect the markets we serve and use our collective strengths to develop the best solutions to meet the needs of individuals and businesses in our communities. By fostering an inclusive environment, FIS is more attractive to our employees and to prospective employees.

We advance our commitment to inclusion and diversity (I&D) through five key areas of focus, which were developed with input from our employees and leaders across the Company. These include:

- driving the visibility of executive involvement
- increasing education and awareness
- enhancing our recruiting and internal talent development programs

- engaging our employees, clients and partners
- fostering progress in our communities

In 2021, FIS continued to make significant progress toward advancing inclusion and diversity.

Most notably, driven by our I&D programs, women in both global leadership roles as well as the total global workforce increased 2% year-over-year at FIS. We also drove a 4% year-over-year increase in employees feeling inclusiveness among their colleagues as measured by our annual employee engagement survey. Additionally, in 2022, FIS is pleased to continue increasing its transparency with the publication of incremental diversity metrics and the public disclosure of our EEO-1 report. All these efforts led to FIS being recognized in 2021 by Forbes magazine as one of the Best Employers for Diversity.



Driving Visibility of Executive Involvement

In 2021, FIS accelerated our efforts to embed inclusion and diversity (I&D) initiatives in all aspects of the Company's operations. Our initiatives included expanding our I&D staff and program activities such as educational programs, adding new FIS Inclusion Networks, which held 38 I&D events in 2021, continuing to enhance our

supplier diversity program, and strengthening our recruiting and talent development programs.

These enhanced efforts have been successful in raising employee engagement with I&D issues, as shown in a four-point increase in scores on inclusion topics received on employee engagement surveys, which is discussed in [Chapter 3](#).

The integration and acceleration of our I&D programs is supported by our Board of Directors, CEO, President, Chief People Officer and senior management team, who are passionate and committed to our I&D goals.

Our I&D strategy and initiatives are guided by FIS' executive-led Enterprise I&D Council, which includes the executive sponsors of each of our Inclusion Networks and senior leader representation from our business units and functions. The council, which is chaired by Denise Williams, FIS' Chief People Officer, meets monthly to help drive global strategy and accountability across the organization, ensure business alignment and review progress and results against FIS' commitments.



"The progress that we've made—and continue to make—with our I&D commitments is a testament to how closely inclusion and diversity is linked to not only our people strategy but to our broader business strategy. It's a reflection of a true organization-wide effort both top down and bottom up, which has been essential in making the material advancements that we've made in under two years. While we are on the right path and heading in the direction we need as an organization, we continue to raise the bar for ourselves as evidenced by the refreshing of our commitments."

Jennifer Frasier

Chief Inclusion & Diversity Officer

DIVERSITY & INCLUSION

CREATING OPEN DIALOGUE

In 2021, FIS held an inaugural CEO Day of Understanding, which is an event created by the CEO Action for Diversity & Inclusion to provide a platform for open dialogue and inspire change within the workplace.

CEO DAY OF UNDERSTANDING

Our CEO, Gary Norcross, was an original signatory in 2017 to the CEO Action for Diversity & Inclusion, a coalition of nearly 2,000 CEOs from companies in over 85 industries, who are committed to taking action to advance diversity and inclusion in the workplace.* In 2021, FIS held an inaugural CEO Day of Understanding, which is an event created by the CEO Action for Diversity & Inclusion to provide a platform for open dialogue and inspire change within the workplace. Themed "Finding Unity in Our Diversity Through Inclusion," the day included a fireside chat with Gary Norcross and Denise Williams; a keynote by guest speaker Carla Harris, Vice Chairman, Managing Director & Senior Client Advisor at Morgan Stanley; a panel discussion on leveraging I&D to win as one team; and a webinar on "Courageous Conversations" facilitated by Essential Partners to provide a framework to hold critical I&D discussions across the organization.

*<https://www.ceoaction.com/>

Increasing Education and Awareness

FIS has robust employment policies on equal opportunity and anti-discrimination, including those published in our Code of Business Conduct and Employee Handbooks. We believe fostering an inclusive and diverse workforce is the responsibility of all our employees, and we expect all employees to work with us to further our strategic I&D objectives. FIS is committed to providing education and awareness programs to foster I&D principles and promote dialogue across the Company.

Through the Company’s internal learning management system, WeLearn, FIS offers a dynamic and evolving learning portal for employees called “WeLearn to Be Inclusive,” which provides access to numerous 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.

FIS INCLUSION NETWORK EVENT SPEAKERS

FIS Inclusion Networks hosted education and awareness sessions in 2021 featuring keynote speakers including:

Black History Month: Shifting the Paradigm of What Success Looks Like

Sulma Arzu-Brown, Author and resident, Sulma LLC

Salute Launch: The Value of a Veteran

Denise Jelinski-Hall, Author and Chief Master Sergeant, National Guard Bureau

Enable: Global Accessibility Awareness Day

Megan Lawrence, PhD, Senior Accessibility Technical Evangelist, Microsoft

Pride + Elevate: Intersection of Race & LGBTQ+ Identity

Ben Hunte, Journalist, BBC

Empower: Financial Inclusion

Viola Llewellyn, President and Co-Founder, Ovamba Solutions

Panel Discussion: Latino,a,x – Own Your Power

Robert Rodriguez, Founder & President, DRR Advisors LLC

Panel Discussion: The Hispanic/Latinx Influence in FinTech

María Martínez, President/CEO, Border Federal Credit Union & Board Chair, National Assoc of Latino Credit Union Professionals

Manuel Chinea, EVP & COO, Popular Bank

Guillermo Diaz Jr, CEO, Kloudspot, Inc.

Illuminate Launch – Empowering Asian Voices

Linda Akutagawa, President and CEO, Leadership Education for Asian Pacifics (LEAP)

Empower + Enable + Salute: Perseverance and the Power of Choice

Melissa Stockwell, 3x Paralympic Triathlete, swimmer and former US Army Officer

In 2021, FIS enhanced its Respectful Workplace training with refreshed content and increased accessibility by beginning to offer the course in five languages. The training helps raise awareness and builds behaviors for employees to be accountable when supporting a diverse and inclusive workplace at FIS. Also in 2021, FIS transitioned its Unconscious Bias training pilot into a permanent program, now available to all employees globally. The training is designed to help employees better understand potential unknown biases and perceptions, which may influence everyday behaviors, actions and decisions, along with measures to help mitigate or counter their occurrence in daily interactions at work. In 2022, FIS will continue to expand our I&D educational offerings to include topics like courageous conversations, allyship and inclusive leadership.

In addition to formal learning opportunities, FIS provides further education and awareness opportunities through highlighting inclusion and diversity observations throughout the year, including Black History Month, International Women’s Day, Asian and Pacific Islander Heritage Month, Global



Accessibility Awareness Day, Pride Month, Hispanic/Latinx Heritage Month, Veteran’s Day and International Day of Persons with Disabilities. Alongside each of these events, FIS’ Inclusion & Diversity team works with our Inclusion Networks to host education and awareness sessions on topics like the importance of inclusion, representation and belonging in the workplace, allyship, financial well-being and cross-cultural awareness. These sessions are open for all employees to participate.

Enhancing Our Recruiting and Internal Talent Development Programs

FIS is committed to systematic and consistent consideration of inclusion and diversity in all FIS human resources activities, including hiring, compensation, promotions, engagement, retention and development. Under the leadership of our Head of Inclusion & Talent, our Vice President of Talent Acquisition and our Chief Inclusion & Diversity Officer, 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.

As part of our efforts to recruit and build a diverse pipeline of talent for

FIS, we have developed partnerships with educational institutions, government agencies, professional and industry associations and other organizations focused on improving diverse representation in the workplace.

FIS also works proactively to increase employment opportunities for underrepresented minorities and women in STEM and the financial services industry. We are a founding partner of the Georgia FinTech Academy, a statewide diversity talent development initiative designed to prepare individuals to enter the fintech industry or transition from another career. This partnership includes three Historically Black Colleges and Universities in the University System of Georgia: Albany State University, Fort Valley State

INCLUSION & DIVERSITY PARTNERSHIPS



University and Savannah State University. Over 70 percent of the academy’s participants are from underrepresented groups. More about these initiatives and our 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 has set aspirational goals, such as doubling the number of Black and Latinx leaders at

the Company. This includes not only a focus on achieving more leadership diversity at FIS through talent acquisition but also through increased efforts to develop leaders from within the robust and diverse talent pool, which already exists within the organization. These leadership development efforts include succession and talent planning, formal learning programs, mentorship and sponsorship, and inclusion network programming and leadership opportunities.

WOMEN IN LEADERSHIP 2021

+2%

global women Leadership year-over-year

+2%

U.S. women Leadership year-over-year



FIS INCLUSION NETWORKS

FIS ADELANTE

Hispanic & Latinx Inclusion Network*

FIS ASPIRE

Rising Professionals Inclusion Network

FIS ELEVATE

Black Inclusion Network

FIS EMPOWER

Women’s Inclusion Network

FIS ENABLE

Disability Inclusion Network

FIS FAMILYFLEX

Working Families Inclusion Network*

FIS ILLUMINATE

Asian & Pacific Islander Inclusion Network*

FIS PRIDE

LGBTQ+ Inclusion Network

FIS SALUTE

Veterans Inclusion Network*

*Launched in 2021

Engaging Our Employees, Clients And Partners

Engaging our Employees

FIS Inclusion Networks are a key driver for raising awareness and engaging our employees in our I&D strategy. The networks are company-sponsored communities led by empowered and determined employees who share common interests, backgrounds or experiences. These networks help educate our employees about diverse cultures and experiences through educational programming, dialogue and discussion, self-paced learning, resource sharing and more.

FIS Inclusion Networks enhance our talent recruitment efforts through external partnerships and employer branding initiatives, as well as provide opportunities for career growth and development for network members through programming on career development topics, exposure to a variety of functions and leaders, mentoring programs and skill-building. The networks also play an important role in fostering community engagement through employee volunteerism and philanthropy.

In 2021, the FIS Inclusion Networks increased their scope and global nature, building membership in all geographies as well as targeting programming toward regional perspectives. We currently have nine FIS Inclusion Networks, which are open to all employees.



FIS is proud to be named for the fifth consecutive year 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.

Engaging our Clients and Partners

FIS works with clients and partners to advance I&D in our communities and address financial inclusion challenges. We promote and support diverse businesses through our FIS Fintech Accelerator program and FIS Impact Venture fund, which are discussed in [Chapter 1](#). In 2021, three of the ten finalists in the FIS Fintech Accelerator program were women-owned or minority-owned fintechs.

In 2020, our strategic investment group, FIS Impact Ventures (FIV), committed to investing \$30 million in minority-led fintech companies, and in 2021, FIS met that commitment with over \$30 million invested in 11 minority-led fintechs. Among the investments in 2021 was Greenwood, a minority-owned modern digital banking services platform for Black and Latinx individuals and businesses. As part of its mission to support underserved communities, Greenwood enables customers to donate funds to the United Negro College Fund and NAACP through spare change round-ups and also provides \$10,000 grants every month to a Black- or Latinx-owned business.

FIS has implemented initiatives aimed at significantly increasing the diversity of our supply chain, including formalizing our supplier diversity program to advance this key goal. In 2020, we set a goal of doubling U.S. spend with diverse suppliers and achieved this goal in 2021.

In 2021, we established corporate memberships with several leading supplier diversity advocacy groups, including the Women's Business Enterprise National Council (WBENC), National Minority Supplier Development Council (NMSDC) and Women's Business Enterprise Councils in the New York and Washington, DC regions. Our supply chain diversity initiatives are discussed further in [Chapter 9](#).

DRIVING PROGRESS

2X

U.S. spend with diverse Tier 1 suppliers doubled from 2020 to 2021



Fostering Progress In Our Communities

FIS is committed to promoting diversity and inclusion in our communities, including through our efforts around financial inclusion, which are discussed in [Chapter 1](#). We also work to increase employment opportunities in our communities for underrepresented minorities and women in the STEM and financial services industries through our educational partnerships discussed earlier in this chapter, including the Georgia FinTech Academy.

FIS also provides financial and volunteer support in our communities for educational programs to promote STEM education for women and racially diverse populations, which are discussed in more detail in [Chapter 5](#). For example, in the Jacksonville area, we hosted a STEM event at the Eugene Butler Young Women's Leadership Academy at which 80 middle school girls had the opportunity to engage with 20 women from the community in STEM fields, including FIS' Chief Information Officer, Kara Hill, and other FIS employees.

Moreover in 2021, FIS adopted KIPP Bold City High School, a new public charter school in Jacksonville that is focused on helping students in educationally underserved communities. FIS supported programs at the school designed to develop knowledge, skills and character strengths needed for success in college and life, including sponsoring a financial literacy program offered through Junior Achievement and donating equipment for their science labs.

Measuring And Reporting

FIS regularly measures and reviews metrics on our I&D efforts to inform and refine our programs and to drive accountability and transparency for our stakeholders. 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.

At FIS, we endeavor to increase transparency about our workforce demographics and have disclosed additional metrics for the first time this year, including age diversity, FIS University diversity and EEO-1 data.

FIS FIVE AREAS OF DIVERSITY AND INCLUSION FOCUS

1.  Driving the visibility of executive involvement
2.  Increasing education and awareness
3.  Enhancing our recruiting and internal talent development programs
4.  Engaging our employees, clients and partners
5.  Fostering progress in our communities

INCLUSION & DIVERSITY



	2019	2020	2021
Global Women	40%	40%	42%
Global Women in Leadership (Director and Above)	25%	27%	29%
U.S. Women in Leadership (Director and Above)	30%	33%	35%
U.S. Workforce - Black	13%	14%	14%
U.S. Workforce - Asian	10%	11%	11%
U.S. Workforce - Latinx	8%	8%	8%
U.S. Workforce - Other	3%	2%	2%
U.S. Workforce - White	66%	65%	65%

CH5

Helping Communities Thrive



“Our FIS family is passionate about making a difference in the global communities in which we live and work. Every day, we live our core value to Be the Change by giving back and engaging with organizations that help communities develop and thrive by tackling social, financial, environmental and governance issues. I’m so proud of our team for serving as an ongoing catalyst for positive change in the world.”

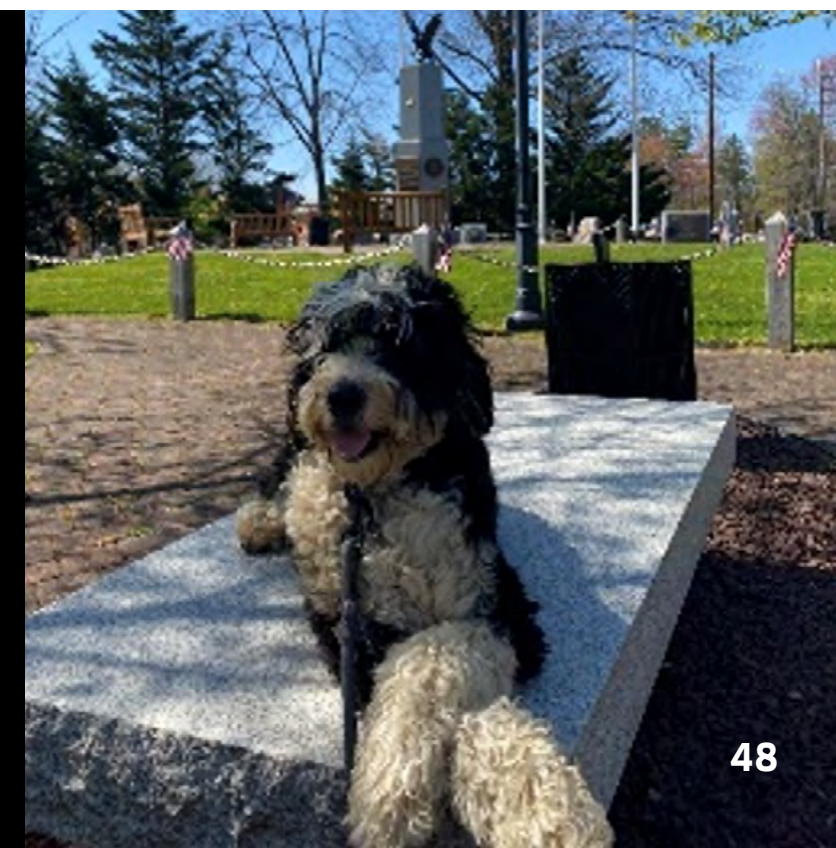
Ellyn Raftery
Chief Marketing & Communications Officer

One of FIS’ core values is "Being the Change" we want to see, which is the foundation of our long-standing commitment to giving back to the communities where we live and work. In 2021, FIS continued to focus our philanthropic and volunteerism programs on critical needs in our communities, including advancing financial inclusion, promoting diversity and inclusion in STEM fields, expanding access to education, protecting our planet, improving health and fighting cancer, and helping individuals in our communities and our employees in need. We also actively encourage and support the charitable activities of our clients.

FIS employees around the world give back to our communities through employee giving and volunteerism, including the service of FIS’ executives and employees who volunteer to serve on the boards of non-profit organizations in our communities. We support volunteerism through the FIS Volunteer Program, which grants eight hours of paid time off per year for eligible employees to devote to volunteer works. In 2021, the Volunteer Program was expanded globally, and more than 19,000 volunteer hours were logged around the world.

EMPLOYEE SPOTLIGHT: GUIDE DOGS FOR DISABLED VETS WITH THE FIS VETERAN NETWORK

A team at the Armed Forces Financial Network (AFFN), an FIS joint venture, participated in the Southeastern Guide Dogs Walkathon for the third year in a row and raised ‘Top Dog Dollars,’ once again exceeding their fundraising goals. In doing so, the AFFN Team received the rights to name three different dogs in the ‘Paws For Patriots’ program. These dogs will go on to be service companions for Wounded Warriors. The walkathon raised over \$921,000.



SEASON OF GIVING CAMPAIGN

In fall 2021, we held our second annual Season of Giving campaign, which provides a coordinated way for FIS to encourage charitable and volunteer efforts by educating employees on charitable organizations in our communities and consolidating information about charities already supported by our employees. The Season of Giving campaign was expanded in 2021 to include our employees in the UK and India, with plans to eventually have a global campaign in the future.

Executive support for giving back was demonstrated by FIS executive leadership team members hosting each of the campaign’s six weeks around a specific theme:

- Volunteerism** – Employees were encouraged to utilize their eight hours of paid volunteer time through a Dollars for Doers program where each hour logged during the campaign resulted in a donation to charity. Over 11,000 hours were logged in the fourth quarter, enabling FIS to make charitable donations to three charities: The Nature Conservancy, United Way Worldwide and Christel House.
- Education** – We highlighted the charities FIS partners with to provide a strong educational foundation to help change the trajectory of those locked in a cycle of poverty and to assist these charities in our underserved communities.
- Health and Human Services** – We highlighted FIS’ long-standing support of health-related charities like the Leukemia and Lymphoma Society, American Heart Association and The Donna Marathon to end breast cancer.
- Community Development** – We kicked off our annual United Way campaign, which this year raised over \$550,000 to support 373 charities across the U.S., including 133 local United Way organizations. This year, we featured charities whose mission is to lift up our local communities and transform lives of those less fortunate.
- Environment** – Employees learned how charities and FIS are making a difference during the “Protecting Our Planet: Local Action with a Global Impact” webinar and were provided the opportunity to donate directly and volunteer with environmental non-profit organizations, including World Wildlife Fund, Plastic Oceans International and The Nature Conservancy. At a corporate level, FIS worked to strategically align with the efforts of Plastic Oceans International and The Nature Conservancy to protect our planet.
- Employee Choice** – Throughout the campaign, employees were able to nominate and vote for their favorite charities. The top 10 charities with the most votes were featured in an article on the intranet and received a \$2,500 donation.



Advancing Financial Inclusion

FIS helps support qualified charitable organizations through the FIS Foundation, a 501(c)(3) non-profit corporation. In 2021, the foundation awarded grants of approximately \$1.35 million to more than 110 organizations, including several organizations focused on advancing financial inclusion. The foundation donated \$100,000 to the American India Foundation in support of its Entre-Prerana initiative, an innovative program to help one million street vendors build their businesses and lift their families out of poverty. By supporting charities like AIF through the foundation, FIS continues to work to bridge the digital divide, empower women and transform the lives of those in underserved communities.

GIVING BACK

\$1.35M

to more than 110 organizations, including several organizations focused on advancing financial inclusion

\$100K

to the American India Foundation in support of its Entre-Prerana initiative

Promoting Stem Careers

As a global fintech leader, FIS partners with many organizations focused on promoting STEM education and skills development to broaden opportunities and promote diversity and inclusion in the fintech industry. As discussed in [Chapter 3](#), FIS is a founding partner with educational institutions and government agencies in programs and initiatives to foster interest in fintech career opportunities.

In 2021, FIS provided financial and volunteer support to KIPP Bold City High School, a new public charter school in Jacksonville. These efforts included FIS employees staffing concession stands at an event at the school in July honoring Negro League baseball players, raising \$1,173. Through a partnership with the FIS Risk and IT departments, we refurbished 50 used laptops and a color printer to donate to the school for use by students and teachers. FIS also donated \$5,000 to the school to purchase microscopes for the student science lab. As part of the It's My Future program, which is designed to help middle school students prepare for the working world, the FIS Foundation and the Company co-sponsored a financial literacy program offered through Junior Achievement in

2021. Students were assisted in developing interview skills and their own personal brand, researching potential careers and creating a basic resume.

Outside the U.S., FIS has formed partnerships to increase career opportunities for youth and women. FIS India partners with several non-profit organizations, including the SMILE Foundation and their Mission Education (ME) program. The SMILE Foundation is a non-governmental organization committed to providing basic education and healthcare to underprivileged children, with special emphasis on young girls and women. FIS provided support for ME centers in multiple cities, including Punjab, Karnataka, Tamil Nadu and Maharashtra. The FIS partnership also supports SMILE's STeP program where young people are assisted with English proficiency and taught basic computer and other soft skills to enhance the prospect of finding employment in the expanding retail, hospitality and BPO fields.



Supporting Education

FIS supports educational institutions and non-profit organizations in our communities through financial donations and sponsorships, and through employee participation in community events and educational programs. In 2021, the FIS Foundation donated \$150,000 to The Folded Flag Foundation, which provides educational scholarships and support grants to the spouses and children of U.S. military and government personnel who died from hostile action or an accident related to U.S. combat operations. Our donation helps the charity offset operating costs so 100% of donations it receives can go to the scholarships and grants.

FIS also supports Christel House, a non-profit organization seeking to help children around the world break the cycle of poverty through education. The organization has been successful in helping children succeed, with 92% of Christel House graduates either continuing their studies or becoming employed. Our partnership began with Christel House India in 2016 and expanded to Christel House International in 2021. FIS donations help support over 6,600 Christel House students and alumni in India, Jamaica, Mexico, South Africa and the U.S. In India, our support has provided student sponsorships and equipment, including student tablets and teacher laptops benefitting more than 700 students annually.

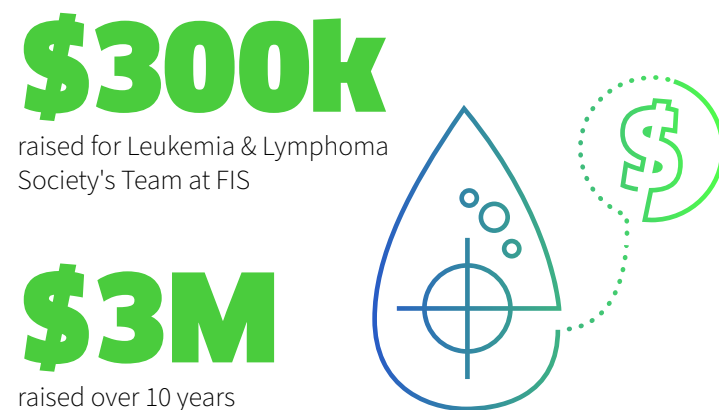
Improving Health and Fighting Cancer

For the 10th consecutive year, FIS and our employees continued to provide financial support for the Leukemia & Lymphoma Society’s Team in Training program. In 2021, Team FIS raised over \$300,000, achieving the designation of Circle of Heroes for the second year in a row, which enables FIS to have a voice in selecting the research those funds will support. Over the 10 years of our Team in Training program, we have raised more than \$3 million to help find a cure for blood cancers.

FIS partnered with the American Heart Association (AHA) for its STEM Goes Red program, highlighting the work of racially diverse women in STEM careers and providing opportunities for underserved young women who have an interest in STEM. FIS hosted an event at the Eugene Butler Young Women’s Leadership Academy in Jacksonville to explore STEM and join the Go Red for Women fight to save women’s lives from the impact of heart disease and stroke, at which 80 middle school girls had the opportunity to engage with 20 women in STEM fields from the

Jacksonville community, including FIS’ Chief Information Officer, Kara Hill, and other FIS employees.

In Australia, our business units supported Woolworth’s Woolies, Wheels and Walks to raise donations for PanKind, The Australian Pancreatic Research Foundation.



Supporting Individuals and Employees in Need

In addition to FIS Foundation grants, FIS and our business units give donations to non-profit organizations and community development organizations in the communities where we operate. In 2021, these business unit donations totaled more than \$2.3 million and helped provide critical financial support to local charities and

community groups, including many who have faced financial difficulties during the pandemic. This included support for [The Live Life Fully Foundation](#), which was established by USALLIANCE Financial to focus on providing equal access to financial opportunities, community support and financial education and helping individuals achieve economic self-sufficiency.

FIS employees who face severe financial hardship from a natural disaster or serious illness, including COVID-19, can participate in the global FIS Cares program, which is funded by FIS employees who make a one-time or recurring paycheck donation to the program. Through this program, employees can receive financial assistance to help pay for medical expenses, temporary housing, food and clothing, utility bills and other basic needs. The FIS Cares program was expanded to all FIS employees around the world in 2020, and in 2021 our employees contributed \$393,832 to the FIS Cares fund, of which \$344,202 was paid out to employees in need.

FIS CARES

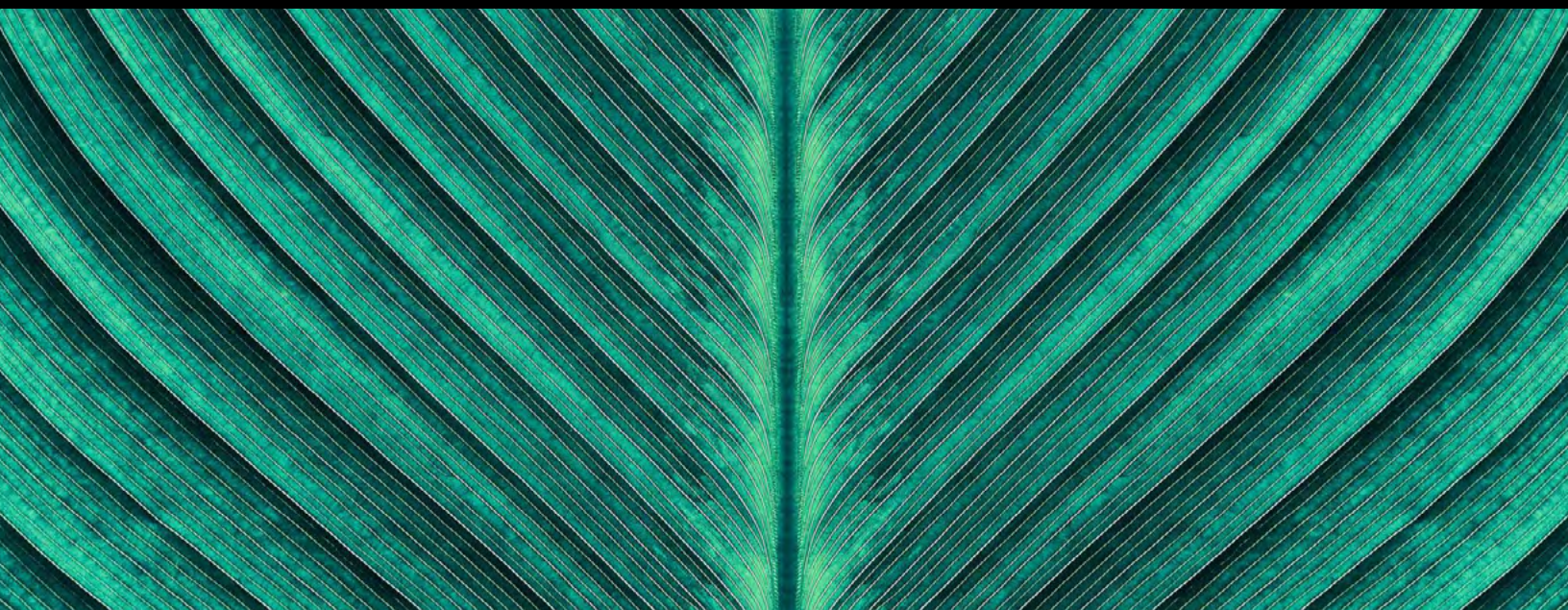
Here’s what a few FIS Cares recipients have told us about the impact of the program on them:

“There was a fire in my apartment building, including my unit, and nearly everything was lost in the fire. It was a difficult situation for us to build everything again and that’s when my manager told me about FIS Cares program. The process was so smooth and quick. This was a huge help for my family and took a lot of the related stress away. We were able to move to a new apartment and could buy important stuff to get going again. Such programs give tremendous hope. I am really grateful that FIS has such a wonderful program!”

— Naveen Sharma, FIS employee

“FIS Cares helped me tremendously when Hurricane Irma struck my home, destroyed my roof and collapsed my kitchen, along with two other rooms. I was floored by the amount of support I received from the program. The money was enough to move into another home and replace items that were lost in the storm. Everything came back into place and I couldn’t have done it without the FIS Cares program.”

— Robin Hoefler, FIS Employee



TOPPING OFF NEW HEADQUARTERS WITH PLANT A BILLION TREES CAMPAIGN

On June 7, 2021, FIS held a “topping off” ceremony for our new environmentally sustainable global headquarters building in Jacksonville. As discussed later in [Chapter 6](#), our new headquarters building has been designed to meet widely recognized green building standards through the U.S. Green Building Council’s (USGBC) Leadership in Energy and Environmental Design (LEED) program.

FIS invited employees around the world to celebrate this milestone and have an opportunity to make a positive environmental impact by donating to The Nature Conservancy’s Plant a Billion Trees campaign, a large-scale global reforestation initiative. For every ten U.S. dollars donated, the campaign plants up to five trees and helps maintain stewardship of forests for years to come. FIS matched each dollar contributed by our employees

up to a total of \$50,000 for a total donation of \$100,000, reaching our goal of planting 50,000 trees. The names of FIS employees who donated were added to a beam that tops out our new global headquarters building.

PROTECTING THE ENVIRONMENT

To commemorate some of FIS’ most successful long-term client relationships, the FIS Account-based Marketing team (ABM) made a donation on behalf of our clients to the Nature Conservancy’s Plant a Billion Trees Campaign. The contribution was earmarked for a mangrove expansion on Kenya’s North Coast and restoring timber and fruit trees in western Tanzania’s Mahale ecosystem. Clients were notified of FIS’ gift on their behalf with a personal email from their account manager, marking both the conclusion of a tailored engagement campaign and the continuation of FIS’ efforts to invest in the protection of our environment.

Charity Partnerships With Clients

In addition to our corporate and individual employee efforts, FIS actively encourages and assists our clients with charitable giving programs. For our banking clients, we provide the FIS Charitable Giving Platform, an integrated giving solution that enables cardholders of our clients to donate to charities of their choice through a seamless integration with their online banking experience. The platform’s cardholder dashboard includes access to a database of over 1.8 million charities and enables users to easily set up one-time and recurring donations, as well as matching offers.

Worldpay from FIS is proud to partner in the UK with Pennies, an award-winning fintech charity that works to protect and grow micro-donations. Through Pennies, thousands of UK retailers are able to offer their

customers the option to donate to charitable causes at the point of sale. Since the program was enabled, over £5 million has been donated to charities.

FIS’ Platform Securities company in the UK provides free custodial services to ShareGift, a charitable organization that specializes in releasing value locked up in small shareholdings, which is then donated to other charities. The staff of Platform Securities have been invited to nominate charities for consideration to receive donations from ShareGift, which has led to over £250,000 being donated to more than 40 charities since 2013.

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

FIS CHARITABLE GIVING & VOLUNTEERING STATS*

CATEGORY SUMMARY	2019	2020	2021
Number of individual charities supported	250	194	230
Employee volunteers	1,920	2,125	2,666
Number of hours volunteered	13,847	18,179	19,908
FIS Foundation + FIS Businesses	\$3.44M	\$3.69M	\$3.68M
FIS Cares employee contributions	\$221K	\$416K	\$394K
Total Aggregated Giving	\$3,658,000	\$4,107,000	\$4,074,000

*The methodology for calculating FIS Charitable and Volunteering Stats can be found in Footnote 10 on Page 81 of this report.

SDGS IN SECTION:

13 CLIMATE ACTION

SUSTAINABLE PLANET

CH6 REDUCING ENVIRONMENTAL IMPACT

CH6

Reducing Environmental Impact

FIS is committed to mitigating the effects of climate change and protecting the environment by reducing the environmental impact of our operations. We accomplish this through a comprehensive environmental strategy, which includes setting rigorous goals, tracking and reporting environmental data, and taking action to reduce our energy and water use, greenhouse gas (GHG) emissions and waste sent to landfills. Our strategy also includes regular measurement and reporting of environmental data to provide transparency both internally to our Board of Directors and leadership and externally to the public in our annual Global Sustainability Report. To achieve this, FIS annually engages leading sustainability and climate analysis partners - the Governance & Accountability Institute and Agendi - to analyze and calculate our greenhouse gas emissions as well as energy and water use.

In 2021, FIS continued to advance sustainability, significantly lowering its annual energy and water usage and thereby its Scope 1 & 2 greenhouse gas emissions. The majority of these reductions were a direct result of facility closures and data center consolidation efforts. In 2022 and beyond, FIS remains committed to further reductions, especially those driven through organic energy reduction and efficiency efforts. Finally, FIS intends to begin conducting formal climate risk assessments using the Task Force for Climate-Related Disclosures (TCFD) within the year.



“FIS’ Global Environmental Management System (EMS) is one mechanism for closing our environmental gaps and facilitating continuous improvement across facilities as well as maintaining compliance with the ESG Policy. An ISO Certified EMS will allow FIS to continue to enhance environmental performance, reduce our carbon footprint and engage our employees in support of environmental stewardship.”

Keyshon Bachus

Senior Director of Sustainability

**EMPLOYEE SPOTLIGHT:
EARTH DAY TREE
PLANTING IN CINCINNATI**

On Earth Day 2022, a Cincinnati team planted 50 tree seedlings at the Turtlecreek Nature Preserve. FIS is proud to see employees take action to protect the environment in areas where we live, work and play.

This employee project provided the following benefits:

- Improved soil and air quality
- Mitigation of CO2 and reduction of the heat island effect
- Conservation of water and improved habitat for wildlife

Environmental Strategy And Oversight

[FIS' ESG Policy](#) and the Company's [Code of Business Conduct and Ethics](#) highlight our broad commitment to protecting and maintaining the quality of the environment. FIS employees are required to comply with environmental laws and regulations and promptly report to management any actual or potential environmental violations through our Whistleblower Program.

Our environmental strategy is overseen by our Chief Sustainability Officer, Andrew Ciafardini, and Senior Director of Sustainability, Keyshon Bachus. The strategy is built on key initiatives, including employee education, public advocacy, partnerships with our suppliers, and regular measurement and reporting of major areas of impact, including global energy usage, GHG emissions, water withdrawal and waste reduction.

FIS measures the Company's environmental footprint through a data collection, compilation and reporting process. FIS performs an annual survey of all FIS facilities around the world to measure our energy usage (including energy derived from renewable sources), GHG emissions (Scope 1, Scope 2 and Scope 3) and water withdrawal. This data is then reported regularly to senior management and to the Corporate Governance, Nominating and Sustainability Committee of the FIS Board of Directors. Our measurement and reporting of environmental impacts also demonstrate our support of global efforts to combat climate change, including the United Nations Sustainable Development Goals (SDGs).

FIS Climate Action Plan

FIS launched its comprehensive FIS Climate Action Plan in 2021 to ensure our company does its part to mitigate GHG emissions, including through increased use of energy from renewable sources. The plan includes three aspirational goals focused on having the largest impact in protecting our environment.

In 2021, we made progress towards these aspirational goals, including making our first carbon offset purchases towards carbon neutrality by offsetting our Scope 1 mobile GHG emissions. In 2021, we also began foundational work toward securing long-term renewable energy agreements to meet our 2025 aspirational goal targets. Finally, we continued to enhance reporting on our Scope 3 GHG emissions, establishing a strong foundation on which to set Science Based Targets.

The aspirational goals in our Climate Action Plan are beginning to help shape our business strategy and corporate decisions on how FIS maintains and grows our business globally. These decisions include how we select and evaluate our suppliers as well as certain business partners, who we have pledged to work with to accomplish these climate goals. More information about our supply chain management efforts can be found in [Chapter 9](#).

OUR ASPIRATIONAL CLIMATE CHANGE GOALS

- 1** Achieving 100% carbon neutrality for Scope 1 and 2* GHG emissions by 2025;
- 2** Sourcing 100% renewable energy by 2025;

- 3** Developing and securing validation of Science Based Targets for the reduction of GHG emissions, in line with the Paris Climate Agreement.

* Market-based

Environmental Management System

In alignment with FIS’ long-term environmental strategy and to further increase FIS’ environmental performance, meet compliance obligations and reduce our carbon footprint across facilities, FIS developed a global Environmental Management System Plan in 2021. The plan, written in accordance with the ISO 14001 Standards, is designed to enable implementation of an Environmental Management System (EMS) to help accelerate FIS’ continued programs related to

climate, waste, water reduction and sustainable procurement. Currently, FIS has two locations in India and three in the Philippines where the EMS has been implemented and certified to the ISO 14001 international standard. The ISO 14001 standard helps organizations maintain compliance with applicable environmental laws and regulations while achieving continuous improvement in environmental programs. In 2022, we are working towards the implementation of the EMS at three locations in the U.S.

EMPLOYEE SPOTLIGHT: UK ECO CAR PROGRAM

In 2020, the UK Benefits team launched the UK “FIS Eco Cars Scheme” pilot program with a small group of employees.

This pilot program aims to provide employees with access to environmentally friendly electric vehicles at an affordable rate via salary contributions, with a goal of gradually decreasing the usage of CO2-emitting vehicles within the Company.

In partnership with FIS provider, Zenith, the popular plan expanded in 2021, helping transition over 130 employees from combustion engine vehicles to electric.

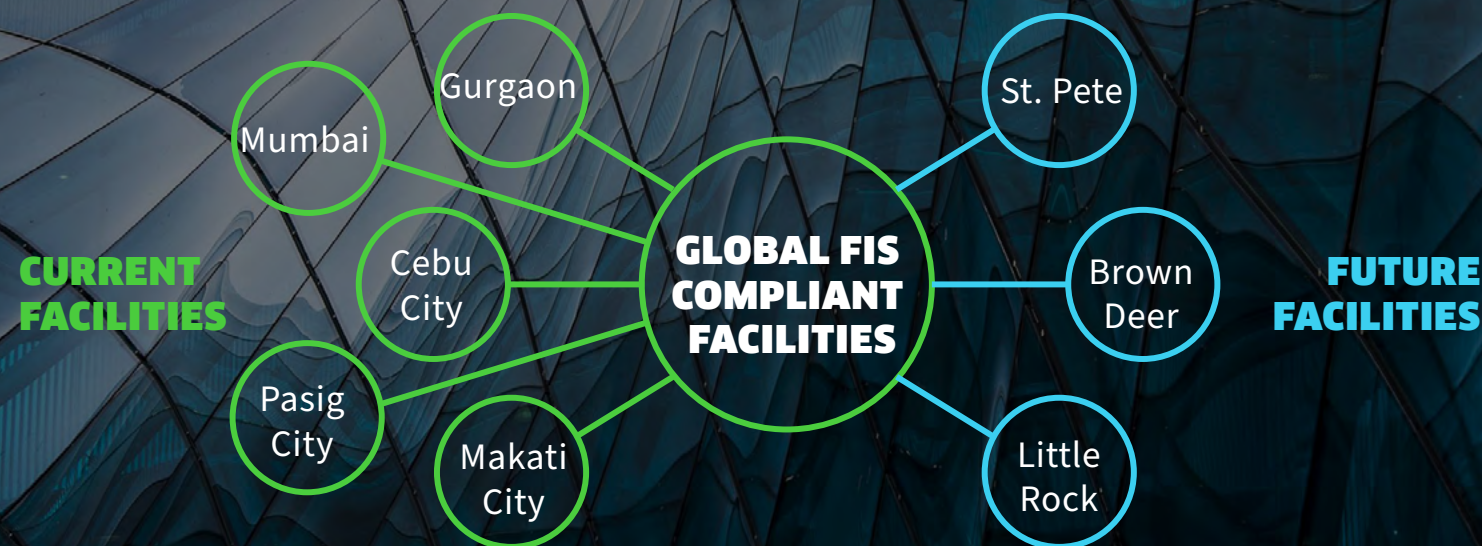
The program continues to have a positive environmental impact and provides employees with the opportunity to take advantage of tax-efficient savings. The program has enhanced our ability to retain and attract talent while furthering our mission to work with vendors who share our values and vision for sustainability.

In addition to this program, FIS has installed electric vehicle charging stations at some of our larger locations in the U.S. The Company also launched the Travel Green Program at our office in Gurgaon, India, which provides transport services to employees to promote carpooling and the use of public transportation.



GLOBAL ENVIRONMENTAL MANAGEMENT SYSTEM

compliant with ISO14001 and certified by the British Standards Institution



Data Center Initiatives

One of FIS’ largest areas of opportunity for reducing GHG emissions and water usage is in our data centers. For purposes of our annual ESG reporting, FIS includes all data centers under our operational control in our Scope 1 and 2 emissions calculations, while third-party colocation data centers are included as part of our Scope 3 emissions.

FIS began a data center consolidation program in 2016 that was completed in 2021 as part of our strategic initiative to shift toward providing cloud-based solutions. This consolidation included the closure of three data centers last year. At our remaining data centers, we’ve invested 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. We are also working to upgrade from traditional lighting systems to energy efficient LED lighting throughout our data center footprint.

Workspace Next Program

As a result of the shift to remote working driven by the pandemic, FIS developed the Workspace Next program focused on the future of our workforce. Workspace Next was designed to help create strategies for a workforce that wants to work in a hybrid manner, both in the office and remotely. This will result in opportunities to reduce FIS’ real estate footprint, which will help reduce our Scope 1 and Scope 2 emissions. As a result of technological investments FIS has made, our employees have reduced their amount of travel for internal meetings, which may result in lower Scope 3 emissions over the long-term.



7 LEED CERTIFIED BUILDINGS

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
- Cape Town
- Denver
- Hong Kong
- Orlando
- Singapore
- Toronto



Energy Efficient Facilities

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

FIS expects to complete construction of our new, 377,000 square foot global headquarters building in Jacksonville, Florida, in August 2022. In line with our environmental commitments, our new headquarters will become one of the most environmentally friendly buildings in Jacksonville.

The building is being built in line with LEED Platinum certification sustainability standards, which we are pursuing through the U.S. Green

Building Council’s Leadership in Energy and Environmental Design (LEED) program.

The new headquarters will reduce environmental impacts by using building automation and energy management systems, including greater use of energy-efficient LED lighting and high-efficiency mechanical units, along with use of high-efficiency plumbing systems to reduce water usage.

In addition to the new Jacksonville headquarters, FIS currently owns or leases facilities in a total of seven LEED-certified buildings around the world. These buildings include one LEED Platinum building and six LEED Gold buildings.



Renewable Energy Sourcing

As part of our aspirational goal to source 100% renewable energy by 2025, FIS is implementing a Renewable Energy Sourcing Initiative focused on sourcing renewable energy across our global footprint. Reducing our Scope 2 emissions is one of the vital things FIS can do to help reduce its environmental impact and positively address climate change.



CARBON OFFSET INITIATIVE

In tandem with this effort, FIS also made progress toward our Climate Action Plan with our first carbon offset purchase of renewable wind energy in 2021. The purchase compensates for FIS’ mobile emissions footprint through wind energy generation. This project, validated by the Verified Carbon Standard, will avoid an average of 160,000 metric tons of greenhouse gas emissions per year. In addition, this investment creates no air or water pollution and allows the land to remain in agricultural use.

Waste Management

FIS is committed to reducing the amount of waste from our facilities that is sent to landfills. As stated in our [Environmental, Social and Governance \(ESG\) Policy](#), we support recycling programs at our facilities where it is supported by local municipalities. Our waste management programs also include recycling computers and other technology equipment including VPN tokens and printer toner cartridges, in line with international guidelines and FIS’ security policies and practices. Paper is shredded and recycled at select FIS locations and recycling programs are in place at many FIS locations for other recyclable materials and waste.

We also promote the use of sustainable materials to our banking and financial services clients for use in the production of payment cards, paper collateral, envelopes and mailers. Through our White Paper Factory initiative, FIS supports the Sustainable Forestry Initiative (SFI) and Forest Stewardship Council (FSC), with the majority of the paper we use in our operations being SFI and FSC certified. We also promote the use of recycled plastic, including recovered ocean plastic, to produce payment cards and promote the use of Digital Wallets and eDelivery services to help reduce the number of plastic payment cards produced and paper statements printed.

ANNUAL WATER WITHDRAWN (thousand m³)

2019	2020	2021
414.3	251.7	200.4

Environmental Education

FIS is committed to educating our workforce on the importance of protecting the environment, including offering educational courses centered around sustainability on FIS’ WeLearn platform. In addition to these specific education courses, FIS works to provide broad education and awareness to its employees on key sustainability topics.

In 2021, FIS began working with EarthUp, an employee engagement platform to help educate, empower and enable our workforce to take sustainable action in their daily lives. The platform offers an initial survey for FIS employees, which helps them gauge their carbon footprint and take small actions toward reducing their personal greenhouse gas emissions. In addition, through the platform, our employees will be able to learn more about FIS’ corporate ESG strategy, align themselves to FIS’ long-term sustainability goals and have opportunities to contribute towards the fight against climate change. This voluntary pilot program with EarthUp was launched in North America with plans for a more expansive future rollout.

WELEARN SUSTAINABILITY COURSES

FIS provides opportunities for self-directed learning on environmental issues and sustainability through our WeLearn platform. Courses include:

- Navigating Environmental Sustainability: A Guide for Leaders
- Sustainability Strategies
- Sustainability for Design, Construction, and Manufacturing
- Closing the Green Skills Gap to Power a Greener Economy and Drive Sustainability
- Learning Design for Sustainability
- The Employee's Guide to Sustainability



“At Plastic Oceans International, we know that maintaining a sustainable planet starts with healthy oceans. That is why we are so proud to be partnered with a company that is purpose-driven and committed to living their values and taking action. We look forward to our continued collaboration as we align our environmental stewardship efforts, help provide education and expand opportunities for FIS employees to engage in the fight against pollution and climate change.

Julie Anderson
CEO of Plastic Oceans

Public Advocacy and Partnerships

FIS is a signatory to the “America is All In” declaration, the basis of a coalition working alongside the federal government to develop a national climate strategy in the U.S. The coalition’s members include 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. The coalition is also working to develop strategies and programs to guard against the impacts of climate disruption.

In addition to our work through this coalition and other industry

organizations, FIS’ Government Relations team engages directly with government officials to discuss public policies that support efforts to mitigate the impact of climate change.

In 2021, FIS also began partnering with leading environmental organizations to further its efforts to help mitigate climate change. These include the Nature Conservancy, the World Wildlife Fund and Plastic Oceans International. FIS selected these three organizations to provide employees with opportunities to volunteer for and contribute financially to environmental groups that match their passion. Each of the organizations addresses a distinct set of environmental challenges.

FIS PARTNERED WITH LEADING ENVIRONMENTAL ORGANIZATIONS



ENVIRONMENTAL METRICS



See Environmental Statements and Notes on page 83 for footnotes and additional explanations

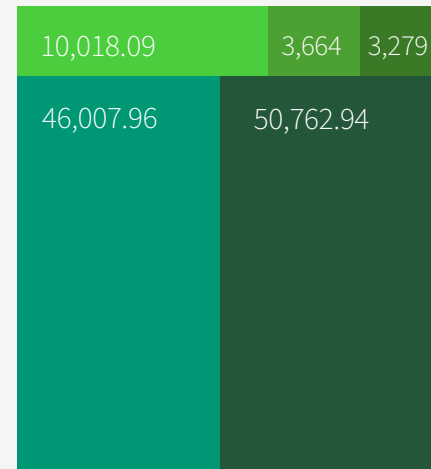
SCOPE 1 AND 2 EMISSIONS

TCO_{2e}

- Scope 1:**
 - Facilities
 - Data Center
 - Mobile
- Scope 2:**
 - Facilities
 - Data Center

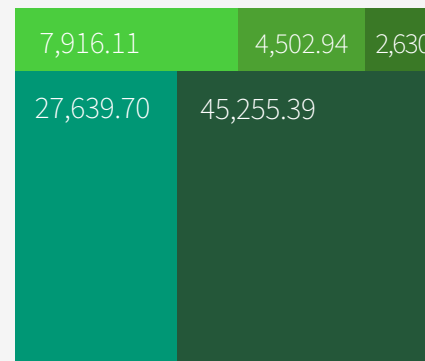
2019 TOTALS

Scope 1: 16,962.62
Scope 2: 96,770.90



2020 TOTALS

Scope 1: 15,049.32
Scope 2: 72,895.09



2021 TOTALS

Scope 1: 10,209.26
Scope 2: 58,938.02



HIGHLIGHTS

-21%

Total Reduction in Scope 1 and 2 Emissions in 2021 from 2020

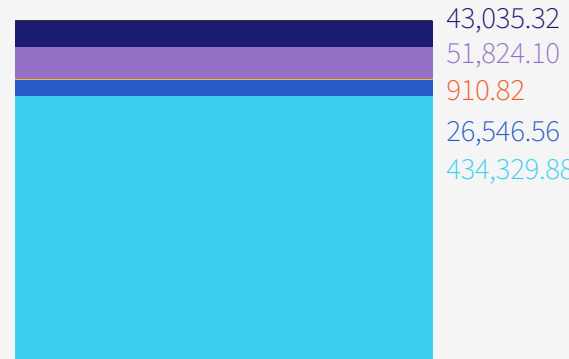
SCOPE 3 EMISSIONS

TCO_{2e}

- Scope 3:**
 - Downstream leased assets (2021 only)
 - Employee commuting (incl. Teleworking)
 - Business travel
 - Waste generated in operations
 - Fuel- and energy-related activities
 - Purchased goods and services and capital goods

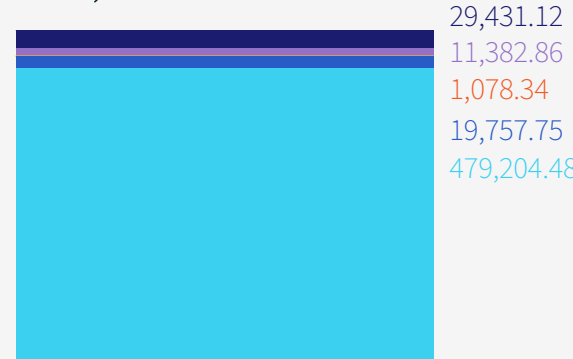
2019 TOTAL

556,646.68



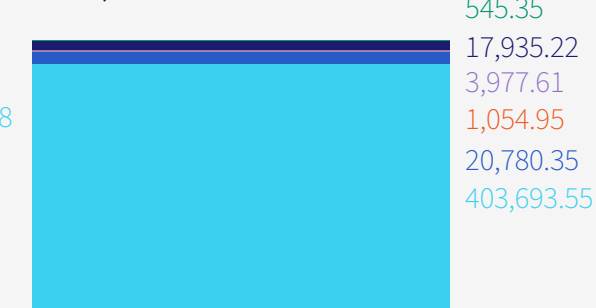
2020 TOTAL

540,854.55



2021 TOTAL

447,987.03



HIGHLIGHTS

-17%

Total Reduction in Scope 3 Emissions in 2021 from 2020

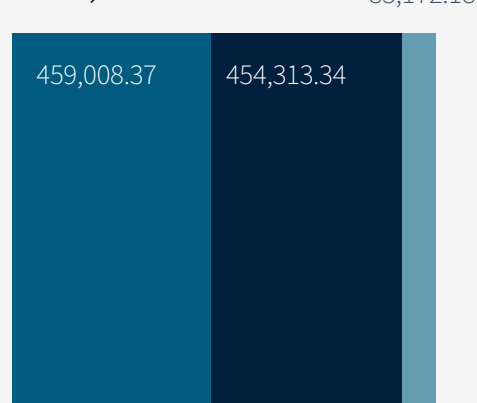
ENERGY USAGE

GJ

- Energy Categories:**
 - Facilities
 - Data Center
 - Mobile

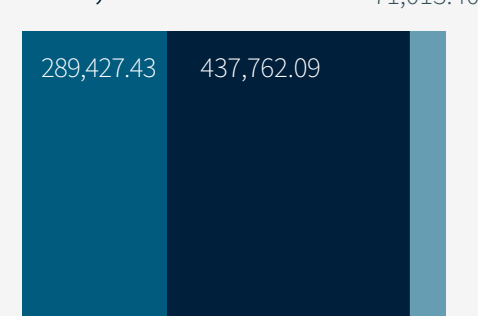
2019 TOTAL

998,493.90



2020 TOTAL

798,202.93



2021 TOTAL

619,380.97



HIGHLIGHTS

-22%

Total Reduction Energy Usage in 2021 from 2020

SDGS IN SECTION:

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

SUSTAINABLE GOVERNANCE

CH7 GOVERNANCE OVERSIGHT, STRUCTURE AND PRACTICES

CH8 RISK MANAGEMENT, OPERATIONAL RESILIENCY AND COMPLIANCE

CH9 MANAGING A SUSTAINABLE SUPPLY CHAIN

CH7

Governance Oversight, Structure and Practices

FIS is committed to operating in a sustainable way. This commitment starts with comprehensive governance structures, policies, management committees and practices designed to ensure transparency in reporting and accountability for our Board of Directors and Senior Management. Our governance policies and procedures ensure we are maintaining the highest levels of ethics and integrity as well as data security, safeguarding the privacy of our clients and ensuring that FIS maintains robust programs to manage operational risks and uphold compliance with all applicable laws,

regulations and rules governing ethical business conduct.

In 2021, FIS further demonstrated our commitment to incorporating sustainability throughout our company by formally naming a Chief Sustainability Officer, Andrew Ciafardini, and expanding the ESG organization under his leadership. The Chief Sustainability Officer is responsible for setting ESG goals and key performance indicators (KPIs) and providing quarterly reports on sustainability matters to the Corporate Governance, Nominating and Sustainability Committee of the Board.



“Good corporate governance is driven by understanding the interests and concerns of all stakeholders, including those affected by environmental, social and governance issues. At FIS, ESG issues are at the core of our philosophy for operating responsibly.”

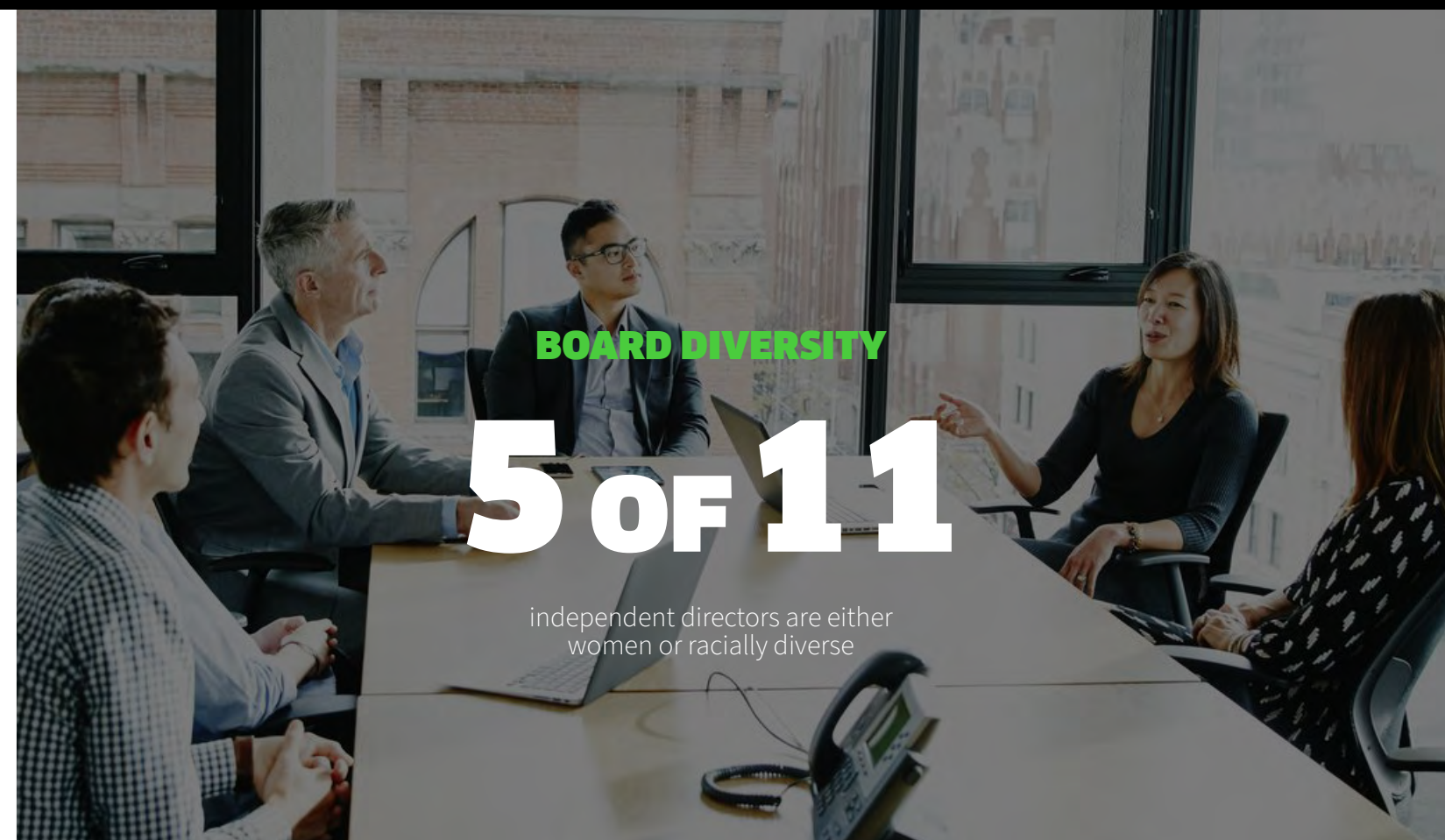
Caroline Tsai
Chief Legal and Corporate Affairs Officer

Board of Directors Oversight Role

FIS' Board of Directors is responsible for oversight of the business and affairs of our company. In carrying out this responsibility, the Board oversees the Company's long-term business strategy, which is designed to create long-term value for our shareholders. The Board also oversees CEO and management succession planning, the Company's ESG program, cybersecurity and crisis management, strategic planning, human capital management and inclusion and diversity and CEO performance.

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 to help prevent overboarding by our directors. More information about our Board and our Corporate Governance Guidelines is available in our 2022 [Proxy Statement](#).



The FIS Board is diverse, with five of our 11 independent directors being either women or racially diverse. In addition, in 2021 three of our five standing Board committees were chaired by women. Our Board members bring diversity of thought, skills and experience to their roles, based on their extensive backgrounds in the banking, financial services and technology industries and their deep understanding of global operations, finance, sales and legal functions.

Our Board adheres to a Code of Business Conduct and Ethics ("Code of Conduct"), which is applicable to all our directors, officers and employees. The purpose of the Code of Conduct is to: (i) promote honest and ethical conduct, including the ethical handling of conflicts of interest; (ii) promote full, fair, accurate, timely and understandable disclosure; (iii) promote compliance with applicable laws and governmental rules and regulations; (iv) ensure the protection of our legitimate business interests, including corporate opportunities, assets and confidential information; and (v) deter wrongdoing.

Board Committee Oversight Roles

Our Board includes [four standing committees](#): Audit, Compensation, Corporate Governance, Nominating and Sustainability, 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 standing committees is comprised entirely of independent directors, some of whom are technology and cybersecurity experts. These standing committees provide oversight roles in various areas, including ESG and risk management, in each case, as discussed below.

The Audit Committee is responsible for reviewing the quarterly and annual financial statements that are filed with the Securities and Exchange Commission. In 2022, the Audit Committee also began to provide oversight of the ESG climate metrics that are disclosed in the Company’s annual Global Sustainability Report. The Audit Committee also reviews critical accounting policies and practices, and the quality, adequacy and

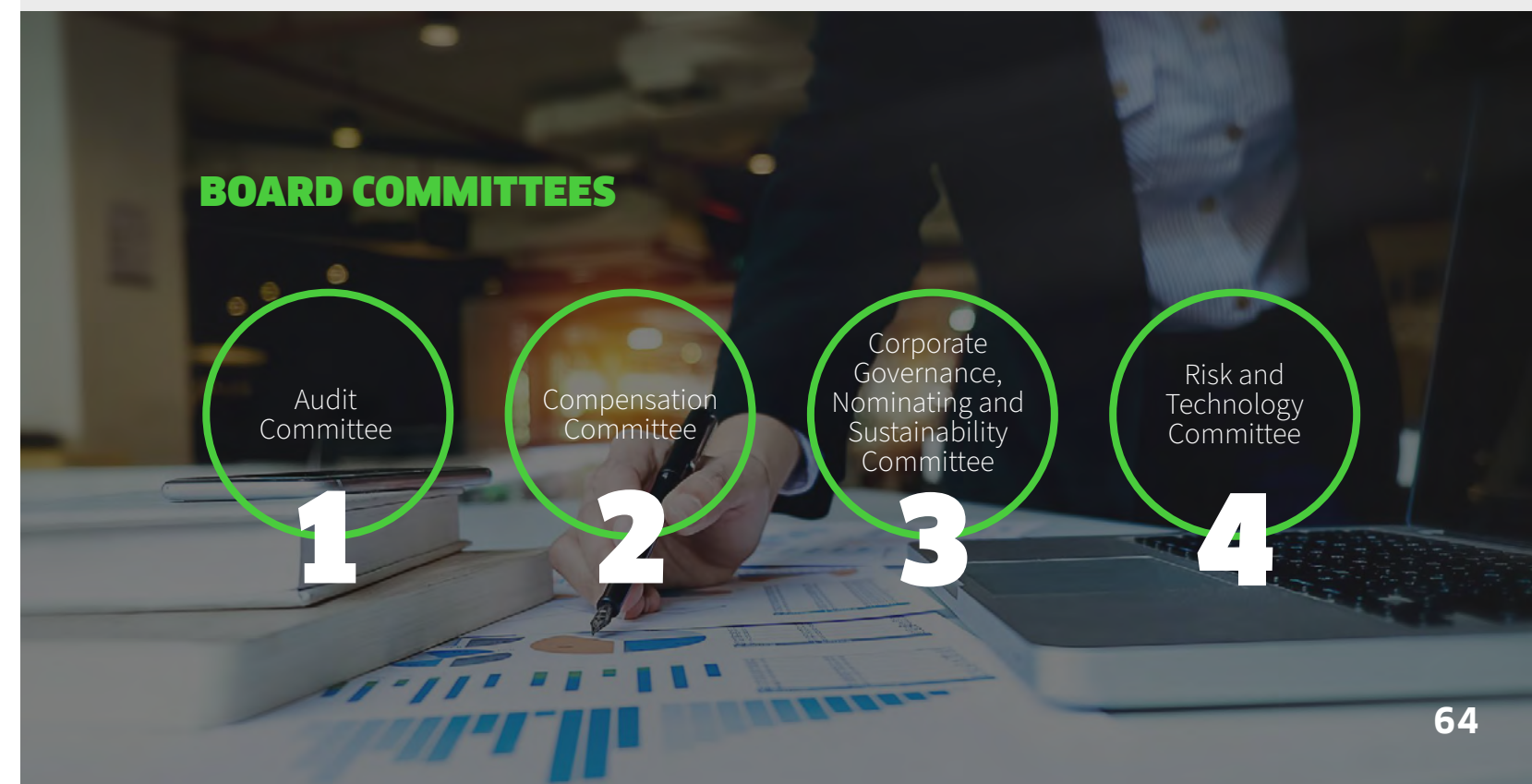
effectiveness of the Company’s internal controls over financial reporting. In addition, the Audit Committee oversees compliance with the Company’s Code of Business Conduct and Ethics, legal and regulatory compliance, ethics programs and the internal audit function. Importantly, our Code of Business Conduct and Ethics addresses conflicts of interest and gift giving, which is covered in [Chapter 8](#) of this report.

The Compensation Committee is responsible for reviewing and approving the compensation of the Company’s CEO and executive officers. In addition, the Compensation Committee reviews and approves equity awards and compensation and benefit plans applicable to the Company’s CEO and executive officers and the independent Board members, as discussed in the compensation and succession section later in this chapter. The Compensation Committee also reviews and approves the Company’s clawback policy. A member of the Compensation Committee has actively participated in recurring stakeholder engagement meetings with our largest stakeholders, as described in this chapter.

The Corporate Governance, Nominating and Sustainability Committee ("Governance Committee") is responsible for identifying and recommending qualified individuals to be nominated for election as Directors, along with planning for Director succession and refreshment. The Governance Committee also has oversight responsibility for the Company’s ESG policies and programs, such as reviewing and evaluating ESG practices, including use of ESG measurement and tracking metrics and reviewing the annual Global Sustainability Report. In addition,

the Governance Committee supports the Board in oversight of risks related to ESG issues. On a regular basis, management reports KPIs for ESG metrics to both the Governance Committee and the full Board for review.

The Risk and Technology Committee ("Risk Committee") oversees the Company’s enterprise risk management program, including cybersecurity and information security risk programs, as well as management’s actions to identify, assess, mitigate and remediate material cybersecurity risk issues.





Engaging with our Stakeholders

We recognize the importance of delivering on our sustainability goals to gain the trust of our stakeholders. In 2021, FIS continued its engagement with a broad range of ESG stakeholders to listen and gain a deeper understanding of the most important issues for them. Through this ongoing, proactive outreach, our Board of Directors and Senior Management gathers valuable insight and feedback on our ESG programs and practices. FIS' key stakeholders include shareholders, ESG rating firms, proxy advisory firms, investors, regulators, non-government organizations, employees, clients and partners, among others.

Specifically during the year, members of our Investor Relations team and our Corporate Affairs team, along with Senior Management and members of the

Board, did a proactive outreach to engage with our largest shareholders who in total own more than 50% of our shares. We also held meetings with other stakeholders to seek their input and perspectives while helping to 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.

In 2022, we also commissioned a third-party consultant to conduct a second formal stakeholder materiality assessment, which is used to guide FIS' ESG strategy. The aggregate results of this assessment can be found in the [Introduction](#) of this report.

Compensation and Succession Approach

The Compensation Committee oversees a compensation program based on a “pay for performance” philosophy using financial metrics that provide a balance of focusing our management team on both short-term and long-term goals while not encouraging the taking of undue risks or other behavior that could harm the creation of sustainable, long-term shareholder value.

Our compensation approach also includes formal stock ownership guidelines for all corporate Executive Officers to align the interests of Executives with those of other shareholders. There are similar stock ownership guidelines for independent members of the Board, with the goal of aligning their interests with those of shareholders. More details on our stock ownership guidelines for Executive Officers and Board members can be found in our [2022 Proxy Statement](#).

In regard to director succession and refreshment, our goal is to maintain 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.

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.

CH8

Risk Management, Operational Resiliency and Compliance

FIS is committed to robust risk management programs that identify and mitigate risks, maintain operational resiliency and ensure compliance with applicable regulations and laws wherever we operate. This commitment starts at the top, with the Board of Directors and senior management oversight, as discussed in the previous chapter.

At the executive management level, our Chief Risk Officer, Greg Montana, has led the Company's Risk, Information Security and Compliance (RISC) Group of functions, which conducts risk assessments and develops risk mitigation strategies.

The RISC Group of functions works with executive management and the Board to define risk appetite for various parts of our business. Our Chief Risk Officer also leads the Executive Risk and Technology Committee (ERTC), which oversaw several key risk-related committees and processes to protect the Company and consumers in 2021. These include FIS' ESG Governance & Disclosure Committee, Credit Risk Committee, Policy Review Committee, Sales Oversight Review Committee, Deal Review Committee, Capital Committee and Data Use Review Committee among others.



"In today's fast changing and unpredictable world, proper enterprise risk management is vital to protecting our clients, colleagues and communities. Our stakeholders expect that we operate our business in a manner that consistently mitigates risk while at the same time driving innovation and value. At FIS, that means risk management is everyone's business."

Greg Montana
Chief Risk Officer

Enterprise Risk Management (ERM) Program

The ERTC develops and oversees the Company’s ERM program, which is aligned with the ISO 31000 standard. The FIS Board and the Board’s Risk and Technology Committee regularly review the ERTC’s activities, such as vulnerability remediation, security incidents and performance against strategic projects and initiatives and approve components of the ERM program. The program is centered on a Three Lines of Defense model, which ensures accountability for risk management across FIS and

sets a programmatic approach to identifying, measuring, managing and reporting key risks facing our company. The program is reinforced by training through our RegU platform, discussed later in this chapter.

The ERM program features multiple layers of control and systems, which includes utilizing proprietary risk management systems, incorporating innovative tools and technologies such as artificial intelligence modeling and predictive analytics. The RISC Group of functions sets policies and standards for the Company and conducts annual

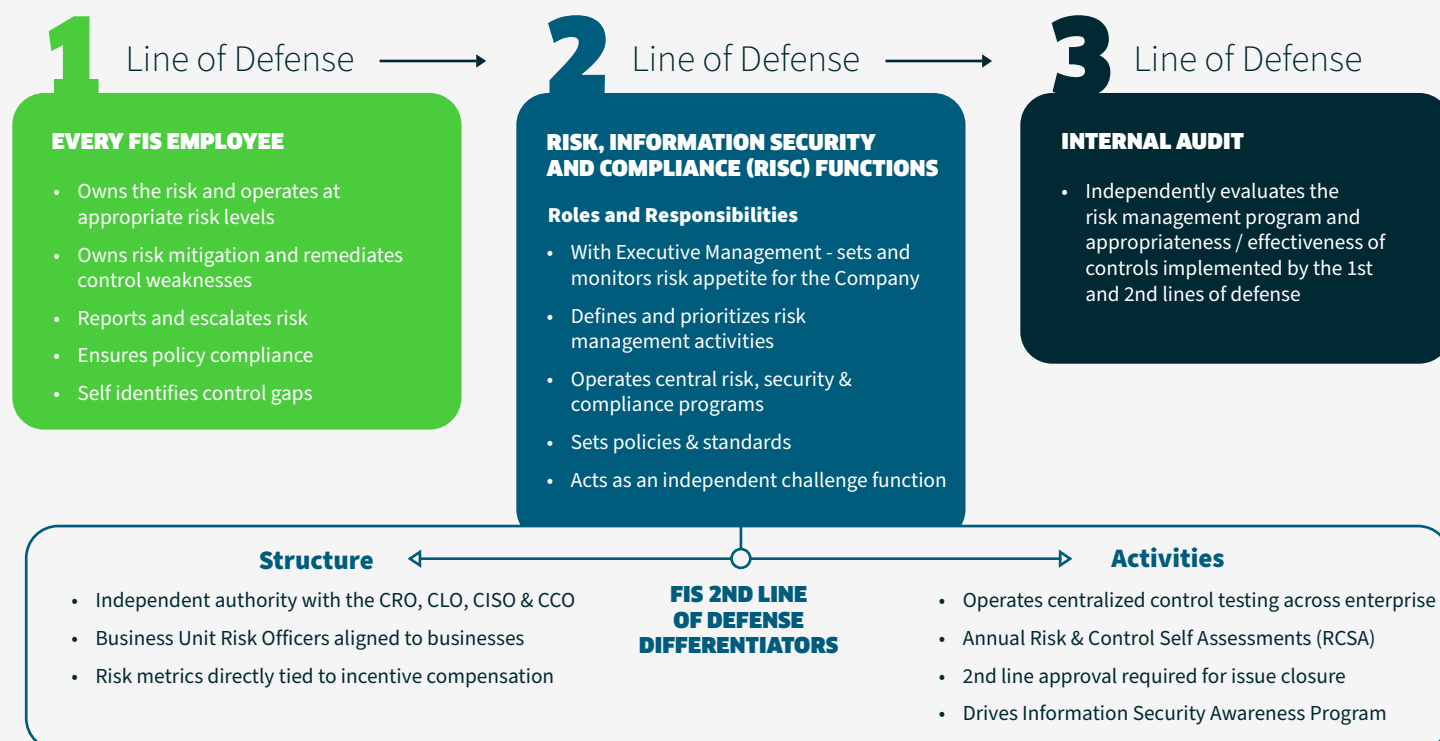
risk and control self-assessments for every business unit, which has risk officer oversight. Incentive compensation is linked to the achievement of certain risk and security metrics for a broad number of accountable senior executives. The FIS Internal Audit team regularly evaluates our risk management programs.

policy owners. The PRC is comprised of business executive members, or their delegates, that represent the various business segments, The People Office, Legal, Risk, Information Security, Corporate Compliance, Corporate Affairs and the Internal Audit team. The EPO provides oversight of policy owners, validates correct processes are followed and facilitates dissemination and awareness of policies and standards, including through employee training and compliance programs. In total, the EPO oversees more than 100 enterprise-wide policies such as the Code of Business Conduct and Ethics, Anti-Bribery and Anti-Corruption Policy and Privacy Policy, to name a few. Of the more than 100 enterprise-wide policies, 50 are owned and maintained by our Chief Risk Officer. This oversight includes mandatory annual policy updates, which feed into regular employee training and policy acknowledgements.

Enterprise Policy Management Process

As part of our overall ERM program, FIS has an Enterprise Policy Office (EPO) that establishes requirements governing the management, ownership and enforcement of FIS Corporate policies and standards. The EPO defines responsibilities for policy management to ensure accountabilities for employees are understood and are applied consistently across the Company. Enterprise-wide policies are required to be reviewed by the Policy Review Committee (PRC) and updated on an annual basis by the

RISK MANAGEMENT FRAMEWORK



Operational Resiliency

As a critical provider of applications that power the global banking and financial services industry, FIS recognizes the importance of ensuring the continuous availability of our services to power the businesses of our financial institutions, capital markets and merchant clients.

Global Business Resilience

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

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 oversight bodies, including state and federal regulators in the U.S. and regulators in the UK and Europe,



such as the Federal Banking Agencies (FBA), State Banking Regulators, the Financial Conduct Authority (FCA), the Payment Systems Regulator (PSR) and De Nederlandsche Bank (DNB).

The GBR program focuses on controlling risks 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 our own internal backup and business continuity programs, FIS was the first core banking service provider to achieve Data Protected Certification from [Sheltered Harbor](#), which has developed standards for backing up critical client account data that are independently audited for compliance. Sheltered Harbor is a not-for-profit subsidiary of the Financial Services Information Sharing and Analysis Center (FS-ISAC) based in the U.S. FIS was a founding member of the program, and our FIS Chief Risk Officer, Greg Montana, serves on the Sheltered Harbor board.

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)

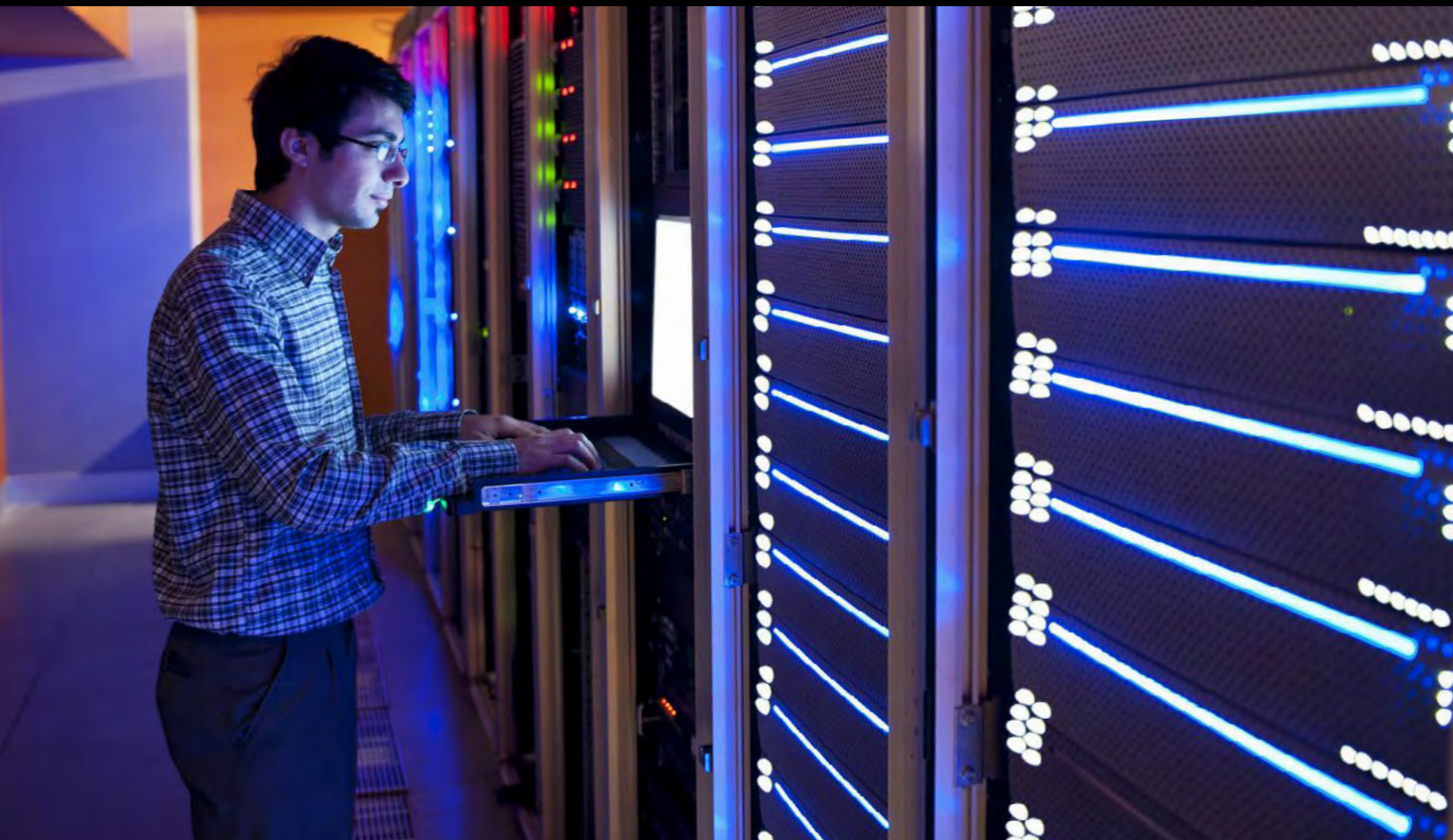
The FCA is the conduct regulator for 59,000 financial services firms and financial markets in the UK and the prudential supervisor for 49,000 firms, setting specific standards for 19,000 firms.

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.



Setting Standards for Resiliency

FIS is committed to increasing operational resiliency by reducing complexity and modernizing our facilities, including the consolidation of our data centers and significant investments in our secure FIS Cloud.

At a time when organizations require constant availability for their critical applications, our client SLAs demonstrate our confidence in the reliability of our world-class global delivery network. By the end of 2021, under our modernization strategy, we reached more than 80% of FIS applications worldwide 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, including remediation costs, potential loss of clients, reputational issues and potential liability claims.

Crisis Management Plans

As part of our GBR program, we have established a dedicated Crisis Management Team (CMT) to set up a robust command and control platform during crises and ensure the Company has wide visibility into emerging issues.

The CMT develops crisis plans and drill exercises, which are updated regularly to ensure the readiness of the enterprise. The crisis plans cover a range of potential issues such as operational interruptions, cybersecurity and privacy incidents, life safety matters, weather related events, corporate reputational situations, site-specific incidents and pandemics.

For example, as COVID-19 began to emerge in early 2020, the CMT was activated and began to implement its previously developed [Pandemic Crisis Management Plan](#).

Operational Risk And Compliance Programs

FIS recognizes that potential, suspected or actual misconduct by our employees, contractors, suppliers as well as other third parties we do business with could affect FIS and our stakeholders negatively and impact the operational performance of our systems. To manage this risk and operate with trust and integrity, FIS has developed strong compliance and operational risk programs.



Code of Business Conduct and Ethics Whistleblower Protections

The [FIS Code of Business Conduct and Ethics](#) ("Code"), along with our [Corporate Governance Guidelines](#) and overall corporate governance structure, reflect our fundamental commitment to maintaining a comprehensive Compliance and Ethics Program instilled with whistleblower protections as outlined in our Code regarding confidentiality and zero tolerance for retaliation. One of our three core values is **To Lead with Integrity**. This value is woven into our daily operations as ethics and compliance is at the core of everything we do.

The Company implemented the FIS Compliance and Ethics Program ("Program"), which includes the Ethics Helpline, to foster a culture of working to prevent, detect and resolve potential violations of law and FIS policy. The Program reflects – and reinforces – FIS' culture and core values supporting the highest standards of openness, fairness, honesty and ethical behavior. The Program positively impacts FIS' company culture, helping define how we do business. The Company takes very seriously our reputation

for honest, fair and ethical business dealings around the world. We seek customers and business partners whose ethical standards mirror our own and decline to do business with unethical entities and individuals.

Our Corporate Compliance department's mission is to promote ethical business practices and to support FIS and our employees in understanding and complying with the laws and regulations applicable to our business, products and services. We are all ambassadors of this mission.

To ensure that we can quickly identify suspected, potential or actual violations of company policies or law, including but not limited to the Code, we provide a confidential Ethics Helpline and a reporting [Website](#), with the option to remain anonymous. Employees, contractors or external parties can call toll-free Helpline telephone numbers (found within the Code and on the Ethics Helpline Website) and speak to someone 24 hours-a-day, 7 days-a-week about their concerns and submit reports of suspected, potential or actual misconduct by FIS employees, contractors or other third parties.



NAVEX^{GLOBAL}
EXCELLENCE
AWARDS

FIS received an award in 2021 from NAVEX, our Ethics Helpline vendor, for Excellence in Ethics & Compliance, demonstrating the positive impact of the Company's Ethics and Compliance program on workplace culture, workforce and overall organizational productivity.

At FIS, we built our program around the principle that employees are our first line of defense. Through training, awareness/surveys and interactive programs, we continue to maintain and build an employee culture that is RISC-intelligent (Risk, Information Security, Compliance). Through this educational approach, matters are identified and raised up through the Ethics Helpline for assistance and investigation.

- FIS promotes our culture of compliance through regular communications and campaigns to raise employee awareness of risks in these areas. These campaigns include visibility on our intranet with blogs, emails and posts on our internal corporate social media site.
- Annually, we execute an Ethics Helpline Campaign defining retaliation, why to report wrongdoing, examples of issues to report and how to report. This global campaign reinforces FIS is a zero-tolerance workplace when it comes to retaliation.
- We also survey our employees twice a year encouraging the sharing of thoughts and ideas on company ethics and FABAC awareness.

The Ethics Helpline and Website, both operated by an independent third-party, are available globally in local languages and are promoted to our employees on the Company's Intranet and through training and awareness campaigns. Once a matter is submitted, FIS thoroughly investigates and takes action to address it. With a two-way posting capability through the vendor's platform, even if the individual did not reveal their identity, the Company can still communicate through the system. FIS maintains zero tolerance for retaliation to protect any whistleblowers who report wrongdoing or suspected wrongdoing and/or cooperate in an investigation, as detailed in the Code. In addition, the Code is externally facing on www.FISglobal.com within FIS Investors' Corporate Governance Section for third party awareness regarding Ethics Helpline access.

We all strive each and every day to uphold and reinforce our company's ethical environment and practices to **Lead with Integrity** – supporting the highest standards of openness, fairness, honesty and ethical behavior, which is exemplified through our Ethics Helpline investigations. Corporate Compliance is incredibly

proud of our strong intercompany partnerships with the skilled and talented subject matter experts from various FIS teams to **Win as One Team** with our beneficial collaborations. Our hardworking partners include but are not limited to: The People Office, Legal, Insider Threat Incident Response Team, Internal Audit, Privacy & Data Protection Office, Sales Conduct Risk Team, Regulatory Compliance, FSIRT-Cyber and Financial Crimes Investigations Unit. These functions work together not only to resolve investigations but also to execute meaningful enhancements within the Company in the face of today's challenges to ultimately embody **Be the Change**.

In addition to the Ethics Helpline and Website, FIS provides other channels for employees to self-report potential compliance, ethics and other risk issues, including through the SIF (Self-Identified Finding) process. The SIF process allows FIS employees to submit risk, information security or compliance questions and concerns, or to report potential risk issues. Through the SIF process, employees can also submit ideas on ways to improve FIS risk, information security and compliance practices as well as FIS

products, applications, services and processes. Employees are also encouraged to raise concerns through an open-door policy mindset to their management as well as directly to the Chief Compliance and Customer

Advocacy Officer (CCO) through corporatecompliance@FISglobal.com, which is also within the Code and is externally facing.

The FIS Board of Directors' Audit Committee also provides oversight of the Company's Compliance and Ethics Program, including the Code, as well as legal and regulatory requirements, which include regular performance monitoring of our Corporate Compliance team.

The team, which is led by our CCO and includes a dedicated Ethics Officer, shares quarterly reports on compliance and Ethics Helpline metrics with the FIS Board of Directors' Audit Committee. The data from the Helpline system is useful to track and understand in real time any global risks, trends or challenges faced around the world to facilitate a resolution and to anticipate further potential issues. In addition, the team shares companywide feedback it receives from two annual anonymous Ethics Awareness and FIS Anti-bribery Anti-Corruption (FABAC) Surveys. Our CCO and Enterprise Risk and Technology Committee (ERTC) meet at least quarterly to regularly review compliance risks, program priorities and progress against goals.



Oversight of Sales Practices

To **Lead with Integrity**, FIS has the responsibility of ensuring it conducts business using only best-in-class and fair operating practices. To promote fair and ethical sales practices, we administer a Conduct Risk and Sales Practice Oversight Program, which is built on an Enterprise Conduct Risk Policy, mandatory annual RegU training, and a Sales Oversight Review Committee, which consists of representatives within Legal, Enterprise Risk, Corporate Compliance, Marketing and the Internal Audit team and is overseen by the ERTC. The program

includes processes to mitigate potential risks in all aspects of the client lifecycle, including pricing, product distribution methods, communications and sales methods.

Our Enterprise Conduct Risk Policy requires that we treat clients, suppliers and contractors fairly and honestly and do not engage in an unfair advantage through manipulation, concealment, abuse of privileged information, misrepresentation of material facts or any other unfair dealing. Under the FABAC Policy, discussed in this chapter, employees are prohibited from directly or indirectly requesting, accepting, offering or

giving money, gifts (other than nominal value, usual hospitality or entertainment), loans (except from lending institutions) or any other preferential treatment.

Anti-bribery and Anti-corruption

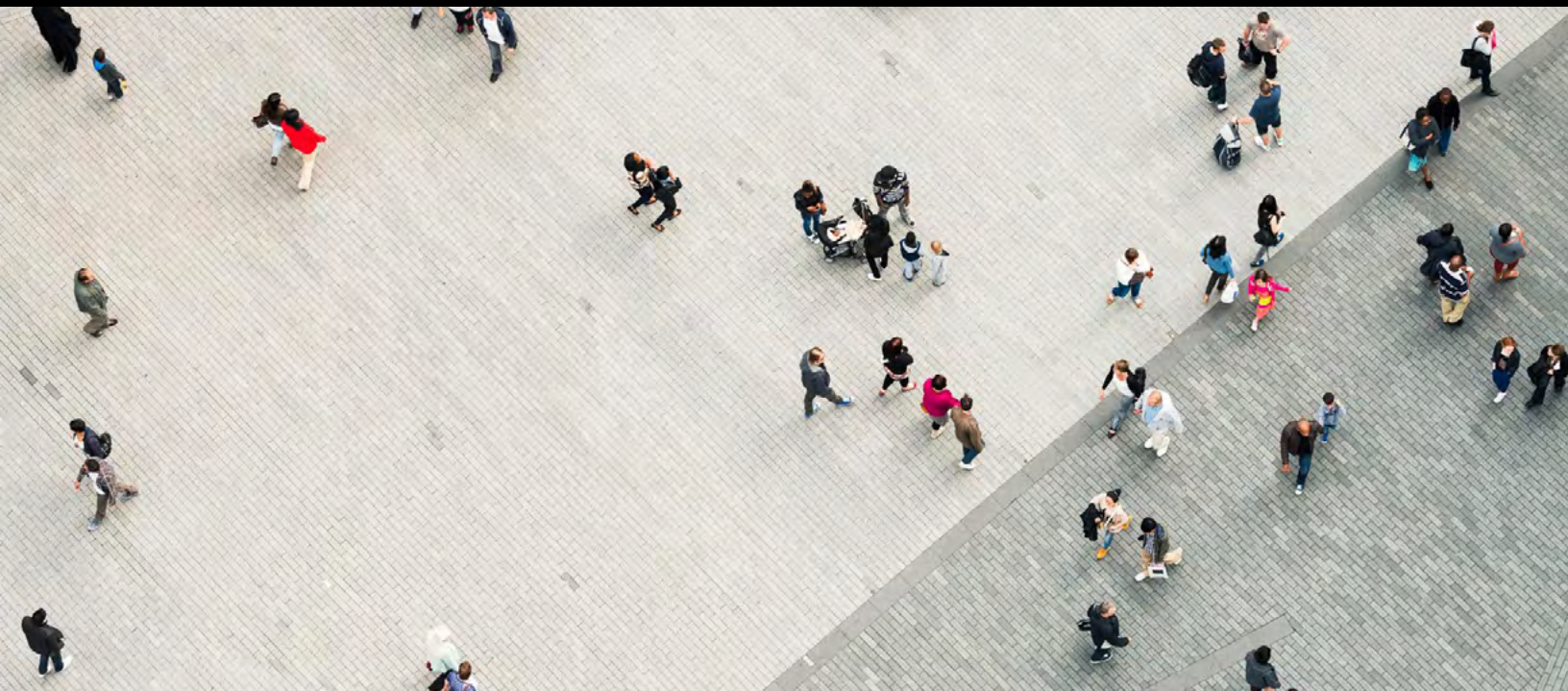
We take our reputation for honest, fair and ethical business dealings around the world seriously. We seek clients and business partners whose ethical standards mirror our own and enable us to **Win As One Team**, one of our Core Values.

The FIS Code of Business Conduct and Ethics and [FIS FABAC Policy](#) pledges that the Company has zero tolerance for violations of applicable anti-bribery and anti-corruption laws. These laws include, but are not limited to, the Foreign Corrupt Practices Act (FCPA) in the U.S. and the UK Bribery Act. Our FABAC policy applies to all FIS operations and employees globally and to FIS' suppliers and contractors, which helps mitigate the risk of 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 and partner relationships are reviewed to ensure FIS is doing business with companies that reflect our high ethical standard. Where applicable, the VRM process will automatically notify the FIS FABAC Compliance Committee to further review selected third parties with whom FIS does business outside of the U.S., Canada, UK and Ireland. This ancillary assessment determines whether there are any bribery or corruption concerns that would prevent us from doing business with the supplier or partner or any concerns in having them represent our products or services. These assessments include thorough due diligence reviews of the third parties, contractual obligations regarding anti-bribery/anti-corruption, audit rights, training obligations and risk evaluation.

More information about our VRM program can be found in [Chapter 9](#).





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

Human Rights

FIS is committed to protecting fundamental human rights across our global operations, including our supply chain. This commitment is expressed in the Code and the [Modern Slavery Act Transparency Statement](#), which state that FIS 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.

To ensure our business operates in compliance with applicable laws and human rights commitments, FIS has implemented programs and controls, including reviews

of potential risks of slavery and human trafficking in the country risk assessments we perform when entering new markets. Our country risk program is governed by FIS' Country Risk Policy.

Our Vendor Risk Management (VRM) program also 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.



RISC Training Programs

FIS maintains robust mandatory training programs to promote our commitment to employees being the first line of defense regarding ethical behavior and ensuring their compliance with FIS policies and procedures. We utilize Regulatory University (RegU), an online training platform, to deliver annual mandatory RISC training and testing for all employees and contractors with access to FIS' active directory. RegU training is also assigned as part of the new hire onboarding process. Training is provided in six languages and includes testing modules at the end with the ability to capture policy acknowledgements. Employees are required to achieve a passing score to complete the training. Mandatory training completion data is recorded for compliance and audit purposes, including reviews by management and by the Board of Directors' Risk and Technology Committee and Audit Committee.

Each course in RegU is reviewed and updated on an annual basis by subject matter experts and the RISC Education and Awareness team to ensure the curriculum remains accurate, addresses current and evolving risks and is tailored to FIS' unique business model and employee base.

In 2021, RISC training included mandatory courses for all employees and applicable contractors with system access. These included training on information privacy and corporate security, business resilience, ethics and compliance, anti-bribery and corruption, anti-money laundering/sanctions and how to promote a respectful workplace at FIS, in addition to mandatory role-specific training for certain policies and requirements. Depending on the unique requirements of their job role, on average, each FIS employee is required to take approximately 12 targeted courses per year. We also offer a wide-range of other skills-based learning opportunities through FIS' WeLearn platform, which is discussed in [Chapter 3](#).

As part of the mandatory annual RISC training, employees are directed to use our Conflicts of Interest Registry to disclose actual, perceived or potential conflicts of interest, as defined in the Code within its Conflicts of Interest Standard. Considerations when identifying conflicts of interest include, but are not limited to, outside employment, direct or indirect interest in a company, and membership to a board, panel or advisory committee. FIS also maintains a Gifts/Entertainment Registry to disclose

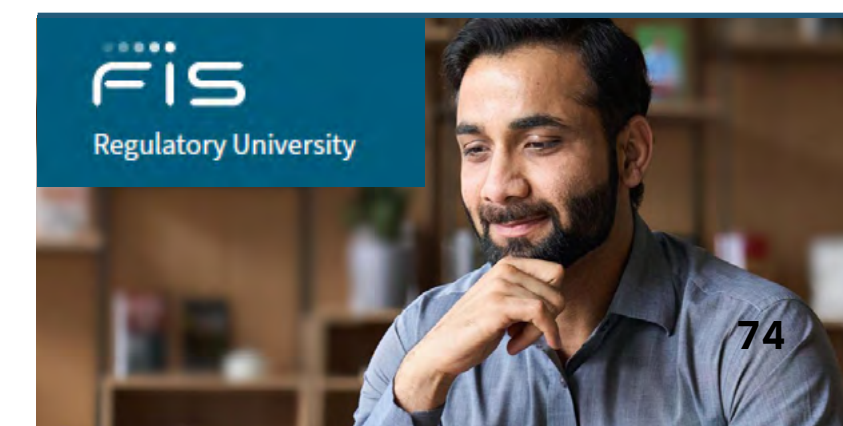
applicable gifts and entertainment as defined in the FABAC Policy's Gift and Entertainment Standard. Gift giving and receiving with vendors, suppliers and clients may be sensitive, involving issues of law, ethics and different cultures. In some cases, inappropriate or excessive gifts may be viewed as commercial bribery or be in violation of other laws, which puts the Company at risk.

In addition to formal training courses, we promote our culture of compliance through regular communications and campaigns, such as "Focus on Integrity and Speak Up" and "Gifts, Entertainment and Conflicts of Interest," to raise employee awareness, including campaigns on our FIS & me intranet, blogs, emails and Yammer posts. As mentioned previously, we also survey our employees twice a year to gather anonymous feedback and input regarding FIS' ethical environment and FABAC awareness thereby allowing us the ability to incorporate this feedback into training and awareness content as needed.

Our awareness campaigns also include an innovative RISC Champion program, which takes an immersive, gamified approach in which employees compete against their peers to complete various subject matter educational activities to

earn points for various rewards. One such activity is having the participants compete in a security-themed CyberEscape online game. Additionally, champions are tasked with assisting with awareness campaigns or participating in RISC-related webinars or Lunch & Learns. The program incentivizes RISC behaviors that align to our culture and provides a social environment in which participants can share ideas and further their security, risk and compliance skills. Participants progress through several levels of activity, showcasing their program achievements and status-level to other participants as well as those not participating in the program.

FIS also provides programs and resources to help educate our clients and partners on risk management, including a risk webinar series covering topics such as cybersecurity and data security, global sustainability and emerging regulatory changes.



ASSOCIATION MEMBERSHIPS AND EXTERNAL INITIATIVES

American Bankers Association (ABA)	American Transaction Processors Coalition (ATPC)	Association for Financial Technology (AFT)	Blockchain Australia
Blockchain Association Singapore (BAS)	Business Roundtable (BRT)	Consumer Data Industry Association (CDIA)	Electronic Transactions Association (ETA)
Euro Banking Association (EBA)	European Payment Institutions Federation (EPIF)	Fintech Association of Hong Kong (FTAHK)	Independent Community Bankers Association (ICBA)
Innovate Finance	Internet Security Alliance (ISA)	Merchant Advisory Group (MAG)	National Minority Supplier Development Council (NMSDC)
National Retail Federation (NRF)	Payments 20 (P20)	Securities Industry and Financial Markets Association (SIFMA)	Society of Corporate Governance
UK Finance	US Chamber of Commerce (USCC)	Women in Electronic Transactions (Wnet)	Women's Business Enterprise National Council (WBENC)

Industry Organizations

FIS leverages our position as a world fintech leader to advance sustainability issues, including data security and financial inclusion, through active participation in industry organizations around the world. We are committed to regular reporting of our membership in and sponsorship of these organizations, including groups such as the American Bankers Association (ABA), American Transaction Processors Coalition (ATPC), Blockchain Australia, Blockchain Association Singapore (BAS), Business Roundtable, European Payment Institutions Federation (EPIF), Electronic Funds Transfer Association (EFTA), Electronic Transactions Association (ETA), Fintech Association of Hong Kong (FTAHK), Independent Community Bankers of America (ICBA), 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.

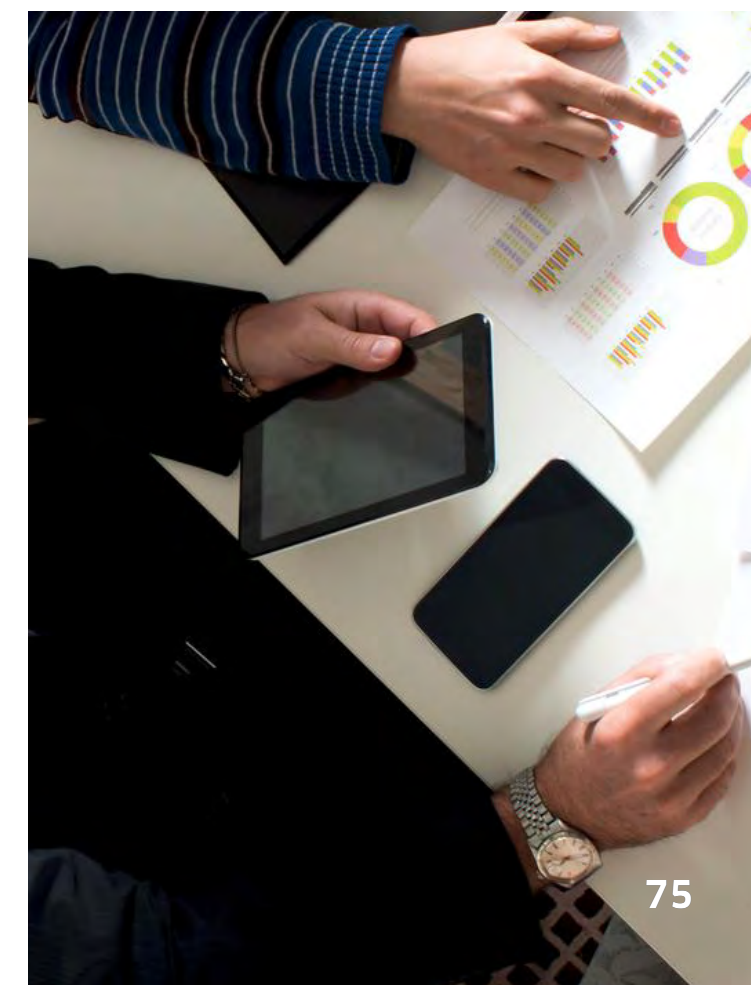
Public Policy and Political Contributions

FIS recognizes that government regulations can have significant impacts on our business, employees, communities, clients and their customers. We engage with government officials, regulatory agencies and non-governmental organizations to provide expertise and thought leadership on critical issues that could affect our industry and our business, including strengthening the financial system, reducing systemic risk, and supporting dynamic, healthy markets, competition and innovation.

In our engagements with policymakers, we are committed to maintaining high ethical standards and transparency. 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 Engagement policy](#), [FABAC](#), [the Code](#) and our Employee Handbooks.

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



CH9

Managing a Sustainable Supply Chain

FIS is committed to working with suppliers who support our sustainability goals and initiatives. Beginning with our vendor identification and selection process and continuing with robust compliance and risk assessment programs, we seek to source supply chain partners who comply with our standards on human rights and on managing risks, including cybersecurity, anti-money laundering and operational resiliency.

We are committed to enhancing the diversity of our base of U.S. suppliers and working with those suppliers located in the communities where we operate to help ensure we are better able to understand and meet the needs of our increasingly diverse clients and communities. By working closely with our partners and suppliers, we may advance our sustainability priorities and mitigate risks related to human rights, climate change, anti-money laundering, cybersecurity and operational resiliency.



“FIS is committed to partnering with our suppliers to drive improvements in sustainability and reduce our collective impact on the climate and the communities in which we live and work. Understanding our supply chain and identifying opportunities to work with suppliers to demonstrate this commitment is an important part of our Supply Chain Management strategy, goals and sourcing process.”

Susan Feiner
VP, Supply Chain Management

Supplier Diversity

Beginning in 2020, FIS has implemented several initiatives to increase the inclusivity and diversity of our supply chain. We set a goal in 2020 of doubling U.S. spend with diverse suppliers, and through our actions in 2021 we achieved this for our Tier 1 supply base.

FIS is committed to continuous improvement of our supplier diversity strategy by continually assessing and identifying current and potential suppliers that are diverse and inclusive as well as those who minimize adverse impacts on the environment. FIS' standard agreements with 3rd parties include compliance with laws, including export, import, privacy, use, personal information, security and employment, health, safety and payment to personnel. These agreements also require that 3rd parties abide to non-discrimination and affirmative action regulations. As part of this commitment, we are further developing a multi-national supplier diversity program to include Canada and the UK and have engaged a leading diversity consultant to advance our program strategy with Tier 2 supplier diversity reporting and an enhanced supplier portal.

In 2021, FIS began working with a diverse supplier, PCI, to expand their business into other FIS locations, such as San Antonio, TX. Through working with FIS, PCI successfully expanded and became a certified minority supplier to FIS. PCI is now FIS' largest diversity spend supplier in our portfolio.



INCREASE IN DIVERSITY SPEND

2X

FIS doubled Tier 1 vendor diversity spend in the U.S. from 2020 to 2021



IN 2021, WE ESTABLISHED CORPORATE MEMBERSHIPS WITH LEADING SUPPLIER DIVERSITY GROUPS INCLUDING:



Women's Business Enterprise National Council (WBENC), the largest certifier of women-owned businesses in the U.S. and a leading advocate for women-owned businesses in corporate and government supply chains;



National Minority Supplier Development Council (NMSDC), which advances business opportunities for certified minority-owned business enterprises and connects them to corporate members;



Women's Business Enterprise Councils in New York and Washington, DC regions (WBEC-Metro NY and WBEC-Greater DMV), which advocate for certified women-owned businesses in their regions and offer educational programs, networking opportunities and recognition. Susan Feiner, FIS' VP of Supply Chain Management, is on the board of advisors for WBEC-Metro-NY.

Supplier Code of Conduct and Compliance

FIS' supplier selection process is focused on identifying the most qualified supplier required for a specific part of our business. In addition to using criteria such as quality and cost efficiency, we select suppliers who share our core values of integrity, risk management, cooperation and collaboration. FIS supports working with suppliers in the communities where we operate.

Approved third-party suppliers worldwide are generally required to comply with FIS' Supplier Code of Conduct, included in our online [Supplier Information Portal](#), or provide equivalent assurances for compliance. We expect our suppliers to operate responsibly and support FIS in complying with FIS standards and policies in areas, including inclusion and diversity, integrity and ethics, data security and privacy and human rights. Our Supplier Code of Conduct includes information on ways to report concerns about non-compliance or potential violations to FIS.

Suppliers are required to provide education and training to their employees to ensure that they understand our policies. For suppliers with access to our systems, mandatory annual training is required on topics such as information security and anti-bribery and anti-corruption. FIS tracks training completion rates among our suppliers with access to FIS systems.

As part of FIS' Climate Action Plan announced in 2021, we pledged to work with our suppliers and partners to reduce our carbon footprint. In 2021 and 2022, we began analyzing our supply-chain's greenhouse gas emissions (GHG) to develop a plan and targets for long-term reduction of our indirect emissions resulting from activities in our supply-chain (Scope 3 emissions).

Vendor Risk Management Program

FIS recognizes the importance of risk assessment and risk mitigation in our supply chain, and we operate a robust Vendor Risk Management (VRM) program overseen by our Risk, Information Security and Compliance (RISC) Group of functions. The VRM program includes procedures for due diligence review, including sanctions screenings, contract establishment, Payment Card Industry compliance, and ongoing monitoring of third-party relationships based on risk ratings.

In assessments of risks related 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. We use a variety of sources to gather information.

As FIS continues to grow our commitments in this space, we have invested further in our program by the creation of our Critical Relationship Management function. This function extends the assessment of our highest risk relationships to confirm industry best practices inclusive of NIST, SIG, CIS and PCI, as well as FIS internal policies. These in-depth evaluations examine our vendors across 22 security domains to determine a vendor's control domain score and their overall NIST Cyber Security Framework score. With ambitions to eventually blanket our immediate Tier 1 suppliers over the next few years, the Critical Relationship Management team completed 146 of these special assessments in 2021.

We will continue to drive future function improvement through the facilitation of our Vendor Security Risk Committee. To further align vendor security controls with FIS standards, we will also continue to hold discussions around vendor risk and how to strengthen vendor agreements.

APPENDIX

SOCIAL DATA TABLES

INDEPENDENT ACCOUNTANT'S REVIEW REPORT

ENVIRONMENTAL STATEMENTS AND NOTES

GRI CONTENT INDEX

SASB CONTENT INDEX

SOCIAL DATA TABLES

Category	2019	2020	2021
Diversity ¹			
Diversity in the U.S. Workforce			
Asian	10%	11%	11%
Black	13%	14%	14%
Latinx	8%	8%	8%
Other ²	3%	2%	2%
White	66%	65%	65%
Gender in Global Workforce			
Women	40%	40%	42%
Men	60%	60%	58%
Gender in U.S. Workforce			
Women	45%	45%	45%
Men	55%	55%	55%
Gender in Global Leadership ³			
Women	25%	27%	29%
Men	75%	73%	71%
Gender in U.S. Leadership ³			
Women	30%	33%	35%
Men	70%	67%	65%
Gender in Global Technical Staff ⁴			
Women	-	-	29%
Men	-	-	71%
Age in Global Workforce			
Under 30	-	-	30%
30-50	-	-	51%
Over 50	-	-	19%

Category	2019	2020	2021
Employee Engagement			
Annual Survey Engagement Scores (eSat) ⁵	75	82	77
Annual Survey Response Rate	84%	85%	77%
Training & Learning ⁶			
Total Annual Learning Hours ⁷	311,976	322,927	526,801
Average Total Learning Hours Per Eligible Learner	4.63	4.48	6.69
Average Learning Hours: Individual Contributors	-	4.35	6.78
Average Learning Hours: Managers	-	8.40	5.87
Number of Courses Completed across the Enterprise Annually	249,937	267,603	349,829
Percentage of Employees Receiving Regular Performance Review ⁸	100%	100%	100%

1 - Our annual U.S. EEO-1 report for 2021 is available to view on our Inclusion & Diversity page on <https://careers.fisglobal.com/us/en/inclusion-diversity>.
 2 - Others includes American Indian/Alaska Native, Native Hawaiian/Other Pacific Islander and two or more races. Undeclared and blanks are classified as 'other' in 2019. In 2020 and 2021, ethnicity data does not include undeclared and blanks.
 3 - Leadership defined as director and above.
 4 - Technical staff includes employees categorized in the 15-0000 group (Computer and Mathematical Occupations) or 17-0000 group (Architecture and Engineering Occupations) of the U.S. Bureau of Labor Statistics' 2018 Standard Occupational Classification System.
 5 - Out of 100, see [Chapter 3](#) for details on the eSat score.
 6 - For 2019, data only applies to heritage FIS employees. For 2020 and 2021, data applies to all global learners, including Worldpay employees.
 7 - Only hours of non-mandatory learning training, does not include compliance training, product-led training or call-center training.
 8 - Percentage of eligible employees participating in Perf 365.

SOCIAL DATA TABLES

Category	2019	2020	2021
Other			
Number of Employees	55,000+	62,000+	65,000+
Percentage of Employees Located Offshore	61%	62%	65%
ESPP Participation ⁹	29% of U.S. employees 18% employees outside the U.S.	31% of U.S. employees 18% employees outside the U.S.	31% of U.S. employees 17% employees outside the U.S.
Giving and Volunteering ¹⁰			
Number of individual charities supported	250	194	230
Employee volunteers	1,920	2,125	2,666
Number of hours volunteered	13,847	18,179	19,908
FIS Foundation + FIS Businesses	\$3.44M	\$3.69M	\$3.68M
FIS Cares employee contributions	\$221K	\$416K	\$394K
Total Aggregated Giving	\$3,658,000	\$4,107,000	\$4,074,000

9 - Participation percentages outside of the U.S. are based on the total of global ESPP eligible employees.

10 - In 2022, FIS updated its volunteerism and giving metrics to be consistent with its corporate systems of record. It also revised the methodology used to report FIS charitable giving, now excluding executive giving from the Total Aggregated Giving metric.



KPMG LLP
Suite 500
501 Riverside Avenue
Jacksonville, FL 32202

Independent Accountants' Review Report

To the Board of Directors and Management
Fidelity Information Services, LLC:

We have reviewed certain metrics in the accompanying Environmental Statements and Notes within Fidelity Information Services, LLC's Global Sustainability Report identified with an asterisk (*) (the Selected Metrics) as of and for the year ended December 31, 2021 (the Report). Fidelity Information Services, LLC's management is responsible for preparing the Selected Metrics in accordance with the corresponding reporting criteria set forth in Note 2 of the Environmental Statements and Notes (the Criteria). Our responsibility is to express a conclusion on the Selected Metrics based on our review.

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform the review to obtain limited assurance about whether any material modifications should be made to the Selected Metrics in order for them to be in accordance with the Criteria. The procedures performed in a review vary in nature and timing from and are substantially less in extent than, an examination, the objective of which is to obtain reasonable assurance about whether Selected Metrics is in accordance with the Criteria, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. Because of the limited nature of the engagement, the level of assurance obtained in a review is substantially lower than the assurance that would have been obtained had an examination been performed. We believe that the review evidence obtained is sufficient and appropriate to provide a reasonable basis for our conclusion.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements related to the engagement.

The procedures we performed were based on our professional judgment and consisted primarily of inquiries of management to obtain an understanding of the methodology and assumptions used in deriving the Selected Metrics, recalculating the Selected Metrics, inspecting a selection of source documents, performing analytical procedures, and comparing the Selected Metrics' disclosures to the Criteria.

As described in Note 8 of the Environmental Statement and Notes, measurements included in data related to the Selected Metrics are subject to significant inherent measurement uncertainty given the nature and methods used for determining such data. Obtaining sufficient appropriate review evidence to support our conclusion does not reduce the inherent uncertainty in the data. The selection by management of different but acceptable measurement methods, input data, or model assumptions, or different point values within the range of reasonable values produced by the models, could have resulted in materially different amounts or metrics being reported.

Our review was limited to the Selected Metrics presented in the Environmental Statements and Notes. Accordingly, we do not express a conclusion or any other form of assurance other than on the Selected Metrics denoted with an asterisk (*) in the Environmental Statements and Notes.

Based on our review, we are not aware of any material modifications that should be made to the Selected Metrics in the Environmental Statements and Notes for the period ended December 31, 2021 in order for them to be in accordance with the Criteria.

KPMG LLP

Jacksonville, Florida
August 3, 2022

KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee.

ENVIRONMENTAL STATEMENTS AND NOTES

Category	2019	2020	2021
GHG Emissions			
Greenhouse Gas Emissions by Scope			
GHG Emissions – Scope 1	16,962.62 TCO ₂ e	15,049.32 TCO ₂ e	10,209.26 TCO ₂ e *
GHG Emissions – Scope 2 (Market-Based)	96,770.90 TCO ₂ e	72,895.09 TCO ₂ e	58,938.02 TCO ₂ e *
GHG Emissions – Scope 2 (Location-Based)	97,633.84 TCO ₂ e	73,998.22 TCO ₂ e	60,024.31 TCO ₂ e *
GHG Emissions – Scope 3 (Categories 1, 2, 3, 5, 6, 7, 13)	556,646.68 TCO ₂ e	540,854.55 TCO ₂ e	447,987.03 TCO ₂ e
GHG Emissions – Scope 1	16,962.62 TCO ₂ e	15,049.32 TCO ₂ e	10,209.26 TCO ₂ e *
Mobile	3,279.63 TCO ₂ e	2,630.27 TCO ₂ e	3,785.63 TCO ₂ e *
Natural Gas	6,220.81 TCO ₂ e	4,463.74 TCO ₂ e	3,722.38 TCO ₂ e *
Diesel	897.80 TCO ₂ e	501.94 TCO ₂ e	220.87 TCO ₂ e *
Fuel Oil	10.80 TCO ₂ e	0.15 TCO ₂ e	9.74 TCO ₂ e *
Gasoline	0 TCO ₂ e	0.19 TCO ₂ e	0.20 TCO ₂ e *
Refrigerant Leakages	6,553.59 TCO ₂ e	7,453.03 TCO ₂ e	2,470.44 TCO ₂ e *
GHG Emissions – Scope 2 (Market-Based)	96,770.90 TCO ₂ e	72,895.09 TCO ₂ e	58,938.02 TCO ₂ e *
GHG Emissions – Scope 2 (Location-Based)	97,633.84 TCO ₂ e	73,998.22 TCO ₂ e	60,024.31 TCO ₂ e *

Category	2019	2020	2021
GHG Emissions – Scope 3	556,646.68 TCO ₂ e	540,854.55 TCO ₂ e	447,987.03 TCO ₂ e
Purchased Goods and Services and Capital Goods	434,329.88 TCO ₂ e	479,204.48 TCO ₂ e	403,693.55 TCO ₂ e
Fuel- and Energy- Related Activities	26,546.56 TCO ₂ e	19,757.75 TCO ₂ e	20,780.35 TCO ₂ e
Waste Generated in Operations	910.82 TCO ₂ e	1,078.34 TCO ₂ e	1,054.95 TCO ₂ e
Business Travel	51,824.10 TCO ₂ e	11,382.86 TCO ₂ e	3,977.61 TCO ₂ e
Employee Commuting (Incl. Teleworking)	43,035.32 TCO ₂ e	29,431.12 TCO ₂ e	17,935.22 TCO ₂ e
Downstream Leased Assets	-	-	545.35 TCO ₂ e
Carbon Offsets	0 TCO ₂ e	0 TCO ₂ e	-4,363 TCO ₂ e *
GHG Intensity (All Scopes)	64.88	50.10	37.27
Water			
Annual Water Withdrawn	414.3 thousand m ³	251.7 thousand m ³	200.4 thousand m ³ *
	414.3 megaliters	251.7 megaliters	200.4 megaliters *
Percentage Water Withdrawn in Regions with High or Extremely High Baseline Water Stress	27.93%	41.18%	26.11%

The accompanying notes are an integral part of these statements.

*Limited assurance provided on this metric (see Independent Accountant's Review Report on Page 82).

ENVIRONMENTAL STATEMENTS AND NOTES

Category	2019	2020	2021
Total Energy			
Total Energy Consumption	998,493.90 GJ	798,202.93 GJ	619,380.97 GJ *
Mobile	85,172.18 GJ	71,013.40 GJ	55,399.33 GJ *
Natural Gas	123,568.86 GJ	88,666.94 GJ	73,936.96 GJ *
Diesel	13,395.93 GJ	7,630.84 GJ	3,402.80 GJ *
Fuel Oil	156.52 GJ	1.94 GJ	128.07 GJ *
Gasoline	0 GJ	3.08 GJ	3.24 GJ *
Electricity	761,328.91 GJ	625,090.99 GJ	480,790.38 GJ *
Chilled Water	12,979.87 GJ	4,336.37 GJ	4,752.74 GJ *
Steam	1,903.97 GJ	1,460.81 GJ	967.44 GJ *
Percentage of Electricity From Renewable Sources	3%	2%	3% *
Percentage Grid Electricity	76.2%	78.3%	77.6%*
Energy Intensity	96.63	63.59	44.63

The accompanying notes are an integral part of these statements.

*Limited assurance provided on this metric (see Independent Accountant's Review Report on Page 82).

NOTE 1 - ORGANIZATIONAL BOUNDARIES

FIS has selected the operational control approach to account for and report the consolidated GHG emissions, energy and water withdrawal metrics. Under the operational control approach, FIS accounts for 100% of the GHG emissions, energy and water withdrawal metrics from operations over which the Company has control and excludes GHG emissions, energy and water withdrawal metrics from operations in which the Company owns an interest but has no control.

FIS does not have operational control over Regus offices and colocation centers; therefore, these spaces are accounted for under Scope 3, category 1.

Operational Boundaries

The Company identifies and categorizes the emissions associated with FIS' operations between GHG Scope 1 and Scope 2 emissions. GHG Scope 1 emissions are derived from sources that are owned or controlled by FIS. FIS GHG Scope 1 emissions primarily relate to the Company's facilities, data centers and vehicles. Fuels included as part of GHG Scope 1 emissions include diesel, natural gas and other fuels. FIS GHG Scope 2 emissions primarily relate to emissions from the purchase of electricity, chilled water and steam consumed across the

Company's global facility portfolio. Purchased electricity is defined as electricity that is purchased or otherwise brought into the organizational boundary of the Company.

NOTE 2 - BASIS OF PRESENTATION

GHG Emissions and Energy

The World Resources Institute ("WRI") / World Business Council for Sustainable Development's ("WBCSD") [The Greenhouse Gas \("GHG"\) Protocol: A Corporate Accounting and Reporting Standard, Revised](#) has been used as the basis for preparing the GHG emissions and energy metrics. In addition, the GHG emissions and energy metrics were prepared in accordance with Sustainability Accounting Standards Board (SASB), specifically, TC-SI-130a.1, and the Global Reporting Initiative (GRI), specifically GRI 302: Energy and GRI 305: Emissions.

GHG Emissions Scope 1

GHG Scope 1 emission metrics have been prepared in accordance with the GHG Protocol: A Corporate Accounting and Reporting Standard, Revised. In addition, the GHG emissions metrics were prepared in accordance with GRI 305-1, Direct (Scope 1) GHG emissions.

ENVIRONMENTAL STATEMENTS AND NOTES

GHG Emissions Scope 2

Both location-based and market-based GHG Scope 2 emissions metrics have been prepared in accordance with the WRI WBCSD [GHG Protocol Scope 2 Guidance: An amendment to the GHG Protocol Corporate Standard](#). In addition, the GHG emissions metrics were prepared in accordance with GRI 305-2, Energy indirect (Scope 2) GHG emissions.

GHG Emissions Scope 3

GHG Scope 3 emissions data has been prepared in accordance with the WRI WBCSD [GHG Protocol Corporate Value Chain \(Scope 3\) Accounting and Reporting Standard: Supplement to the GHG Protocol Corporate Accounting and Reporting Standard](#). In addition, the GHG emissions metrics were prepared in accordance with GRI 305-3, Other indirect (Scope 3) GHG emissions.

GHG Protocol

The GHG Protocol: A Corporate Accounting and Reporting Standard, Revised, GHG Protocol Scope 2 Guidance: An amendment to the GHG Protocol Corporate Standard and GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard: Supplement to the GHG Protocol Corporate Accounting and Reporting Standard are collectively referred to as

the “GHG Protocol” in the Environmental Statements and Notes.

Water

The water withdrawal metrics are prepared in accordance with the Sustainability Accounting Standards Board (SASB), specifically, TC SI 130a.2, and GRI 303, Water and Effluents.

NOTE 3 - BASELINE YEAR

FIS determined 2019 as the base year in accordance with the GHG Protocol as this was the first period GHG emissions metrics were calculated. Base-year emissions will only be adjusted in the event of acquisitions or mergers with entities which existed prior to the base year, the divestiture of operations or facilities, or a change in outsourcing or insourcing of GHG-emitting activities when these events meet a significance threshold.

For all adjustments, FIS defines the “significance threshold” to be a structural or methodology change or a discovery of error(s) resulting in at least 5% change in the total corporate-wide GHG emissions over or under the emissions that would result if a correction was not made. Also, a “significance factor” of 20% change in an individual facility’s GHG emissions from the previous year’s emissions should trigger an internal verification review for that facility.

NOTE 4 - GREENHOUSE GASES COVERED

The GHG emissions disclosed are presented in metric tons of carbon dioxide equivalent (CO2e). GHG Scope 1 and 2 include four of the seven greenhouse gases covered by the GHG Protocol: carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O) and hydrofluorocarbons

(HFCs). Perfluorocarbons (PFCs), sulfur hexafluoride (SF6) and nitrogen trifluoride (NF3) are not relevant sources of greenhouse gases for FIS. FIS does not combust biogenic emissions sources.

GHG Scope 3 includes all gases covered under the GHG Protocol: CO2, CH4, N2O, HFCs, PFCs, SF6 and NF3.

NOTE 5 - EMISSIONS FACTORS

GHG Scope 1	Emissions Factors
Natural gas	Federal Register (2009) EPA; 40 CFR Parts 86, 87, 89 et al; Mandatory Reporting of Greenhouse Gases; Final Rule, 30Oct09, 261 pp. Tables C-1 and C-2 at FR pp. 56409-56410.
Diesel	Department for Environment, Food and Rural Affairs (“DEFRA”) 2021
Fuel oil	DEFRA 2021
Gasoline	DEFRA 2021
Hybrid Vehicle	DEFRA 2021
Electric Vehicle	DEFRA 2021
Jet fuel	DEFRA 2021
Refrigerant leakages	Estimated using the US EPA Climate Leaders – Direct HFC and PFC Emissions from Use of Refrigeration and Air Conditioning Equipment
GHG Scope 2	Emissions Factors
Electricity	U.S.: EPA Emissions & Generation Resource Integrated Database (eGRID) released January 2022 Europe (market-based): AIB European Residual Mixes 2020 Canada: Environment Canada, National Inventory Report, Greenhouse Gas Sources and Sinks in Canada, Part 3, Annex 13 for Canada Europe (location-based) and all other countries: IEA emissions Factors 2021
Chilled water	Based on location-based and market-based electricity emissions factors, and applying relevant conversion factors where necessary to estimate electricity-based kWh for chilled water consumption
Steam	2021 DEFRA

ENVIRONMENTAL STATEMENTS AND NOTES

GHG Scope 3	Emissions Factors
Cat. 1 – Purchased goods & services & Cat. 2 Capital Goods	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year’s data.
Cat. 3 – Fuel- and energy-related activities	DEFRA 2021; see above for electricity emissions factors
Cat. 5 – Waste generated in operations	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year’s data.
Cat. 6 – Business travel	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year’s data.
Cat. 7 – Employee commuting (incl. employee tele-working)	Federal Register (2009) EPA; 40 CFR Parts 86, 87, 89 et al; Mandatory Reporting of Greenhouse Gases; Final Rule, 30Oct09, 261 pp. Tables C-1 and C-2 at FR pp. 56409-56410. See above for electricity emissions factors DEFRA 2021; U.S. EPA; IEA emissions Factors 2021
Cat. 13 – Downstream leased assets	DEFRA 2021

NOTE 6 - METHODOLOGY

GHG emissions information has been prepared in accordance with the GHG Protocol. As part of that process, the Company applies conversion factors to energy consumption data to derive CO2e values. GHG emissions are calculated using the Global Warming Potentials (GWP) from the Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR6). Emissions for all scopes are calculated using emissions factors described in Note 5. GHG Scope 2 emissions are calculated under the market-based method based on electricity

procurement decisions including contracts and renewable energy certificates (RECs) and under the location-based method.

Every facility is presumed to use electricity and to have a fuel source for heating unless otherwise specified. Where the heating source is not specified, it is assumed to be natural gas. Every facility is also presumed to use refrigerants unless otherwise specified. If no refrigerant type is provided, FIS assumes a default refrigerant of HFC-134a.

If primary data for any electricity, natural gas, refrigerant leakages, or any other

fuel reported to have been used within a specific location (e.g. diesel, chilled water, steam, or fuel oil) is missing, the consumption data for the specific locations is estimated using intensity factors based on multiplying the square footage of the specific location by Commercial Buildings Energy Consumption Survey (CBECS) intensity figures. Gasoline consumption within FIS facilities and mobile emissions are based upon reported data that is calculated for these fuel sources.

GHG Scope 3

Category 1&2 - Purchased goods and services and capital goods

The methodology leveraged the top vendors representing greater than 70% of the total spend for the year ended December 31, 2021, 2020 and 2019. CDP Climate Change responses were generated for vendors for periods ending December 31, 2021, 2020 and 2019 who have the publicly available responses. GHG Scope 1, GHG Scope 2, calculated relevant GHG Scope 3 categories and the revenue were used to calculate a vendor specific emission factor in tCO2e / USD. Vendors that do not complete or submit to the CDP or have an incomplete response were assigned to a DEFRA spend category and corresponding emission factor. The DEFRA spend category was determined by desktop research of the vendor's industry and sector. Emissions were extrapolated to the total FIS spend for the year ended

December 31, 2021, 2020, and 2019. Emissions data from CDP represent 15% of the total emissions.

Total spend excludes business travel (as it is accounted for in category 6), leased office and data center rents and utility charges (as these are accounted for under scopes 1 and 2) and waste management (accounted for in category 5), merchant rebates, merchant referrals, taxes and intercompany expenses.

Category 3 - Fuel- and energy-related activities

For fuel usage including natural gas, diesel and gasoline, DEFRA Well-to-Tank emission factors were applied based on usage. For electricity and chilled water, metrics were calculated for each facility based on its local electricity region and in line with GHG Scope 2 calculations.

Category 4 - Upstream transportation and distribution

FIS and its immediate suppliers do not manufacture or produce physical products, as such no upstream transportation metrics are calculated.

Category 5 - Waste

Estimated based on waste spend extracted from FIS Net Spend data. This spend was used to calculate emissions using the DEFRA emissions factor for waste collection, treatment and disposal services and material recovery services.

ENVIRONMENTAL STATEMENTS AND NOTES

NOTE 6 - METHODOLOGY (CONTINUED)

Category 6 - Business travel

Estimated based on FIS travel data: flights with class and mileage, hotel nights by country and spend on rail, taxi and cars. Flights were classified based on distance where flights under 300 miles are short hauls, flights between 300 and 2,300 miles are medium hauls and over 2,300 miles are long hauls. DEFRA emission factors were applied as appropriate.

Category 7 - Employee commuting and teleworking

Estimated based off headcount data and office attendance rate collected by facility managers. A sample of locations were selected for their high number of employees commuting to work and their representativeness of FIS' geographical regions. The sample represents 50% of the total employees who commuted to work. Based on this sample the estimated commute distance was calculated, with an assumed breakdown of travel modes. Emissions were extrapolated from the sample to the total number of employees who commuted to work for the year ended December 31, 2021, 2020 and 2019, respectively. For facilities where office attendance percentage was not available, FIS used the average of the facilities that reported the attendance percentage information. The calculations assumed 230 working days per year.

Category 8 - Upstream leased assets

FIS does not have upstream leased assets not already included in GHG Scope 1 and 2 reporting; therefore, no metrics were calculated for scope 3 upstream leased assets.

Category 9 - Downstream transportation and distribution

FIS does not directly sell physical products; therefore, no metrics were calculated for scope 3 downstream transportation and distribution.

Category 10 - Processing of sold products

FIS does not directly sell physical products; therefore, no metrics were calculated for scope 3 processing of sold products. The physical product outputs of FIS are generally limited to card issuing (not manufacturing) and print and mail services on behalf of clients.

Category 11 - Use of sold products

FIS does not directly sell physical products; therefore, no metrics were calculated for scope 3 use of sold products. The physical product outputs of FIS are generally limited to card issuing (not manufacturing) and print and mail services on behalf of clients.

Category 12 - End-of-life treatment of sold products

FIS does not directly sell physical products; therefore, no metrics were calculated for scope 3 end-of-life treatment of sold products. The physical product outputs

of FIS are generally limited to card issuing (not manufacturing) and print and mail services on behalf of clients.

Category 13 - Downstream leased assets

Calculated based on the jet fuel consumed within the relevant flights and multiplied by the DEFRA emissions factor for the relevant fuel.

Category 14 - Franchises

FIS does not have franchises; therefore, no metrics were calculated for scope 3 franchises.

Category 15 - Investments

FIS is not an investor or provider of financial services; therefore, no metrics were calculated for scope 3 investments.

Water

Water withdrawal information has been prepared and as part of that process, the Company applies conversion factors to derive the water withdrawal metrics. Water withdrawal data provided by the sites are aggregated and totaled.

If primary data for water withdrawal is missing, the water data for this location is estimated using headcount data to calculate estimated withdrawal based on the number of people.

If primary data is not available for a specific period (e.g. a month), the water data is estimated based upon reported data from the previous year. If the water

data for the same period of the previous year is not available, the reported primary data is pro-rated for the full evaluation period.

NOTE 7 - METHODOLOGY UPDATES

FIS GHG emission calculations are subject to GHG inventory updates in line with the GHG Protocol due to changes in methodology and other factors. For the year ended December 31, 2021, FIS refined the calculation methodologies and recalculated the Company's environmental metrics for the year ended December 31, 2020 and 2019. The refined calculation methodology maintains comparability for each of the years presented and are discussed below by scope.

GHG Scope 1 and 2

The refined calculation methodology included expanding the Company's estimation methodology for electricity and natural gas to include CBECS' climate zones factors into the GHG Scope 1 and 2 calculations to account for energy needs of offices and data centers in different climatic conditions. FIS also expanded the use of the CBECS' climate zones factors to international sites by determining the site climate zones based on Heating Degree Days (HDD) and Cooling Degree Days (CDD).

FIS updated current emissions factors from DEFRA, IEA and AIB based on updated DEFRA, IEA and AIB data and updated the global warming potentials to IPCC AR6 from AR5.

ENVIRONMENTAL STATEMENTS AND NOTES

GHG Scope 3

The refined calculation methodology for GHG Scope 3 increased granularity of FIS-owned corporate jet data for the year ended December 31, 2021, 2020 and 2019, respectively to present the distinction between flights used in the course of FIS' operations and those chartered or leased out to third parties. The emissions associated with the corporate jet subleased flight data are accounted for each of the year ended December 31, 2021, 2020 and 2019, respectively for the GHG Scope 3 downstream leased assets. Waste generated in operations calculation was updated in 2021 to use DEFRA emissions factors, and prior year numbers were recalculated using the new emissions factor.

NOTE 8 - ESTIMATION UNCERTAINTY

FIS obtains energy use data from across global operations of the Company for the calculation of GHG inventory in accordance with the GHG Protocol, SASB and GRI. However, there are estimation uncertainties resulting from the inherent limitations in the methodologies used to calculate GHG emissions and energy for the subset of facilities and activities where actual use data is not available. These methodologies are described within this report in Note 6.

FIS obtains water data from across global operations of the Company for the calculation of water withdrawal. However,

there are estimation uncertainties resulting from the inherent limitations in the methodologies used to calculate water for the subset of facilities and activities in which actual withdrawal data is not available. These methodologies are described within this report in Note 6.

NOTE 9 - ENERGY INTENSITY

FIS has selected net revenue as the basis for the intensity calculations in accordance with GRI 302-3, Energy intensity for the year ended December 31, 2021, 2020 and 2019, respectively.

Energy	2019	2020	2021
Net Revenue (In Millions)	\$10,333	\$12,552	\$13,877
Total Energy Consumption Within the Organization	998,506.25 GJ	798,204.37 GJ	619,380.97 GJ*
Energy Intensity (GJ/Revenue)	96.63	63.59	44.63

NOTE 10 - GHG INTENSITY

FIS has selected net revenue as the basis for the Company's intensity calculations in accordance with GRI 305-4, GHG emissions intensity for the year ended December 31, 2021, 2020 and 2019, respectively.

GHG Emissions	2019	2020	2021
Net Revenue (In Millions)	\$10,333	\$12,552	\$13,877
Total GHG Emissions (Scope 1, 2 Market-Based and Scope 3 Emissions)	670,380.20 TCO ₂ e	628,798.96 TCO ₂ e	517,134.31 TCO ₂ e
GHG Intensity (TCO ₂ e/Revenue)	64.88	50.10	37.27

NOTE 11 - RENEWABLE ENERGY

FIS calculates the percentage of electricity from renewable energy sources in accordance with SASB, specifically, TC-SI-130a.1 by dividing total renewable electricity from renewable energy sources by total global electricity consumption. FIS does not generate renewable energy and includes all electricity procured from renewable energy in our calculations. FIS does not have power purchase agreements or green power products.

NOTE 12 - CARBON OFFSETS

FIS purchased carbon credits in the amount of 4,363, 0 and 0 metric tonnes CO₂ for the year ended December 31, 2021, 2020 and 2019, respectively. The carbon credit purchases compensates for FIS' GHG Scope 1 mobile emissions footprint. The project is a wind energy generation project that allows the land to remain in agricultural use and was validated by the Verified Carbon Standard. Carbon credits were retired on a public registry at the amount

equal to FIS' 2021 GHG Scope 1 mobile emissions of 3,785.63 tCO₂e.

For the year ended December 31, 2021, 2020 and 2019, the Company did not have any contractual instruments, defined as any type of contract between two parties for the sale and purchase of energy bundled with attributes about the energy generation, that would impact GHG Scope 2.

NOTE 13 - GHG EMISSIONS BY GAS

FIS is currently unable to disclose GHG emissions by gas for Scope 2 and Scope 3. GHG Scope 2 emissions are predominantly CO₂ and cannot be calculated due to the terms of the IEA license under which relevant emissions factors were used. Scope 3 emissions factors do not break down CO₂e into constituent gases. The table below breaks out GHG Scope 1 emissions by gas.

GHG Scope 1 Emissions by Gas

Gas	2019	2020	2021
CO ₂	10,351.73 metric tonnes	7,556.15 metric tonnes	7,693.06 metric tonnes
CH ₄	0.20 metric tonnes	0.15 metric tonnes	0.16 metric tonnes
N ₂ O	0.13 metric tonnes	0.13 metric tonnes	0.15 metric tonnes
HFC	3.95 metric tonnes	4.15 metric tonnes	1.35 metric tonnes
Gas	2019	2020	2021
CO ₂	10,351.73 TCO ₂ e	7,556.15 TCO ₂ e	7,693.06 TCO ₂ e
CH ₄	5.74 TCO ₂ e	4.27 TCO ₂ e	4.65 TCO ₂ e
N ₂ O	33.35 TCO ₂ e	33.38 TCO ₂ e	41.10 TCO ₂ e
HFC	6,553.59 TCO ₂ e	7,453.03 TCO ₂ e	2470.44 TCO ₂ e

*Limited assurance provided on this metric (see Independent Accountant's Review Report on Page 82).

ENVIRONMENTAL STATEMENTS AND NOTES

NOTE 14 - ENERGY SOLD

The Company did not sell any energy including electricity, heating, cooling and steam for the year ended December 31, 2021, 2020 and 2019 respectively.

NOTE 15 - WATER SOURCES

FIS' primary water source is freshwater derived from public water supply systems. The Company defines fresh water according to the local laws and regulations where it operates. Assumptions include where there is no legal definition, fresh water shall be considered water that has less than 1,000 parts per million of dissolved solids per the U.S. Geological Survey.

Surface water (including water from wetlands, rivers, lakes and oceans), groundwater, seawater, produced water and rainwater collected directly and stored by the Entity are not relevant water sources for the Company based upon the nature of its operations.

FIS obtains water data from across our global operations for the calculation of our water withdrawal. The procedures for estimating water withdrawal for facilities that are unable to provide water withdrawal information are described in Note 6.

NOTE 16 - WATER CONSUMPTION

Water consumption is defined as water that evaporates during withdrawal, usage, and discharge; water that is directly or indirectly incorporated into the entity's product or service; water that does not otherwise return to the same catchment area from which it was withdrawn, such as water returned to another catchment area or the sea. FIS is not a major consumer of water due to the nature of operations which primarily include facilities, data centers and vehicles, as such water consumption is not currently tracked.

NOTE 17 - BASELINE WATER STRESS

The Percentage Water Withdrawn in Regions with High or Extremely High Baseline Water Stress was calculated based on high and extremely high designations from the World Resources Institute's global water risk mapping tool, Aqueduct.

GRI STANDARDS CONTENT INDEX WITH SDG LINKAGES

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	2021 Annual Report, Business, pages 2-3	
102-3 Location of headquarters	Jacksonville, FL	
102-4 Location of operations	2021 Annual Report, Properties, page 29	
102-5 Ownership and legal form	2021 Annual Report, Market for Registrant's Common Equity, Related Stockholder Matters, pages 29-30	
102-6 Markets served	2021 Annual Report, Business, pages 3-6	
102-7 Scale of the organization	2021 Annual Report, Business, pages 2-6	
102-8 Information on employees and other workers	2021 Annual Report, Human Capital Management, page 12 About FIS, page 5	
102-9 Description of the organization's supply chain	Managing a Sustainable Supply Chain, page 76	#17 Partnerships for the Goals
102-10 Significant changes to the organization and its supply chain	Introduction, page 3	
102-11 Precautionary Principle or approach	Reducing Environmental Impact, page 54	#13 Climate Action
102-12 External initiatives	Risk Management, Operational Resiliency and Compliance, page 66	
102-13 Membership of associations	Risk Management, Operational Resiliency and Compliance, page 66	
Strategy		
102-14 Statement from senior decision-maker	Letter from Our Chairman and CEO, page 3	
102-15 Key impacts, risks, and opportunities	Introduction, page 3	
Ethics and Integrity		
102-16 Values, principles, standards, and norms of behavior	Governance Oversight, Structure and Practices, page 62	
102-17 Mechanisms for advice and concerns about ethics	Governance Oversight, Structure and Practices, page 62	
Governance		
102-18 Governance structure	2022 Proxy Statement, Committees of the Board, pages 95-102	
102-19 Delegating authority	Governance Oversight, Structure and Practices, page 62	
102-20 Executive-level responsibility for economic, environmental, and social topics	2022 Proxy Statement, Global Sustainability, page 91	
102-21 Consulting stakeholders on economic, environmental, and social topics	2022 Proxy Statement, Shareholder and Other Stakeholder Engagement, page 49	
102-22 Composition of the highest governance body and its committees	2022 Proxy Statement, Corporate Governance and Related Matters, pages 95-102 2022 Proxy Statement, Certain Information About Our Directors, pages 8-17	
102-23 Chair of the highest governance body	2022 Proxy Statement, Board Leadership Structure, page 101	
102-24 Nominating and selecting the highest governance body	2022 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 97	

Disclosure	Report Location or External FIS Reference	SDG Linkage
102-25 Conflicts of interest	2022 Proxy Statement, Review, Approval or Ratification of Transactions with Related Persons, page 104 Corporate Governance Guidelines	
102-26 Role of highest governance body in setting purpose, values, and strategy	2022 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 97	
102-27 Collective knowledge of highest governance body	Governance Oversight, Structure and Practices, page 62	
102-28 Evaluating the highest governance body's performance	2022 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 97	
102-29 Identifying and managing economic, environmental, and social impacts	2022 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 97	
102-30 Effectiveness of risk management processes	2022 Proxy Statement, Risk and Technology Committee, page 100-101	
102-31 Review of economic, environmental, and social topics	Governance Oversight, Structure and Practices, page 62	
102-32 Highest governance body's role in sustainability reporting	Governance Oversight, Structure and Practices, page 62	
102-33 Communicating critical concerns	Risk Management, Operational Resiliency and Compliance, page 66	
102-35 Remuneration policies	2022 Proxy Statement, Compensation Discussion and Analysis and Executive and Director Compensation, pages 46-57	
102-36 Process for determining remuneration	2022 Proxy Statement, Compensation Discussion and Analysis and Executive and Director Compensation, pages 61-72	
102-37 Stakeholders' involvement in remuneration	2022 Proxy Statement, Compensation Governance, page 49	
102-38 Annual total compensation ratio	2022 Proxy Statement, CEO Pay Ratio, page 90-91	
102-39 Percentage increase in annual total compensation ratio	2022 Proxy Statement, CEO Pay Ratio, page 90-91 2021 Proxy Statement, CEO Pay Ratio, page 70	
Stakeholder Engagement		
102-40 List of stakeholder groups	Introduction, page 3	
102-41 Collective bargaining agreements	2021 Annual Report, Human Capital Management, page 12	
102-42 Identifying and selecting stakeholders	Introduction, page 3	
102-43 Approach to stakeholder engagement	Introduction, page 3	
102-44 Key topics and concerns raised	Introduction, page 3	
Reporting Practice		
102-45 Entities included in the consolidated financial statements	2021 Annual Report, Business, pages 2-3	
102-46 Defining report content and topic Boundaries	Introduction, page 3	
102-47 List of material topics	Introduction, page 3	
102-48 Restatements of information	No restatements of information	
102-49 Changes in reporting	No changes in reporting	
102-50 Reporting period	January 1, 2021 - December 31, 2021	
102-51 Date of most recent report	June 2021	
102-52 Reporting cycle	FIS reports on an annual basis	
102-53 Contact point for questions regarding the report	Introduction, page 3	
102-54 Claims of reporting in accordance with the GRI Standards	This report adheres to the GRI Standards Core option Introduction, page 3	
102-55 GRI content index	GRI Content Index, page 90	
102-56 External assurance	Independent Accountant's Review Report, page 82	

Disclosure	Report Location or External FIS Reference	SDG Linkage
Economic Topics		
Economic Performance		
GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	2021 Annual Report, Business, pages 2-6	
103-2 The management approach and its components	2021 Annual Report, Business, pages 2-3	
103-3 Evaluation of the management approach	2022 10-K, pages 45-47	
GRI 201: Economic Performance 2016		
201-1 Direct economic value generated and distributed	About FIS, page 5	
Indirect Economic Impacts		
GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Helping Communities Thrive, page 48	
103-2 The management approach and its components	Helping Communities Thrive, page 48	
103-3 Evaluation of the management approach	Helping Communities Thrive, page 48	
GRI 203: Indirect Economic Impacts 2016		
203-2 Significant indirect economic impacts	Helping Communities Thrive, page 48	#1 No Poverty #10 Reduced Inequalities
Procurement Practices		
GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Managing a Sustainable Supply Chain, page 76	
103-2 The management approach and its components	Managing a Sustainable Supply Chain, page 76	
103-3 Evaluation of the management approach	Managing a Sustainable Supply Chain, page 76	
GRI 204: Procurement Practices 2016		
204-1 Proportion of spending on local suppliers	Managing a Sustainable Supply Chain, page 76	#17 Partnerships for the Goals
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GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Risk Management, Operational Resiliency and Compliance, page 66	
103-2 The management approach and its components	Risk Management, Operational Resiliency and Compliance, page 66	
103-3 Evaluation of the management approach	Risk Management, Operational Resiliency and Compliance, page 66	
GRI 205: Anti-corruption 2016		
205-1 Operations assessed for risks related to corruption	Risk Management, Operational Resiliency and Compliance, page 66	
205-2 Communication and training about anti-corruption policies and procedures	Risk Management, Operational Resiliency and Compliance, page 66	#16 Peace, Justice and Strong Institutions
205-3 Confirmed incidents of corruption and actions taken	Risk Management, Operational Resiliency and Compliance, page 66	

Disclosure	Report Location or External FIS Reference	SDG Linkage
Anti-competitive Behavior		
GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Risk Management, Operational Resiliency and Compliance, page 66	
103-2 The management approach and its components	Risk Management, Operational Resiliency and Compliance, page 66	
103-3 Evaluation of the management approach	Risk Management, Operational Resiliency and Compliance, page 66	
GRI 206: Anti-competitive Behavior 2016		
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Risk Management, Operational Resiliency and Compliance, page 66	#16 Peace, Justice and Strong Institutions
Environmental Topics		
Energy		
GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Reducing Environmental Impact, page 54	
103-2 The management approach and its components	Reducing Environmental Impact, page 54	
103-3 Evaluation of the management approach	Reducing Environmental Impact, page 54	
GRI 302: Energy 2016		
302-1 Energy consumption within the organization	Reducing Environmental Impact, page 54 Environmental Statements and Notes, page 83	#13 Climate Action
302-3 Energy intensity	Environmental Statements and Notes, page 83	
Water		
GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Reducing Environmental Impact, page 54	
103-2 The management approach and its components	Reducing Environmental Impact, page 54	
103-3 Evaluation of the management approach	Reducing Environmental Impact, page 54	
GRI 303: Water 2018		
303-3 Water withdrawal	Reducing Environmental Impact, page 54 Environmental Statements and Notes, page 83	#13 Climate Action
Emissions		
GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Reducing Environmental Impact, page 54	
103-2 The management approach and its components	Reducing Environmental Impact, page 54	
103-3 Evaluation of the management approach	Reducing Environmental Impact, page 54	

Disclosure	Report Location or External FIS Reference	SDG Linkage
GRI 305: Emissions 2016		
305-1 Direct (Scope 1) GHG emissions	Reducing Environmental Impact, page 54 Environmental Statements and Notes, page 83	#13 Climate Action
305-2 Energy indirect (Scope 2) GHG emissions	Reducing Environmental Impact, page 54 Environmental Statements and Notes, page 83	
305-3 Other indirect (Scope 3) GHG emissions	Reducing Environmental Impact, page 54 Environmental Statements and Notes, page 83	
305-4 GHG emissions intensity	Environmental Statements and Notes, page 83	#13 Climate Action
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Employment		
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103-1 Explanation of the material topic and its Boundary	Advancing the Workforce of the Future, page 29	
103-2 The management approach and its components	Advancing the Workforce of the Future, page 29	
103-3 Evaluation of the management approach	Advancing the Workforce of the Future, page 29	
GRI 401: Employment 2016		
401-1 New employee hires and employee turnover	Advancing the Workforce of the Future, page 29	#8 - Decent Work and Economic Growth
401-3 Parental leave	Advancing the Workforce of the Future, page 29	
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GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Advancing the Workforce of the Future, page 29	
103-2 The management approach and its components	Advancing the Workforce of the Future, page 29	
103-3 Evaluation of the management approach	Advancing the Workforce of the Future, page 29	
GRI 404: Training and Education 2016		
404-1 Average hours of training per year per employee	Advancing the Workforce of the Future, page 29	#8 - Decent Work and Economic Growth
404-2 Programs for upgrading employee skills and transition assistance programs	Advancing the Workforce of the Future, page 29	
404-3 Percentage of employees receiving regular performance and career development reviews	Advancing the Workforce of the Future, page 29	
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GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Fostering Inclusion & Diversity, page 41	
103-2 The management approach and its components	Fostering Inclusion & Diversity, page 41	
103-3 Evaluation of the management approach	Fostering Inclusion & Diversity, page 41	
GRI 405: Diversity and Equal Opportunity 2016		
405-1 Diversity of governance bodies and employees	Fostering Inclusion & Diversity, page 41	#5 Gender Equality

Disclosure	Report Location or External FIS Reference	SDG Linkage
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GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Fostering Inclusion & Diversity, page 41	
103-2 The management approach and its components	Fostering Inclusion & Diversity, page 41	
103-3 Evaluation of the management approach	Fostering Inclusion & Diversity, page 41	
GRI 406: Non-discrimination 2016		
406-1 Incidents of discrimination and corrective actions taken	Fostering Inclusion & Diversity, page 41	#5 Gender Equality
Local Communities		
GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Helping Communities Thrive, page 48	
103-2 The management approach and its components	Helping Communities Thrive, page 48	
103-3 Evaluation of the management approach	Helping Communities Thrive, page 48	
GRI 413: Local Communities 2016		
413-1 Operations with local community engagement, impact assessments, and development programs	Helping Communities Thrive, page 48	#4 Quality Education #11 Sustainable Cities and Communities
413-2 Operations with significant actual and potential negative impacts on local communities	Helping Communities Thrive, page 48	
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GRI 103: Management Approach 2016		
103-1 Explanation of the material topic and its Boundary	Risk Management, Operational Resiliency and Compliance, page 66	
103-2 The management approach and its components	Risk Management, Operational Resiliency and Compliance, page 66	
103-3 Evaluation of the management approach	Risk Management, Operational Resiliency and Compliance, page 66	
GRI 415: Public Policy 2016		
415-1 Political contributions	Risk Management, Operational Resiliency and Compliance, page 66	#16 Peace, Justice and Strong Institutions
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103-1 Explanation of the material topic and its Boundary	Protecting Our Clients and The Financial System, page 22	
103-2 The management approach and its components	Protecting Our Clients and The Financial System, page 22	
103-3 Evaluation of the management approach	Protecting Our Clients and The Financial System, page 22	
GRI 418: Customer Privacy 2016		
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protecting Our Clients and The Financial System, page 22	

SASB CONTENT INDEX

Topic	Accounting Metric	Code	Response
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	Environmental Statements and Notes, page 83
	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	Environmental Statements and Notes, page 83
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	Reducing Environmental Impact, page 54
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	Protecting Our Clients and The Financial System, page 22
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	FIS does not survey or collect data on instances of government monitoring, blocking or censorship that impact our products 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.
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Protecting Our Clients and The Financial System, page 22
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	Social Data Tables, page 80 Advancing the Workforce of the Future, page 29
	Employee engagement as a percentage	TC-SI-330a.2	Social Data Tables, page 80 Advancing the Workforce of the Future, page 29
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	Social Data Tables, page 80 Fostering Inclusion & Diversity, page 41
Managing Systemic Risks from Technology Disruptions	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Risk Management, Operational Resiliency and Compliance, page 66



EMAIL US

ESG@FISglobal.com

HEADQUARTERS

Jacksonville, Florida
United States

CALL US

+1 877.776.3706

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