



FIS

**GLOBAL
SUSTAINABILITY
REPORT** 2019

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LETTER FROM OUR CEO

I am pleased to present FIS’ first annual Global Sustainability Report. This report marks a major step forward in our Company’s sustainability journey, as we strengthen our commitment to operating our business in a way that helps ensure the sustainability of our planet and our communities, as well as the success of our colleagues and clients.

2019 was transformational for FIS, highlighted by our \$43 billion acquisition of Worldpay, the largest ever in the financial technology industry. The addition of Worldpay’s world-class payments and eCommerce capabilities dramatically enhanced our market reach and enables us to bring new innovations and economies of scale to our clients.

FIS has a proven track record of successful integrations of past acquisitions, and I’m pleased to report that our integration of Worldpay is ahead of schedule. This includes the significant progress we’ve made in our efforts to foster a unified culture and values across the combined companies.

We are currently living in unprecedented times, with the COVID-19 pandemic exacting a terrible toll across the world on a human and an economic level. Our hearts go out to all those who have been impacted by the virus.

Our priorities, since the beginning of the pandemic, have been to protect the well-being of our colleagues, to contribute needed resources to impacted communities and to support our clients with new products and services that help them rebound from the crisis. During this period, the strength and stability of FIS’ people – and our technology serving as a backbone of the global financial ecosystem – were resilient, ensuring that transactions continued to be processed and accounts were serviced 24/7.

These COVID-19 priorities were inspired by and aligned with FIS’ core mission, which is to advance the way the world pays, banks and invests. Part of this is ensuring that we are helping to establish a global digital economy that is sustainable, inclusive and leaves no one behind, especially during this time.

Our core values drive us to serve all our ESG stakeholders, especially our 3Cs – colleagues, clients and communities. These values, which are highlighted on this page, are at the heart of the FIS commitment to

sustainability and to promote responsible environmental, social and governance (ESG) practices.

We are confident that if we focus on fulfilling our mission and staying true to our core values, we will undoubtedly create sustainable growth that benefits everyone.

In this report, we highlight the policies and programs FIS has in place to advance sustainability and earn your trust by providing transparency regarding our current efforts.

We are committed to continuous improvement in our sustainability journey, and we plan to build on this report in the coming years.

We look forward to keeping you updated on our progress with both annual reports and regular updates on our [website](#). I am proud of the critically important role that FIS is playing at the center of the global financial ecosystem, especially our efforts around financial inclusion.

Our success is due to the hard work and perseverance of our colleagues around the world, who I believe are the most talented workforce in the industry. I thank them for the way they have responded during the pandemic, and all they are doing to advance a sustainable planet, sustainable societies and sustainable governance.

Sincerely,



GARY NORCROSS

CHAIRMAN, PRESIDENT AND CHIEF EXECUTIVE OFFICER



OUR 3CS:

COLLEAGUES:

Everyone who works together at FIS to serve our 3Cs.

CLIENTS:

Everyone we proudly serve to provide products, services, solutions and experiences.

COMMUNITIES:

Everyone we impact – our shareholders, partners and the communities and environments we live and work in.

OUR VALUES:

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 are 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 are innovative and dynamic in how we develop ideas to solutions.

We give back to make a positive impact on the world.

ABOUT FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our more than 55,000 people are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a Fortune 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.



BANKING SOLUTIONS

350M

active accounts



CAPITAL MARKETS SOLUTIONS

1K+

firms use our platform



MERCHANT SOLUTIONS

1M

merchant locations served



\$9T

transactions

\$7T

in retirement and wealth assets

\$2T

in annual volume processed

2019 FINANCIAL HIGHLIGHTS

\$10.3B

in Revenue (23% growth)

\$4.2B

in Adjusted EBITDA*
(34% growth)

40.7%

Adjusted EBITDA Margin**
(350 bps improvement)

COMPANY HISTORY

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

OUR PEOPLE

55K+

Employees

50+

Languages

45+

Countries

A SELECTION OF AWARDS & RECOGNITION



* Adjusted EBITDA is a non-GAAP financial measure that reflects earnings from continuing operations before interest, taxes, depreciation and amortization, adjusted to exclude certain costs and other transactions which management deems non-operational in nature.

** Adjusted EBITDA Margin is a non-GAAP financial measure that reflects adjusted EBITDA divided by revenue

PILLARS OF SUSTAINABLE GROWTH

Let's advance sustainability so we can keep advancing commerce and the financial world

SUSTAINABLE SOCIETIES

EMPOWERING INDIVIDUALS AND BUSINESSES IN THE DIGITAL ECONOMY

PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

ADVANCING THE WORKFORCE OF THE FUTURE

HELPING COMMUNITIES THRIVE



SUSTAINABLE PLANET

REDUCING ENVIRONMENTAL IMPACT

ENERGY AND EMISSIONS REDIRECTIONS

ENERGY EFFICIENCY AND WASTE MANAGEMENT

COMMITMENT TO MEASURING AND REPORTING



SUSTAINABLE GOVERNANCE

ESG OVERSIGHT, STRUCTURE & RESOURCES

RISK MANAGEMENT AND RESILIENCY PROGRAMS

MANAGING A SUSTAINABLE SUPPLY CHAIN



APPROACH TO SUSTAINABLE GROWTH

About this report

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

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

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

APPROACH TO SUSTAINABLE GROWTH

Materiality-based approach to ESG

To inform the development of FIS’ Global Sustainability Report, FIS completed its first ESG materiality assessment in 2019. As part of this work, FIS retained DFIN (Donnelley Financial Solutions, Inc.) and the Governance & Accountability Institute (G&A), advisors on ESG issues, to perform an independent third-party assessment.

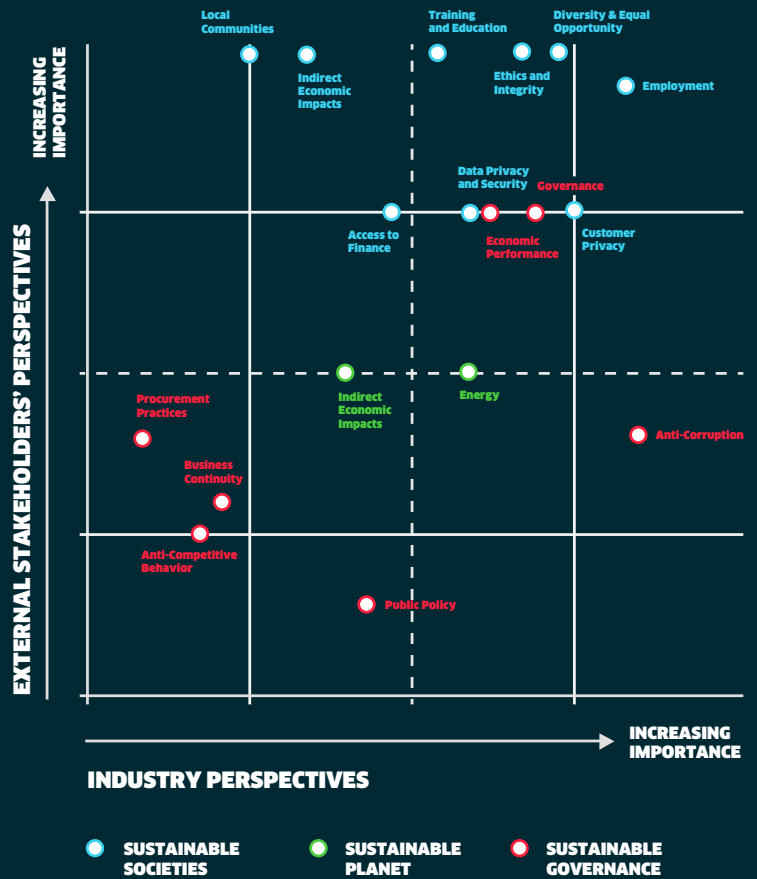
The assessment began by examining a range of key stakeholders, including investors, clients, employees, suppliers and ESG rating organizations, as well as studying industry peers, to conduct a materiality analysis for ESG topics. Topics included each of the 17 United Nations Sustainable Development Goals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

We first 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 56 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 clients. We also examined the methodologies of leading ESG investor raters and institutional investors. We reviewed their selection of material ESG topics for inclusion in their sustainability disclosure, rating methodologies, investment decision-making criteria, 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 highest scoring topics most material to the business.

MATRIX OF MATERIAL TOPICS



Overview of material ESG topics

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

Based on these material topics, FIS developed the below priority areas to focus on, which are mapped to the material topics.

APPROACH TO SUSTAINABLE GROWTH

Priority Area	GRI Material Topic	SASB Disclosure Topic	SDG Linkage
SUSTAINABLE SOCIETIES			
Approach to Sustainable Growth	Ethics and Integrity		#16 Peace, Justice and Strong Institutions
Empowering Individuals and Businesses in the Digital Economy	Access to Finance		#1 No Poverty #10 Reduced Inequalities
	Local Communities		#9 Industry, Innovation and Infrastructure #10 Reduced Inequalities
Protecting Our Clients and The Financial System	Customer Privacy	Data Privacy & Freedom of Expression	
	Data Privacy and Security	Data Security	#9 Industry, Innovation and Infrastructure
Advancing the Workforce of the Future	Employment	Recruiting & Managing a Global & Skilled Workforce	#8 - Decent Work and Economic Growth
	Diversity & Equal Opportunity		#5 Gender Equality
	Training and Education		
Helping Communities Thrive	Indirect Economic Impacts		#4 Quality Education #11 Sustainable Cities and Communities
SUSTAINABLE PLANET			
Reducing Environmental Impact	Emissions	Environmental Footprint of Hardware Infrastructure	#13 Climate Action
	Energy	Environmental Footprint of Hardware Infrastructure	#13 Climate Action
SUSTAINABLE GOVERNANCE			
Risk Management and Resiliency Programs	Anti-Corruption	Intellectual Property Protection & Competitive Behavior	#16 Peace, Justice and Strong Institutions
	Public Policy		#16 Peace, Justice and Strong Institutions
	Business Continuity	Managing Systemic Risks from Technology Disruptions	
	Anti-Competitive Behavior		
ESG Oversight, Structure & Resources	Governance		
Managing a Sustainably Focused Supply Chain	Procurement Practices		#17 Partnerships for the Goals
NA*	Economic Performance		

*While economic performance is identified as a material topic, this topic is largely covered in the FIS 2019 Annual Report, with additional detail in the Company Profile in this report.

FIS’ efforts in each of these priority areas are detailed in the following chapters. This report includes visual indicators at the beginning of each chapter showing which material topics are impacted.

APPROACH TO SUSTAINABLE GROWTH

SUSTAINABLE DEVELOPMENT GOALS

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



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

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

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

RESPONSE TO COVID-19

Nothing is more important to FIS than the health and well-being of our Colleagues, Clients and Communities. We have focused our relief efforts during the [global COVID-19 pandemic](#) on providing support and resources to help navigate this challenging time.



CONNECTED WORKFORCE

We equipped more than **95%** of our workforce with the necessary technology and connectivity to work remotely.



Colleagues

FIS' Crisis Management team activated our company-wide Pandemic Plan to prioritize the health and safety of our Colleagues.

- We equipped more than 95% of our workforce with the necessary technology and connectivity to work remotely.
- We supplied hotel rooms and secured transport for critical infrastructure employees in India and the Philippines to stay safely close to their offices.
- We enhanced employee safety across FIS facilities through methods including, enhanced cleaning and providing employees with masks and temperature-taking devices.
- We offered special pay for critical infrastructure employees who came into their offices to perform their job duties.
- We expanded our employee benefits to include special paid time off for employees impacted by COVID-19, to deal with personal illness or have time off to care for family members.
- We expanded the availability of tele-health to employees globally and increased the use of our Employee Assistance Programs and Virgin Pulse, our wellness platform.
- We expanded the FIS Cares program to global eligibility, offering emergency financial assistance to all FIS employees around the world and allowing all employees to donate to the FIS Cares fund to support their colleagues in need.
- We enhanced our new WeLearn online learning platform to include collateral and learning resources on remote workforce and employee wellness topics.
- We launched an internal campaign using online tools to engage employees by sharing positive stories.

APPROACH TO SUSTAINABLE GROWTH

Clients

In our business, FIS has helped our clients through the pandemic in multiple ways. Most importantly, through it all, we have maintained the resilience of our technology systems and helped provide strong business continuity for our clients and their customers.

- In the U.S., we helped bank and credit union clients speed up the processing of urgently needed Small Business Administration (SBA) loans under the Payroll Protection Program, by using our SBA-approved Real-Time Lending Platform to automate and digitize the loan process. This enabled small businesses to receive their funds more quickly.
- We partnered with 21 U.S. states to enable the use of EBT (Electronic Benefit Transfer) cards for more than ten million households receiving Supplemental Nutrition Assistance Program (SNAP) benefits, to shop for groceries online. FIS is also supporting states participating in the Pandemic EBT program to deliver needed lunch and food benefits through EBT cards to families of school-age children impacted by school closures.
- We provided U.S. merchants enrolled in the Worldpay from FIS iQ online portal with virtual terminal access at no charge, and we helped eCommerce clients by providing analytical, chargeback and enhanced authentication tools for a period of time at no charge.
- We waived minimum monthly service charges in April for our U.S. and UK merchants.
- We provided merchant clients with free access to Review Tracker, which assists merchants by directing customers to their website for specifics on changes to services and hours of operations.
- We assisted capital markets clients by expanding network capacity to handle significantly increased trading volumes in volatile market environments during the pandemic.



Communities

In the communities FIS colleagues live and work, we've been working to make a difference.

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



SUSTAINABLE SOCIETIES

1

EMPOWERING INDIVIDUALS AND BUSINESSES IN THE DIGITAL ECONOMY

- FIS' products expand access for individuals
- Helping underserved businesses and emerging markets
- Community partnerships drive technology innovations for underserved markets
- Providing financial literacy and education

3

ADVANCING THE WORKFORCE OF THE FUTURE

- Recruiting and building a talent pipeline
- Training and career development
- Retaining and promoting talent
- Inclusion & diversity
- Fostering employee engagement
- Employee benefits and wellness

2

PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

- Security strategy
- Commitment to privacy
- Global fraud-fighting
- RISC culture, training and board oversight

4

HELPING COMMUNITIES THRIVE

- Corporate giving
- Employee giving and volunteer programs
- Partnering with community groups

EMPOWERING INDIVIDUALS AND BUSINESSES IN THE DIGITAL ECONOMY

Financial inclusion efforts

As a global leader in the fintech industry, FIS is committed to helping all individuals and businesses, small and large, connect to the digital economy. We develop products and services with our financial institution, capital markets and merchant clients to expand access to a range of essential financial services for consumers and businesses.

In addition to products and services that empower financial inclusivity, we actively support and participate in public-private partnerships that advance the goals of bringing financial services and financial literacy to unbanked and underbanked populations around the world.



EMPOWERING INDIVIDUALS AND BUSINESSES IN THE DIGITAL ECONOMY

FIS' products expand access for individuals

FIS is a market leader and innovator in the design and operation of Electronic Benefit Transfer (EBT) systems in the U.S. EBT systems provide individuals with cards that allow them to make electronic payments for groceries and other items under the Supplemental Nutrition Assistance Program (SNAP), or cash benefits under Temporary Assistance programs.

FIS also supports U.S. states in providing Unemployment Insurance payments to individuals quickly and securely through the issuance of prepaid cards. We provide processing, card production and call center services to support Unemployment Insurance programs in nine states through banking partners.

In July 2019, FIS announced a first-of-its kind job portal, The Tax Credit Job Board, to help EBT recipients find jobs while connecting the employers who hire them with up to \$9,600 in federal tax credits per hire. FIS saw the need in the marketplace for a platform that could help connect state agency partners, qualifying job seekers, and local employers. Qualifying individuals include food stamp or supplemental security recipients, veterans, those unemployed for 27 weeks or more, or people who live in low-income areas.

Helping underserved small businesses and emerging markets

Small and medium-sized businesses (SMBs) throughout the world often have difficulty obtaining working capital through traditional funding sources. To help SMBs get faster access to capital, we developed the FIS Working Capital solution to provide funding in the U.S. and the UK.

Businesses that use Worldpay from FIS merchant solutions can apply online for the cash they need to grow their business and get approved in minutes. Since its launch in March 2019, the FIS Working Capital solution has provided more than \$20 million of funding to SMBs in the U.S.

FIS is also focused on expanding access to financial services for businesses in emerging markets. The continent of Africa has the world's second-largest population of Internet users after China and the use of digital payments is rapidly expanding.



UP TO
\$9,600
in federal tax credits for employers hiring EBT recipients through FIS' Tax Credit Job Board

In early 2020, FIS entered the payment processing market in Africa by expanding access for Worldpay from FIS merchants to process online payments in 26 markets across Africa. FIS is integrating technology from Flutterwave, a payments technology company with operations in Africa, into its Worldpay secure online payment processing platform. Flutterwave, based in San Francisco, was a 2016 graduate of the FIS Fintech Accelerator program.

Community partnerships drive technology innovations for underserved markets

FIS recognizes the need for continuous innovation in the fintech industry and is committed to investing in new technologies. Since 2015, we have been the sponsor of the FIS Fintech Accelerator program conducted in

FINANCIAL INCLUSION EFFORTS

collaboration with the State of Arkansas and Little Rock-based The Venture Center.

The program is designed to identify and help accelerate the work of startup firms developing innovative solutions to bring new capabilities, including expanding access to the digital economy. Each year, ten startups are selected to take part in a 12-week program that includes in-depth mentoring and training from FIS and The Venture Center.

In 2019, the program participants explored innovative solutions in a wide range of areas, including student loan repayment, artificial intelligence and machine learning, data analytics, process automation and customer engagement. Past participants of the program have won numerous industry awards, secured tens of millions of dollars in capital to advance their businesses and formed partnerships with leading financial institutions to bring their solutions to market.

FUNDING

\$20M



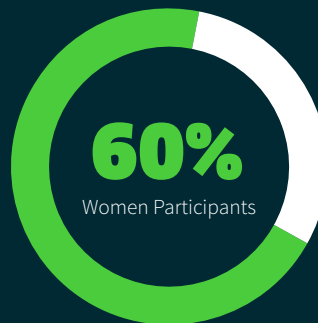
for businesses in need through FIS Working Capital to Small and Medium Business (SMBs) in the U.S.

Providing financial literacy and education

Through the FIS Charitable Foundation and other charitable and volunteer programs at the company, FIS is an active supporter of organizations dedicated to expanding access to education and financial literacy. FIS Payment Solutions in India partners with local non-profit organizations to promote literacy and financial training among low-income communities, including programs aimed at educating women and young people on financial technology.

In 2019, we provided financial support to the Smile Foundation, a non-governmental organization based in New Delhi, to support literacy and skill building programs for unemployed young adults. The Smile Foundation’s e-learning programs have trained more than 1,000 young people, with women being more than 60% of participants, and placed over 600 of these young adults in jobs.

FIS also supported Christel House India, a non-profit based in Bangalore, providing financial sponsorship for student education as well as the purchase of laptops and tablets. In recent years, FIS has also partnered with several non-profits in Mumbai, including Swaadhaar FinAccess and SEED CSR, to sponsor financial literacy programs for low-income women and free financial education to young people.



The Smile Foundation’s e-learning program trained more than 1,000 young people



PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

Our approach to data security, privacy and consumer protection

FIS has become a leader in the fintech industry by helping our clients solve business-critical challenges, while ensuring the security and privacy of their data and that of their customers. As a critical infrastructure provider for global banks, merchants and capital markets companies, we recognize the critical nature of protecting our systems from data breaches and cyber attacks.

With global attacks on financial, corporate and government IT systems increasing in frequency, complexity and sophistication, FIS has made significant investments to protect the data of our clients and our own technology platforms. This includes a comprehensive security strategy, core principles of privacy and robust efforts to fight fraud.



PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

Security strategy

The foundation of our data protection, privacy and fraud-fighting efforts is built upon a comprehensive security strategy, which is approved by executive management and overseen by the FIS Board of Directors. The strategy drives our core cybersecurity initiatives, our continued enhancements and maturity gains, and shapes our security policies, helping FIS keep ahead of cyber-threats. It pivots around the following pillars:



Protect and strengthen the core

- Protect our networks and data through strong identity and access controls, encryption and tokenization practices.
- Eliminate the reliance on passwords with more secure alternatives.
- Drive a robust security aware culture across the enterprise.



Speed to detect, speed to contain

- Continually evolve our ability to detect, contain and eradicate cyber threats, through state-of-the-art threat intelligence, automation capabilities and sensor enrichment.
- Drive near-time mitigation against cyber threats including denial of service attacks.



Secure the future

- Maintain strong vulnerability management practices and enhance contextual and risk-based approaches to mitigating the cyber-threat.
- Drive innovation to support new business models, improve user experiences and enable an agile approach to new technology adoption.
- Increase line of sight into the security posture and resiliency capabilities.

FIS' security strategy and programs are informed by industry best practice standards and frameworks. We are certified as compliant with ISO 27001 for information security management across all of our key locations across the globe. FIS also has a dedicated Cyberdefense Security Incident Response team to investigate and contain reported security incidents.

Our cybersecurity strategy is underpinned by a robust risk management program centered on a Three Lines of Defense model. This model forms a system of

accountability for risk management across FIS and sets a programmatic approach to identifying, measuring, managing and reporting key risks facing our Company.

This model helps instill a strong risk culture across all lines of business, while providing robust oversight of cybersecurity controls via the independent authority of our Chief Risk Officer, Chief Security Officer and Chief Compliance Officer. Our Risk, Information Security and Compliance (RISC) Group, headed by the Chief Risk Officer, sets policies and standards for the enterprise and conducts

PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

annual Risk & Control Self Assessments for every business unit. At FIS, incentive compensation is directly tied to risk metrics and each business unit has risk officer oversight.

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

FIS undertakes and issues annual SOC-1 and SOC-2 audit reports, while our Card Payments Solutions comply with guidelines set forth by the Payment Card Industry (PCI) Security Standards Council, including the PCI Data Security Standards (DSS). Our Merchant Solutions business, Worldpay from FIS, remains a member of the PCI Security Standards Council Board of Advisors.

Commitment to privacy

As we execute on our security strategy, FIS is also deeply committed to respecting and protecting the privacy of personal information entrusted to us by our clients and their customers. This commitment is an integral part of our culture and is embedded in our Code of Conduct and annual training programs.

FIS has a comprehensive Privacy Policy overseen by our Corporate Privacy Office, which applies to all employees and contractors worldwide, and maintains [a robust set of policies and procedures governing specific privacy-related issues](#). All FIS employees and contractors are required to complete annual Information Security and Privacy Awareness Training, which includes specific education

on personal data protection, compliance, and risk management topics.

FIS is committed to transparency in how we collect and use personal information, so that FIS clients and their customers know that they can interact with FIS with confidence. As part of our Privacy Policy, individuals are expected to contact the FIS Privacy Office with any questions or concerns.

The Board’s Audit Committee maintains oversight of our compliance with all applicable data privacy regulations throughout our global operations, including the Gramm-Leach-Bliley Act (GLBA) in the U.S., the General Data Protection Regulation (GDPR) in the European Union, the Brazilian General Personal Data Protection Act that is scheduled to become effective in May 2021, as well as the upcoming Personal Data Protection Bill in India.

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

In the U.S., FIS maintains compliance with numerous state regulations regarding data privacy, including the recently-enacted California Consumer Privacy Act (CCPA). The CCPA provides California residents with additional data protection rights, including the right to be informed about



PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

personal information collected by third parties and the use of that personal information.

Our decision solutions subsidiary, ChexSystems, which provides credit scoring analysis using a database of consumer information, is regulated under the *U.S. Federal Fair Credit Reporting Act* (FCRA) and similar state laws. FIS ensures the accuracy and privacy of personal information in our databases by investing in high levels of data security and operating consumer relations call centers to facilitate accurate and timely handling of consumer requests for information and disputes.

In addition to how FIS manages its internal privacy practices, we offer our banking, capital markets and merchant clients with best-in-class products and services to help them protect their customer data. We help clients comply with privacy laws and regulations and provide resources to keep them abreast of changes in the regulatory environment.

Global fraud-fighting

As part of our commitment to ensuring data security and customer privacy, FIS provides innovative fraud-fighting solutions to our banking, capital markets and merchant clients. In the banking industry, our solutions and services use our proprietary risk management models and data sources to assist in detecting fraud and assessing the risk of opening a new account.

Our banking business also provides clients in the U.S. with item processing services that are performed at one of our multiple item processing centers located throughout the U.S. or on-site at client locations. As part of these services, we utilize proprietary fraud detection technology as part of our solutions that capture data from these items, including checks and transaction tickets.

Our capital markets business also leverages a combination of data and fraud prevention techniques to minimize risks. While there is no infallible method of preventing fraud, we have taken a systematic approach by leveraging industry best practices, the expertise of our RISC professionals and a strong risk governance framework.

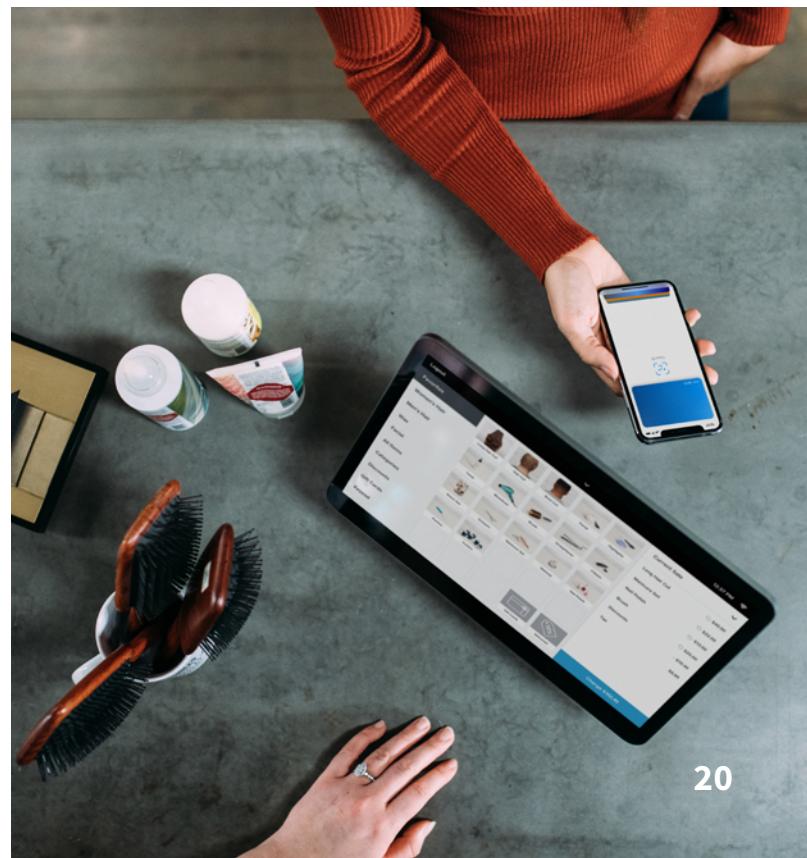
For our merchant solutions business, Worldpay from FIS offers leading fraud detection solutions and services, including FraudSight which was introduced in 2019. Worldpay from FIS is the #1 global acquirer of card payments by volume, which gives us unique capabilities to detect fraud at the merchant level. FraudSight is a multi-layered fraud solution that utilizes our data insights and machine learning technology to dynamically monitor transactions in real-time during the authorization process and help stop in-store and online fraud. Fraud attacks are especially prevalent online, with 96% of all eCommerce businesses reporting some form of fraud attack in 2019.

RISC culture, training and board oversight

At FIS, “Think Secure. Be Secure” represents the overarching theme of our Risk, Information Security and Compliance (RISC) culture. Our risk programs feature multiple layers of control and utilize proprietary risk management systems incorporating innovative tools and technologies such as artificial intelligence modeling and predictive analytics.

FIS’ employees embrace our culture of security and recognize the importance of staying up to date on the latest security threats. All employees and contractors complete extensive and mandatory annual training to ensure compliance with FIS data security, privacy and cybersecurity policies, including our Data Protection Policy and Information Security Policy. We record training completion details for compliance and audit purposes, which are reviewed by management and by the Board’s Risk and Technology Committee and Audit Committee.

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 material risk issues. The Risk and Technology Committee receives regular 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 programs.



ADVANCING THE WORKFORCE OF THE FUTURE

Advancing people

FIS' global workforce is the engine powering our mission of advancing the way the world pays, banks and invests. We are committed to providing our employees with best-in-class training and innovative career development programs that enable them to flourish at FIS and achieve their personal career goals. We provide comprehensive benefits and a welcoming, inclusive workplace where we celebrate diversity to attract and retain the highest quality people to further our mission. At FIS, we work to put our colleagues first.



ADVANCING THE WORKFORCE OF THE FUTURE

Recruiting and building a talent pipeline

FIS recognizes the importance of developing a qualified workforce to power continued growth and innovation in the financial technology industry. We are strong supporters of educational and internship programs designed to help create a talent pipeline for FIS and our industry. Several of the programs we support are strategically located in regions where FIS has a concentration of office locations.

In 2018, FIS became a founding partner of the Georgia FinTech Academy, a statewide initiative designed to prepare individuals to enter the fintech industry or transition from another career. The academy offers degree programs, executive and continuing education and apprenticeships, with internships offered through a partnership with the University System of Georgia. FIS was involved in the development of the academy’s curriculum, which is offered at two physical locations in Atlanta and available online throughout the 26-institution system. This partnership also includes three Historically Black Colleges and Universities in the University System of Georgia: Albany State University, Fort Valley State University and Savannah State University.

We are also an academic partner with three universities in Ohio: University of Cincinnati, Miami University and Xavier University. These partnerships focus on support of initiatives designed to increase the number of students pursuing degrees related to fintech, including women and under-represented minorities.

At the University of Cincinnati, FIS has established a presence at the University’s 1819 Innovation Hub, which is a venue for collaboration between FIS and students to focus on innovative fintech applications.

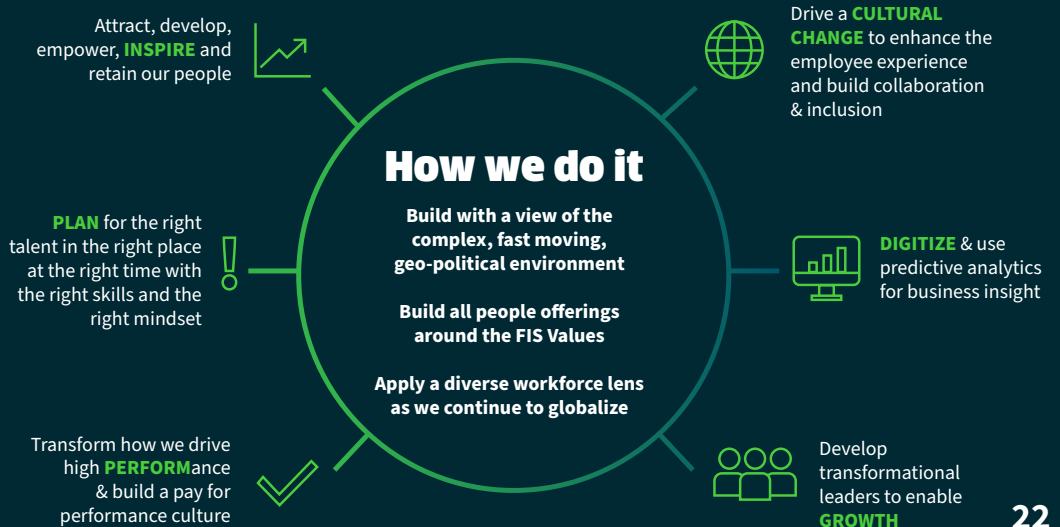
FIS is also a Corporate Partner of the Northeast Florida Fintech Initiative, launched in early 2020, which will provide new training and certification opportunities to help equip people with skills that are in demand in the growing fintech industry. The initiative is a partnership between local colleges, regional K-12 schools, non-profit organizations and fintech companies, and will include externship and job training programs to offer real world experience in the industry.

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

FIS recognizes that highly qualified job candidates are in great demand in the fintech industry. As part of our talent initiatives, FIS has established a social recruiting function to use social media and other means to amplify the FIS Employer Brand in the talent market. We encourage current employees to refer prospective candidates, which is an immensely valuable recruiting tool. We also work

PEOPLE OFFICE 2020 STRATEGY AND BEYOND

Our people strategy continues to focus on building for the workforce of the future, creating an environment where the world’s top talent can have fulfilling careers.



ADVANCING THE WORKFORCE OF THE FUTURE

to increase awareness of the FIS Employer Brand in our communities through FIS Inclusion Networks, which are highlighted on [page 25](#).

Our recruiting initiatives also include our Associate Development Program, in which college graduates join FIS as a full-time employee in a special two-year program that includes an onboarding “Learning Week” with participation by senior leadership and continued support and targeted training over the two-year period. In addition, we have robust Internship Programs in which college students join one of FIS’ businesses and gain valuable experience working on projects and learning from colleagues. Our Internship Programs are often a stepping-stone to the Associate Development Program.

Training and career development

Since 2016, FIS has been investing in a unified strategic learning function under our Head of Global Learning. As part of this evolution, FIS established a core philosophy of “Being your own Chief Learning Officer,” which has been adopted and encouraged by our executive team and embedded across our culture. All new employees globally

based on employee and business unit feedback.

Tier 2 learning experiences are developed to provide specialized, in-depth learning focused on competency-focused development and leadership skills. Examples include the Lead.Explore.Aspire.Develop (LEAD) experience, focused on preparing high potential employees for leadership roles, and the Associate Development Program focused on the rapid orientation of new employees to the workforce.

One of our flagship Tier 2 experiences is Manager Excellence, a multi-channel program launched in 2018 using instructor-led sessions, learning labs, podcasts, and other on-demand tools. The offering was designed for universal skill development of frontline managers regardless of their function or location; in its first year more 1,600 managers participated in the program.

Tier 3 learning is individually designed and tailored to the ever-changing needs of our business segments. A Development Needs Analysis (DNA) is performed to identify the optimal learning solution indicated to meet the desired drivers and outcomes.

As an example, a DNA completed for our technology group confirmed the need for leadership training to help build out succession planning for the group with a focus on business acumen and executive presence. A customized learning experience was created to address the needs of a small group of senior leaders to help prepare them for more senior executive roles.

Our Global Learning Team uses a data-driven methodology to make effective programs available to all employees in ways that are easily accessible. We capture data points, including the number of employees actively using learning resources, total learning hours and types of delivery



are introduced to the concept, desired competency framework and array of offerings as part of their onboarding experience.

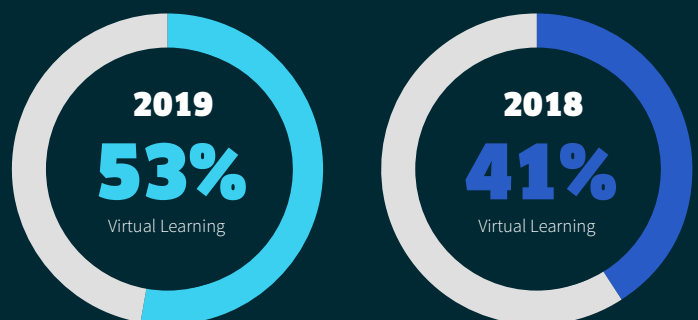
Our Global Learning function has implemented a three-tiered strategic engagement approach to deliver the right training to employees throughout the company.

Self-directed Tier 1 learning helps us to efficiently meet the needs of our globally distributed workforce. All FIS employees have access to an online Learning Curricula, which includes an extensive online learning library with more than 250 blended learning resources and over 3,000 individual assets offered in 17 languages.

The online library includes virtual instructor-led courses, videos, articles, and e-learning, including Massive Open Online Courses (MOOCs) from institutions such as the New York Institute of Finance and the Australian National University. Our online curriculum is refreshed regularly

VIRTUAL LEARNING*

Virtual learning capabilities expand the number of colleagues who can easily access career development resources.



* data only applies to heritage FIS

ADVANCING THE WORKFORCE OF THE FUTURE

channels utilized to ensure that resources allocated to training and development are being allocated and utilized with maximum effectiveness.

Among the trends we identified in 2019 is a shift toward a higher percentage of learning programs taking place via virtual learning, with 53% of employee learning hours spent virtually learned compared with 41% in the same period in 2018*. This shift has shown the interest of colleagues in easier accessibility to career development resources.

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

Retaining and promoting talent

In addition to providing our employees with comprehensive learning programs for all stages of their careers, FIS is focused on making sure that employees have opportunities to advance within the company as they grow. As part of our core philosophy to help make FIS a place that people can form long lasting careers, we have robust programs in place for managing performance, gathering feedback, developing leaders and tracking retention through all levels of the company.

Each year, FIS holds a Leadership Summit to bring together the top leadership of the company to focus on important strategic issues, including corporate strategy, culture, human capital management and succession planning.

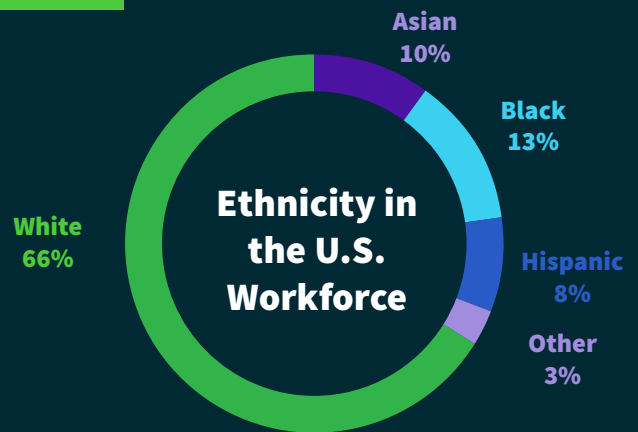
Promotional opportunity identification and succession planning processes are ongoing at FIS, with lists of successors for manager-level positions identified and updated twice a year to ensure business continuity and to help prepare succession candidates with the skills they need. To do this, we utilize a data-driven approach, focusing on metrics from our annual People Survey and other sources, including the percentage of positions filled with internal hires and overall retention rates.

For its performance management process, the company uses a number of advanced tools, which help foster an environment where employees can do the most fulfilling work of their careers. These tools include a specially designed Performance365 system that enables ongoing feedback and performance peer measurement, 365 days a year, and the collection of peer feedback.

Performance365 features frequent goal-setting to ensure that priorities remain aligned throughout the year, anytime feedback to enable employees to receive relevant input and guidance from multiple stakeholders, and Quarterly

* data only applies to heritage FIS

INCLUSION & DIVERSITY



Category	Female	Male
Gender in U.S. Workforce	45%	55%
Gender in Global Workforce	40%	60%

Connects between managers and employees which are short, structured conversations to review goals and adjust priorities as needed.

Inclusion & diversity

The principles of inclusion and diversity are at the heart of our People Strategy and are essential to our mission. FIS is a true multinational enterprise, with more than 55,000 employees. Over 60% of our global workforce is located outside the U.S. Each colleague represents a unique combination of age, gender, gender identity, race, ethnicity, ability, language, religion, sexual orientation, education, work history, beliefs and life experiences.

The diversity of our workforce helps us use our collective strengths to innovate and deliver the best products and solutions for our clients. Our clients and communities are becoming increasingly diverse, and by having an employee base that fully reflects the markets we serve, FIS is better able to understand and provide solutions to meet the needs of our clients. By providing an inclusive environment where everyone’s views count, FIS is more attractive to prospective employees and empowers our entire workforce to thrive and achieve their full potential.

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

ADVANCING THE WORKFORCE OF THE FUTURE

FIS is committed to ensuring all of our employment practices are free of discrimination based on race, color, gender, religion, national origin, disability, veteran status, age, marital status, sexual orientation, gender identity, genetic information or any other protected group status. The company has strong employment policies, including our Code of Business Conduct, Equal Employment Opportunity Policy and Harassment and Discrimination Free Workplace Policy.

In late 2019, FIS adopted a Strengths based philosophy, so our employees can understand our diverse talents, and we can better create growth for our colleagues, clients and communities. To offer this systematically we have partnered with Gallup to incorporate their CliftonStrengthsFinder offering into our Learning resources, with our top 300 leaders undergoing the assessment and focused activities around their Strengths in 2020. By embracing Strengths, we recognize all individuals bring different talents to the table, and by understanding these, we can drive towards common goals and allow our employees to excel where they are naturally talented, which creates a direct link to engagement and business productivity.

Our CEO, Gary Norcross, was an original signatory in 2017 to the CEO Action for Diversity & Inclusion, a coalition of more than 900 CEOs from over 85 industries, who are taking action to create more inclusive workplaces. As part of the initiative, FIS and other companies pledged to share best practices, encourage conversations about diversity and inclusion, and implement and expand unconscious bias training.

Led by our Chief People Officer, and our Global Director of Inclusion & Diversity, the senior leaders of FIS are united in championing inclusion and diversity within our workplace, our marketplace and our local communities. We achieve this through systematic and consistent consideration of equality and diversity in all FIS human resources activities, including but not limited to hiring, pay scales, promotions, engagement, retention and training. We regularly

FIS is committed to continuous improvement every year, to go further and be a model of inclusion in an evolving world.

Jennifer Frasier,
Global Director of Inclusion & Diversity

FIS INCLUSION NETWORKS

- African Ancestry Inclusion Network
- LGBTQ+ Inclusion Network
- Rising Professionals Inclusion Network
- Working Families Inclusion Network
- Women's Inclusion Network

Inclusion Networks across FIS and Worldpay in 2019



review metrics on these efforts and report them to our senior leadership and Board on an ongoing basis, using this information to inform and refine our inclusion and diversity programs.

Among these programs are FIS Inclusion Networks, which are company-sponsored communities led by empowered and determined colleagues who share common interests, backgrounds or experiences. These groups are committed to supporting the pursuit of excellence of their respective members while promoting our overall goal of fostering an inclusive work environment. Our colleagues in the networks serve as leaders and help attract and retain top talent by driving collaboration, supporting and serving our communities, and engaging with our clients and partners.

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

Inclusion and Diversity are also embedded in our Global Learning program, with curriculum offerings associated for all levels of employees. In 2019, our online library provided a variety of resources ranging from self-directed learning modules on topics such as “Bridging the Generational Gap” and “Diversity on the Job” to Massive Open Online Courses (MOOCs) on “Understanding Unconscious Bias.”

We recognize that in order for FIS and the fintech industry to continue to grow, we must be proactive in educating

ADVANCING THE WORKFORCE OF THE FUTURE

and recruiting a more diverse workforce. Several of the educational programs we sponsor that are described in this chapter of the report, including the Georgia FinTech Academy, Northeast Florida Fintech Initiative, and in particular our academic partnerships with universities in Ohio, are designed to help increase the participation of diverse talent within the fintech industry.

Just as FIS leads the fintech industry in serving the needs of our clients, we aim for our inclusion and diversity practices to do the same. We are proud to be named for three consecutive years as a “Best Place to Work for LGBTQ Equality” by the Human Rights Campaign Foundation, receiving a perfect score on the foundation’s 2020 Corporate Equity Index.

Fostering employee engagement

FIS is committed to empowering employee growth by providing an environment that fosters inclusion and collaboration, and by supporting programs that drive individual success and career development.

For example, promoting our culture of innovation is a key element of our efforts to drive employee engagement at FIS. Our innovation labs around the world serve as entrepreneurial “garages,” where FIS engineers build new product prototypes with cutting-edge technologies.

Additionally, FIS holds an annual hack-a-thon, InnovateIN48, which is a worldwide employee coding competition designed to spark creativity, collaboration and exploration in fintech. Teams of employees work simultaneously to solve a client concern or improve a business process, with the results producing tangible new ideas to enhance our products and services and stimulating fresh thought leadership for our employees, and the fintech industry-at-large.

As part of our COVID-19 response in 2020, FIS has developed initiatives and programs to help keep employees engaged. These initiatives include broadening FIS Cares, our employee-funded charity, across the globe to benefit FIS employees in need around the world, as well as programs to keep employees working from home connected and engaged.

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

To ensure we understand the pulse and engagement of our employees, FIS conducts an annual People Survey. This survey, using a third-party firm, gathers extensive data and feedback on employee satisfaction, company culture, inclusion and other topics. The survey includes questions



about collaboration and work processes, training and development, employee recognition, career opportunities, work-life balance and employee benefit programs.

The survey is sent by email to all full-time FIS employees and is available in six languages (English, French, Spanish, German, Chinese and Brazilian Portuguese). One key question in the survey is used to calculate our colleague engagement score: “How happy are you working at FIS?” In 2019, our colleague engagement score improved over the prior year, continuing a positive trend.

Results of the survey are reported to all employees and the survey data is used by management to evaluate the effectiveness of our workplace programs and shape future offerings. Feedback from the survey is used in ongoing efforts to improve employee engagement and satisfaction. Annual survey data is reported to and monitored by the Board of Directors and included in business unit’s dashboards.

FIS also encourages ongoing feedback from employees, which is used to develop and refine employee engagement programs and shape initiatives to promote our shared company culture. We gather feedback through a variety of mechanisms, including online tools such as Yammer and in-person settings such as our quarterly town halls with business units and FIS Inclusion Networks. In 2019, as part of the FIS Worldpay integration, we used a combination of surveys, in person interviews and mass online collaboration tools to co-create our new company values, which were launched in early 2020.

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

Employee benefits & wellness

FIS employees are our key competitive advantage; therefore, we offer a competitive and comprehensive benefits package to attract and retain our talented workforce. We have a global footprint with over 55,000 employees. Because 60% of our employees are located outside the U.S., we provide a core set of benefits worldwide that we tailor and customize to meet regional and local needs.

ADVANCING THE WORKFORCE OF THE FUTURE

Health care and insurance benefits

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

All employees worldwide receive – at no cost to the employee – a core set of life insurance coverages, an Employee Assistance Program and a Well-being Program through Virgin Pulse. Accident insurance is provided to employees based on local practices in the country of residence.

FIS provides paid maternal and paternal leave, as well as an adoption assistance program. FIS also offers benefits to support our employees when they need time off including paid time off, paid holidays and caregiver support services. Paid time off policies vary by region and location.

Retirement and financial benefits

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

Under the ESPP, employees can contribute from 3% to 15% of eligible compensation to purchase FIS stock. FIS matches 25% of employee contributions made on a quarterly basis, one year after the employee contribution is made. The program is very attractive to our employees, with 29% of U.S. employees participating and 18% of all employees worldwide.

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

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

FIS also provides financial support for the education of family members of FIS employees through the FIS Scholarship Program. The program offers 300 scholarships

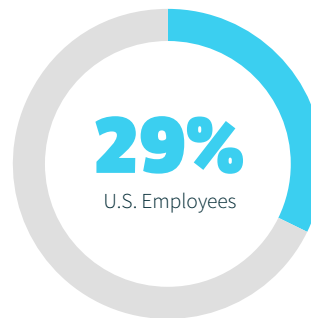
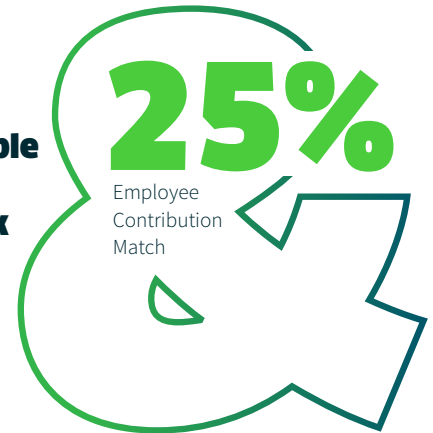
to children or grandchildren of FIS employees worldwide, to be used toward tuition and fees for an undergraduate degree at a college or university.

Wellness programs

All FIS employees worldwide have access to a Well-being program from Virgin Pulse, which is designed to help cultivate healthy lifestyle habits in a fun and interactive way. Participants in the program can earn incentives by participating in a range of healthy activities, along with U.S. employees receiving credits on health care premiums.

FIS participates in numerous health and well-being initiatives both locally and globally, including events like Mental Health Well-being Week, Go Pink Day for breast cancer awareness and Movember in support of men’s health awareness.

Employees can contribute from 3% to 15% of eligible compensation to purchase FIS stock



Made Contributions using the program

DISCOUNTS

28K

national and local merchants



HELPING COMMUNITIES THRIVE

Philanthropy and volunteer programs

At the core of our values as a company is a commitment by FIS and our colleagues to help communities thrive by giving back. We do this by devoting our time, talents and resources to the communities we live and work in, and by supporting our colleagues and communities in their time of need. FIS strives to have only a positive impact on our local communities.

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

- Corporate giving by the FIS Foundation and our individual business units.
- Colleagues volunteering their time through the FIS Volunteer Program.
- Colleagues donating money to the FIS Cares fund to help colleagues in need.
- Providing relief assistance to our communities after natural disasters with donations and volunteers hours.



HELPING COMMUNITIES THRIVE

Corporate giving

The FIS Foundation is a 501(c)(3) non-profit corporation that serves as one way FIS provides financial support to qualified charitable organizations in the U.S. In 2019, we awarded grants of approximately \$1.3 million to over 140 organizations.

In addition to grants provided by the FIS Foundation, our individual business units give donations to non-profit and community development groups in the communities where we operate. In 2019, these donations totaled approximately \$2.2 million and helped provide critical financial support to community groups and charities.

More detailed information about our corporate and employee giving, as well as volunteer programs can be found in our [FIS Gives Back report](#).

More the **3,000 FIS employees worldwide** devoted time to **volunteer work**



Employee giving and volunteer programs

FIS employees demonstrate their generosity and commitment to giving back by volunteering with organizations focused on addressing vital issues in their communities. We support and encourage these efforts through the FIS Volunteer Program, which grants eight hours of paid time off per year to eligible employees to devote to volunteer work. In 2019, FIS employees worldwide logged almost 25,000 volunteer hours.

FIS volunteers devote time to organizations focused on four main areas that support our overall values: Community Development, Children’s Services, Environmental Protection and Health and Human Services. These organizations range from large well-known groups such as Habitat for Humanity and Ronald McDonald House to small community groups such as Positive Youth Association in Vietnam and Tree Public Foundation in India.

Our employees around the globe also join together to raise donations and health awareness through participation in activities for Breast Cancer Awareness Month in October and the Movember Foundation’s men’s health programs in November. FIS and our employees provide financial support for the Leukemia & Lymphoma Society’s Team in Training program, with “Team FIS” raising over \$1.84 million in donations during the past six years.

In the aftermath of natural disasters such as earthquakes, flooding and hurricanes, FIS employees aid our communities through donations of money and supplies and by volunteering with relief organizations. In 2019, FIS donated supplies to schools in Abacos following the devastating hurricane and partnered with the organization, Barnardos, to support children affected by the Australian bushfires to name a few.

DONATIONS

\$3.5M

helped provide critical financial support to community groups, organizations and charities.



Fighting hunger & feeding



FIS colleagues who are affected by a natural disaster or who face severe financial hardship from a serious illness or other unforeseen event – including COVID-19 – can take advantage of the FIS Cares program. This program provides a way for FIS colleagues to support each other by making a one-time donation to the FIS Cares fund or by making a recurring paycheck deduction. In 2019, FIS colleagues contributed \$230,000 to the FIS Cares fund.

Colleagues receive assistance from the fund to help to pay for medical expenses, temporary housing, food and clothing, utility bills and other basic needs. During the COVID-19 pandemic, the FIS Cares fund has been able to assist employees with related hardships.

The program was expanded in 2020 from a U.S.-based program to support all FIS colleagues worldwide.



FUNDING

\$230K

contributed to the FIS Cares fund to help colleagues worldwide in need

Partnering with community groups

FIS gives back to non-profit organizations and educational institutions in our communities through both financial sponsorships and direct participation by employees in community events, educational programs or financial donations. Many of these programs are focused on raising awareness and fostering interest in career opportunities in the fintech industry.

As discussed in our [previous chapter](#), FIS has been a founding partner in several partnerships with educational institutions and government agencies designed to broaden opportunities for individuals to enter the fintech industry.

We also have partnered with educational institutions through our TechBright program to provide scholarships and programs designed to increase the number of women and under-represented minorities pursuing degrees in technology fields. These institutions include the University of Cincinnati, Miami University and Northeastern University.

In Cincinnati, Ohio, where FIS has a large concentration of employees, FIS was a Gold Sponsor of the 2020 TechOlympics: Activate, produced by the INTERalliance Leadership Council of Greater Cincinnati. The event was the largest student-run technology conference in the U.S., bringing together over 300 high school students, 30 businesses and five local universities to highlight the excitement of opportunities in the information technology field. Employees from FIS met with students to help them learn about different career pathways and make connections.

FIS has also formed partnerships with community groups and educational institutions in communities outside the U.S. to increase career opportunities for women, underrepresented minorities and young people. For example, in India, we [partnered with several non-profit organizations](#), including the Society for Educational Welfare and Economic Development (SEED CSR) to promote literacy and financial training in low-income communities.

SUSTAINABLE PLANET

5

REDUCING ENVIRONMENTAL IMPACT

- Sustainability strategy
- Energy & emissions reduction
- Energy efficiency & waste management
- Measuring & reporting

REDUCING ENVIRONMENTAL IMPACT

Sustainability strategy

FIS is committed to helping ensure that our planet is a sustainable home for current and future generations. We recognize that climate change presents both risks and opportunities for our industry and our business, including disruptions to the business operations of our clients and partners. As a responsible corporate citizen, we are taking action to mitigate these risks to our company and the world at large.



REDUCING ENVIRONMENTAL IMPACT

Sustainability strategy

Our commitment to protecting and maintaining the quality of the environment is embedded in the [FIS Code of Business Conduct and Ethics](#). We drive environmental awareness among our colleagues and engage them in our efforts to reduce the company’s environmental impact.

FIS’ strategy to build a sustainable business includes focusing on energy and emissions reduction, energy efficiency and proper waste management. A critical part of our strategy is the collection of data to measure our global energy usage, greenhouse gas (GHG) emissions, water usage and other key areas of impact, so we can continue to improve our environmental programs and report on our progress toward a sustainable future. In 2019 and 2020, FIS undertook its first baseline measurement of environment impact and is committed to reducing environmental impact each year.

EMISSION REDUCTION

60,000

Square footage reduced by consolidating seven data centers

Energy & emissions reduction

As a global leader in the fintech industry, our primary opportunities for reducing direct environmental impact are the efforts we make to operate our data centers and office buildings around the world efficiently and responsibly.

As part of this objective, FIS is implementing a major multi-year strategic initiative to consolidate FIS data centers in the U.S. We have reduced the number of U.S. data centers from 45 at the end of 2017 to 27 at the end of 2019, with a goal of consolidating to 14 centers by the end of 2021.

Focusing specifically on 2019, we consolidated seven data centers and reduced our data center square footage by approximately 60,000 square feet. As a result, we lowered our annual data center electricity usage by 94 thousand gigajoules in the reporting year. This represented more than 10% of our total electricity usage globally. We anticipate further reductions in 2020 and beyond as we continue this initiative and others.

17 LEED CERTIFIED BUILDINGS

FIS has LEED certified buildings all over the world including in:

- Bucharest
- Sao Paulo
- Taguig
- Denver
- Durango
- Orlando
- Atlanta*
- Roswell
- Burlington
- New York
- Houston
- Chicago
- Boston
- Cape Town
- Toronto
- Singapore

*Two locations in Atlanta

As well, over the past 5 years, FIS has eliminated 2.1 million square feet from our office/facility footprint through consolidation and other activities. We estimate that these activities have resulted in an approximately 30% reduction in our emissions, energy, and water usage.

Energy efficiency & waste management

In addition to the reductions we are achieving from our data center consolidation plan, FIS is committed to minimizing and reducing energy and water usage at our existing and new-build facilities. We are also driving increased use of recycling and other waste management programs to reduce the amount of office waste that is sent to landfills.

In 2020, FIS will begin construction on our new global headquarters in Jacksonville, Florida. For this 300,000 square foot building, expected to open in 2022, we will pursue certification through the U.S. Green Building Council’s (USGBC) Leadership in Energy and Environmental Design (“LEED”) program. The LEED certification is the world’s most widely recognized and applied benchmark for green buildings.

FIS currently owns or leases facilities in a total of 17 LEED certified buildings around the world, representing more

REDUCING ENVIRONMENTAL IMPACT

than 10% of our total facilities. These buildings include two LEED Platinum buildings and 11 LEED Gold buildings. We are pursuing LEED certifications at additional buildings that FIS owns.

We are committed to using building automation and energy management systems to help reduce the environmental impact at our larger facilities. This includes the use of energy-efficient LED lighting and high-efficiency mechanical units. Additionally, to help our colleagues reduce the environmental impact of their commute, FIS has recently installed electric vehicle charging stations at some of our larger locations.

FIS enlists all of our colleagues to be environmental stewards by implementing recycling programs at our facilities. We recycle computers and other technology equipment including VPN tokens and toner cartridges for computer printers. Paper is shredded and recycled at all FIS locations and recycling programs are in place at many FIS locations for other recyclable materials and waste.

Measuring & reporting

As part of our ongoing efforts to minimize our environmental impact, FIS is committed to measuring the company’s environmental practices through internal and external audits. We recently completed the first comprehensive survey of all FIS facilities around the world to measure energy usage (including energy derived from renewable sources), GHG emissions (Scope 1 and Scope 2), and water usage. This data and all data from our audits are reported regularly to senior management and to the Corporate Governance and Nominating Committee of the FIS Board.

These reporting efforts provide transparency to our internal and external stakeholders and will also help measure our future progress in supporting global efforts to combat climate change, including the United Nations Sustainable Development Goals (SDGs).

2019 ENVIRONMENTAL PERFORMANCE

Annual Energy Usage	968,441 GJ
Annual Water Withdrawn	407.50 m ³
GHG Emissions – Scope 1 *	13,587.49 MtCO ₂ e
GHG Emissions – Scope 2 **	96,611.25 MtCO ₂ e



17

Buildings with LEED certifications

* Covers locations in operational control. Base year is 2019 as this was our first year tracking this information

** Location based emissions covering locations in operational control. Base year is 2019 as this was our first year tracking this information

SUSTAINABLE GOVERNANCE

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OVERSIGHT, STRUCTURE & RESOURCES

Our commitment to ESG

FIS is a leader in technology and services that help businesses and communities thrive by advancing the way the world pays, banks and invests. We are committed to making a positive impact on the world around us through demonstration of excellence in sustainability.

Our commitment includes operating our company with integrity and the highest ethics, contributing to our surrounding communities, promoting diversity and inclusion, empowering our employees and preserving our natural resources. We are also committed to the highest levels of data security, protecting the privacy of our clients, and ensuring the global financial system is accessible to and inclusive of everyone.

Our CEO and the entire Management Team of FIS recognize the importance of sustainability in order to gain the trust of our investors, clients, partners, employees, regulators and other stakeholders. To earn this trust, we have implemented comprehensive governance structures and practices that ensure transparency in reporting and foster accountability for our Board of Directors and Management. Our governance practices also ensure that FIS maintains robust programs to manage operational risks and uphold compliance with applicable laws, regulations and rules governing business conduct and ethics.



OVERSIGHT, STRUCTURE & RESOURCES

Board of Directors commitment and oversight role

Our Board of Directors is responsible for oversight of the business. In carrying out this responsibility, the Board oversees the long-term strategy of our company and advises our senior management to help drive long-term value creation for our shareholders. Our Board governance practices include the annual election of directors, majority voting for directors, annual evaluations of the board and its committees, the appointment of a Lead Independent Director, proxy access and stock ownership guidelines for all directors and corporate executive officers.

The FIS Board is diverse, with four of our ten independent directors being either female or ethnically diverse. Our Board members also bring a diversity of thought and skill to their roles, based on their extensive experience in the banking, technology and financial services industries and their varied backgrounds in global operations, sales and legal functions.

The Corporate Governance and Nominating Committee in 2019 revised the Corporate Governance Guidelines to require a Lead Independent Director whenever the role of Chairman and CEO is combined. In January 2020, our Board approved revisions to the Corporate Governance Guidelines to further enhance and define the role of the Lead Independent Director. More information about our Board and our Corporate Governance Guidelines



is available in our [2020 Proxy Statement](#) filed with the Securities and Exchange Commission on April 17, 2020 (the “Proxy Statement”).

Board committee oversight roles

Our Board of Directors includes [five standing committees](#): Audit, Compensation, Corporate Governance and Nominating, Risk and Technology and Executive. The membership of four of the five standing committees – excluding the Executive Committee – is comprised entirely of independent directors. The primary function of the Executive Committee, chaired by our CEO, is to act on behalf of the full board between regularly scheduled Board meetings when time is of the essence.

The Audit Committee reviews critical accounting policies and practices, and reviews financial statements and filings made to the Securities and Exchange Commission. The Audit Committee also oversees the Company’s compliance and ethics programs, and internal audit program.

The Compensation Committee is responsible for determining the compensation of the Company’s CEO and executive officers, and recommending action on compensation and benefit plans for independent board



The FIS Board is diverse, with four of the ten independent directors being either female or ethnically diverse.

members. More information on our approach to executive and board compensation is provided in the next section.

The Corporate Governance and Nominating Committee is responsible for identifying and recommending qualified individuals to be nominated for election as Directors and for planning for Director succession and refreshment. In 2019, the Governance Committee revised its charter to take on direct oversight responsibility for the Company's ESG (Environmental, Social and Governance) strategies and programs. On a periodic basis, management reports ESG Key Performance Indicators (KPIs) to both the Governance Committee and the Board for review.

The Risk and Technology Committee supports the Board in overseeing and assessing current and emerging risks facing the Company, including risks related to ESG issues. The Risk Committee oversees the activities of senior management's Executive Risk and Technology Committee (ERTC), which develops the Company's enterprise risk management program. This program is implemented by the FIS Risk, Information Security and Compliance (RISC) group, which coordinates and conducts risk assessments, develops risk mitigation strategies and manages risk mitigation initiatives.

Compensation and succession approach


The executive compensation programs of FIS, as approved by the Compensation Committee of our Board, are designed to attract and retain talented and high-performing executives. Our programs provide strong links between the Company's performance and total compensation earned, while emphasizing performance metrics that enhance long-term shareholder value.

The financial metrics utilized by the Compensation Committee to evaluate performance provide a balance that focuses our Management team on achieving performance goals which align with creation of shareholder value.

Our compensation approach, as detailed in our 2020 proxy statement, aims to set a high ratio of performance-based compensation as a percentage of total compensation.

In addition to providing total compensation that is competitive in the rapidly growing fintech sector, our approach also promotes Executive Officer stock ownership to align the interests of Executives with those of shareholders. FIS has formal stock ownership guidelines for all corporate Executive Officers, which sets a minimum target (a multiple of the executive officer's base salary) to be held in common stock or equivalents.

There are similar stock ownership guidelines for independent members of the Board, with the goal of aligning their interests with those of shareholders. These



guidelines set a minimum target (a multiple of the Board member's annual retainer) to be held in common stock or equivalents. More details on our stock ownership guidelines can be found in our proxy statement.

Our Board oversees senior management succession plans, including those for Executives such as our CEO, CFO and division presidents. This oversight process includes a review of succession scenarios, planned transition and timeline and a review of potential candidates.

In 2019, the Board participated in a multi-day offsite meeting dedicated exclusively to strategic planning and management succession planning. The Board receives periodic updates on the succession plans for our senior management team throughout the year.

The Corporate Governance and Nominating Committee of the Board oversees and plans for director succession and refreshment. Through these plans, our goal is to maintain a diversity of thought, background and experience on the Board that supports the Company's long-term strategy. In 2019, the Board approved the adoption of a mandatory retirement age of 75 for directors, with the goal of enhancing Board refreshment.

Engagement with ESG stakeholders

FIS maintains an ongoing, proactive outreach effort with a wide range of stakeholders to ensure that our Board and Management gather valuable insight and feedback on our ESG programs and practices. These stakeholders include shareholders, ESG rating firms, fixed income investors, debt rating agencies, regulators and non-government organizations, employees, clients and partners, among others.

Throughout the year, members of our Investor Relations team and our Corporate and External Affairs team, along with senior management, engaged with shareholders and other stakeholders to seek their input, to remain well-informed regarding their perspectives, and to help increase their understanding of our business. In particular, through this engagement, we discussed topics of interest to our shareholders and other stakeholders, including our performance, strategy, executive compensation and corporate governance. In 2019, there was additional emphasis in our discussions with our shareholders and other stakeholders related to our commitment to ESG matters and our efforts to develop a more robust ESG program.

As part of our commitment to improve our ESG programs and practices, the Board took a number of other steps in 2019. Specifically, the Board's Corporate Governance and Nominating Committee revised its charter to assume oversight for the Company's ESG programs, which is led and managed by the Company's Corporate and External Affairs function. This oversight includes receiving periodic updates from Management on ESG activities, including regular reviews of the Company's progress in enhancing our ESG disclosures.

RISK MANAGEMENT AND RESILIENCY PROGRAMS

Operating responsibly

As a critical infrastructure provider to the global financial system for banking, capital markets and payment processing, FIS recognizes the importance of delivering reliable, effective and secure services to all our clients. FIS invests significant human capital, technology and security resources – governed by a robust set of policies – to ensure the resiliency of our operations and mitigate against operational risks.

These risks include business resilience, data security and privacy, anti-competitive behavior, anti-corruption and anti-bribery controls. The Company's Risk, Information Security and Compliance (RISC) Group, headed by our Chief Risk Officer, coordinates and conducts risk assessments for these risks and then develops and manages risk mitigation strategies.

The RISC Group helps coordinate senior management's Executive Risk and Technology Committee (ERTC), which develops the Company's enterprise risk management (ERM) program. The FIS Board and the Board's Risk and Technology Committee are actively involved through regular review of the activities of the ERTC, including approval of the ERM program.

All FIS employees receive mandatory annual training on risk management policies and procedures through our Regulatory University (Reg-U) platform, and we have a team of dedicated professionals who work daily to promote a culture of risk awareness throughout the company globally.



RISK MANAGEMENT AND RESILIENCY PROGRAMS

Operational and business resilience

FIS recognizes that financial institutions, capital markets companies and merchant clients need and expect continuous uptime for critical applications that power their businesses. FIS is a leader in continuity as an early adopter of the ISO 22301 Business Continuity standard across the enterprise. FIS' resiliency program focuses on all levels of the supply chain from our own technology platforms, to our employees and to third-party suppliers. FIS has a dedicated business continuity and crisis management team that plans for all types of threats from natural disasters to cyber-attacks and coordinates with our Security Incident Response teams, Service Delivery and our Enterprise Command Center.

In addition, we have invested significantly in cloud-enabling our global network, in conjunction with our modernization and data center consolidation programs. These programs reduce complexity and increase resiliency, as described in [our chapter on environmental impact](#).

These investments have enabled us to shift more than half of FIS applications in North America to the secure FIS cloud, which resulted in enhanced network performance, resiliency and availability. FIS has seen a more than 80% drop in infrastructure issues, a 20% to 30% improvement in online response times, and a 20% to 50% improvement in batch processing times from these cloud-based applications since 2017. FIS has also achieved a disaster recovery failover time of between five and 15 minutes for a percentage of critical applications.

The shift to our secure FIS cloud and our confidence in the resiliency and consistency of our operations enabled us to offer a groundbreaking new service level agreement (SLA) for cloud-based business solutions used by FIS clients in North America. Should an FIS system not meet an SLA, resulting in a disruption lasting longer than 15 minutes, FIS would issue a financial credit to that client as remuneration.

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

FIS also mitigates our exposure to these risks through our Global Business Resilience (GBR) program, which is overseen by our Global Chief Security Officer who works in partnership with business units across the company. Our GBR program encompasses a number of critical areas, including Business Continuity Management, IT Disaster Recovery, Crisis Management and Third-Party Resilience. Our GBR policies and procedures are based on industry standards and regulations, including ISO 22301, FFIEC and FBA, and are examined regularly through internal and external audits.

The GBR program includes detailed plans for business recovery activities, including recovery scripts and supporting documentation for technology recovery. Crisis Management plans are developed to ensure strong command and control of response activities on potential issues ranging from critical business crises and brand reputation to life safety crises including site-specific incidents, contagious diseases and pandemics.

PRIMARY REGULATORY OVERSIGHT BODIES

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

FBA (Federal Banking Agencies)

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

State Banking Regulators

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

FCA (Financial Conduct Authority)

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

PSR (Payment Systems Regulator)

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

DNB (De Nederlandsche Bank)

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

OPERATING RESPONSIBLY

For example, at the beginning of 2020 as the COVID-19 pandemic began to emerge, the Crisis Management team was activated and began implementation of its Pandemic Continuity Plan. This plan was activated and nearly 95% of all FIS employees moved to a work-from-home status. Travel was suspended company wide and for employees that needed to remain onsite for mission critical activities, social distancing and strict sanitation protocols were implemented. The FIS Crisis Management Team monitored and reported all activities to our business teams and reported the overall response to the pandemic to the FIS Operating Leadership Team. Through our business continuity planning processes and the oversight of the FIS Crisis Management Team, FIS can effectively continue providing services to our clients and the financial industry during major incidents like this.

FIS' Global Business Resilience plans are updated and tested on a regular basis by our Global Security Office, practicing various crisis scenarios, including infrastructure and critical system failures, site unavailability, cybersecurity and privacy breaches, loss of a significant amount of staff and pandemics. Our GBR program also manages risks by creating system redundancies and security controls, regularly measuring and assessing our capabilities to recover critical operations and providing mandatory annual employee training on business continuity and disaster recovery procedures.

BY 2021

80%

of all FIS applications worldwide will be running in the secure FIS cloud.

Compliance, ethics and whistleblower protections

The [FIS Code of Business Conduct and Ethics](#), along with our Corporate Governance Guidelines and overall corporate governance structure, reflects our fundamental commitment to maintaining comprehensive compliance and ethics programs and whistleblower protections. FIS' Compliance and Ethics Program includes the following essential elements: Clear Accountability, Risk Assessments, Written Policies and Standards, Training and Education, Operational Controls, Monitoring and Reporting, Independent Testing, Investigations and Response, Anonymous Reporting Mechanisms and a Non-Retaliation Policy.

Our commitment to ethical behavior is driven by the tone at the top from our Board and Executive Management. The Board's Audit Committee provides oversight of the Company's compliance with our Code of Business Conduct and Ethics as well as legal and regulatory requirements. This oversight includes regular monitoring of the performance of our Corporate Compliance team, which is led by our Chief Compliance and Customer Advocacy Officer (CCO) and a dedicated Ethics Officer. FIS has had a written Corporate Compliance Program in place since 2006, and our Corporate Compliance team works closely with its RISC Group Peers and our Legal and Internal Audit teams to implement program activities and evaluate and direct any enhancements as needed.

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

At the heart of our commitment to ethical behavior is a robust mandatory annual training program to ensure compliance with FIS policies and procedures. The company utilizes an online training platform, Regulatory University (Reg-U), to deliver RISC training, including ethics and compliance training for all employees and contractors with system access, as well as our Board of Directors. Reg-U training is provided in six different languages and includes testing modules, with employees required to score 100% on all tests. We record completion of training for compliance and audit purposes, which are reviewed by management and by the Board's Risk and Technology Committee and Audit Committee.

As part of mandatory annual ethics and compliance training, employees are directed to utilize our Conflicts of Interest Registry to disclose actual, perceived or potential conflicts of interest, as defined in the FIS Code of Business Conduct and Ethics. FIS also maintains a Gifts/Entertainment Registry to disclose applicable gifts and entertainment as defined in the FIS Anti-Bribery and Anti-Corruption (FABAC) Policy, which is noted in [this chapter](#).

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 FIS & me with blogs, emails, and Yammer. In addition, we utilize two annual employee surveys on ethics and FABAC awareness and "Walk the Talk" newsletters.

As part of ensuring that we quickly identify potential compliance and ethics issues, we provide a confidential Ethics Helpline and an Ethics Website, with the option to remain anonymous, which are managed by a third-party.

OPERATING RESPONSIBLY

The toll-free Ethics Helpline is available 24 hours a day, 7 days a week to hear concerns and to accept reports of potential, suspected misconduct by FIS employees, contractors or third-party suppliers. The Ethics Helpline is available globally in local languages and the availability of the helpline is proactively communicated to employees on a regular basis through our intranet site, trainings and awareness campaigns. FIS has a strict non-retaliation policy to protect any whistleblowers who report wrongdoing in good faith or cooperates in an investigation.



In addition to the Ethics Helpline and [Ethics Website](#), employees have multiple ways to self-report potential compliance, ethics and other risk issues, including through the SIRI-P (Self-Identified Risk Issue Process). SIRI-P may be used by FIS employees who wish to submit a risk, information security or compliance question or concern, or to report a potential risk issue. Employees may also utilize SIRI-P to communicate opportunities to improve FIS risk, information security or compliance practices or identify potential weaknesses within FIS products, applications, services and processes.

Human rights

FIS is committed to protecting the fundamental rights of all individuals across our global operations. As stated in the FIS Code of Business Conduct and Ethics, the company has zero tolerance regarding illegal and immoral practices such as child labor, forced labor and modern slavery, including human trafficking. FIS also respects transnational doctrines concerning fundamental human rights, including the United Nations Universal Declaration of Human Rights.

FIS published a [Modern Slavery Act Transparency Statement](#) in accord with the UK Modern Slavery Act of

2015 and the Australian Modern Slavery Act of 2018. FIS has implemented several programs and controls to ensure our business is operated in compliance with these laws and human rights commitments.

For example, FIS reviews the potential for the risk of slavery and trafficking as part of its country risk assessments when entering new markets, and our Vendor Risk Management process works to ensure our supply chain is not engaged in these activities.

Our Vendor Risk Management process includes the assessment of vendors' commitment to anti-slavery and anti-human trafficking. For example, a vendor is asked to share its policy on anti-slavery and anti-human trafficking, as well as a certification they do not engage in any such activity as part of their own supply chain practices. The FIS Supplier Code of Conduct also includes an express prohibition against engaging in human slavery or trafficking.

Moreover, combatting modern slavery is included as a topic in our annual compliance training, mandatory for all employees.

Public policy and political contributions

The regulatory environment for the global fintech industry is complex and continually evolving. Consumers demand faster, ubiquitous, secure services and policy makers and regulators must keep pace to adapt to fast-moving technological innovations.

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

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

FIS also provides thought leadership by commissioning proprietary research and publishing reports and whitepapers highlighting important industry trends. These reports include the annual [Global Payments Report](#), [Flavors of Fast Report](#), the annual [FIS Performance Against Customer Expectations \(PACE\) Report](#) and the [annual FIS Readiness Report](#). We also engage with regulators and officials by responding to public consultations and papers, either through our membership in industry organizations or directly.

OPERATING RESPONSIBLY

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

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

Anti-bribery and anti-corruption

FIS is proud of our standing as a global industry leader and is committed to protecting our reputation by operating our business ethically and in compliance with all applicable laws and regulations.

As set forth in the FIS Code of Business Conduct and Ethics, this behavior includes compliance with applicable anti-bribery and anti-corruption laws.

These laws, as detailed in the [FIS Anti-Bribery and Anti-Corruption \(FABAC\) Policy](#), include, but are not limited to, the Foreign Corrupt Practices Act (FCPA) in the U.S.

and the Bribery Act in the UK. Our policy applies to all FIS operations globally and to FIS’ suppliers and contractors.

Requiring third-party suppliers to abide by FIS’ FABAC Policy mitigates the risk of these vendors from engaging in corrupt practices, including bribery, which could be interpreted as being on behalf of FIS.

As part of our Vendor Risk Management program, applications for new vendor relationships are reviewed to ensure FIS is doing business with companies that reflect our high ethical standards, including, where applicable, a risk assessment for FABAC compliance. When performed, this assessment determines whether the supplier is abiding by applicable anti-bribery and anti-corruption laws and has sufficient anti-corruption controls in place.

Through FIS’ Regulatory University (Reg-U), all employees and third-party suppliers are required to complete mandatory Anti-Bribery and Anti-Corruption training and testing upon being hired and annually thereafter. This training and testing, which covers receiving and giving gifts, conflicts of interest and proper record-keeping, as well as regular awareness campaigns executed throughout the year, promotes our company’s cultural commitment to ethical behavior and compliance.

All FIS’ training and compliance programs are monitored and overseen by the RISC Group, as outlined in the [chapter on data security](#).

ASSOCIATION MEMBERSHIPS AND EXTERNAL INITIATIVES

FIS is an active participant in industry organizations around the world and is committed to regular reporting of our membership in and sponsorship of these organizations, including groups such as:

American Bankers Association (ABA)	American Transaction Processors Coalition (ATPC)	Association for Financial Technology (AFT)	Business Roundtable (BRT)
Credit Union National Association (CUNA)	Electronic Funds Transfer Association (EFTA)	Electronic Transactions Association (ETA)	Euro Banking Association (EBA)
European Payments Institution Federation (EPIF)	Independent Community Bankers Association (ICBA)	Innovative Payments	Merchant Advisory Group (MAG)
National Association of Federally-Insured Credit Unions (NAFCU)	National Retail Federation (NRF)	Payments 20 (P20)	Retail Solutions Provider Association (RSPA)
Securities Industry and Financial Markets Association (SIFMA)	U.S. Chamber of Commerce (USCC)	UK Finance	Women in Electronic Transactions (WNET)

OPERATING RESPONSIBLY**Anti-competitive behavior**

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

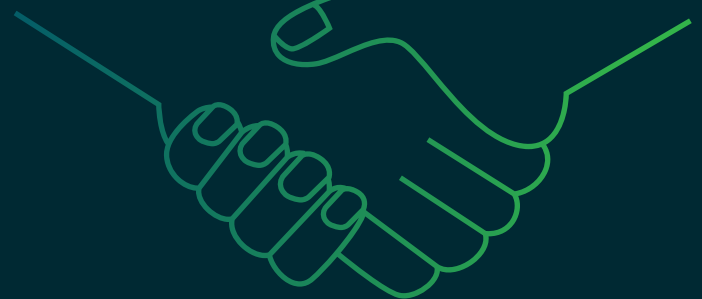
The [FIS Code of Business Conduct and Ethics](#) requires employees to comply with all applicable antitrust laws and to avoid certain types of activities with competitors, customers, suppliers or trade associations that could lead to antitrust violations.

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

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



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.



MANAGING A SUSTAINABLE SUPPLY CHAIN



MANAGING A SUSTAINABLE SUPPLY CHAIN

Supplier code of conduct

FIS strives to partner with the most qualified third-party suppliers in all areas of our business, concentrating on quality, innovation, risk management, cost efficiency, and process optimization. We seek to develop relationships with suppliers who share FIS' core values, demonstrate a high degree of integrity, and embrace cooperation and collaboration. FIS also prioritizes building relationships with businesses within the communities in which we operate wherever practical.

FIS expects its suppliers to share a commitment to operating responsibly and to comply with company standards and policies in the areas of integrity and ethics, data security and privacy, health and safety, environmental sustainability, anti-corruption practices and labor practices, including inclusion and diversity.

All approved third-party suppliers worldwide are expected to adhere to the FIS' Supplier Code of Conduct, which is included in our online [Supplier Information Portal](#). Suppliers are required to educate and train their employees to ensure that they understand and comply with our policies, including conducting employment practices, in full compliance with local labor laws and regulations. Our Supplier Code of Conduct includes information on ways to communicate with FIS to report concerns about non-compliance or potential violations.

Vendor risk management program

FIS operates a robust Vendor Risk Management program, overseen by our FIS RISC Group, to manage the operational and reputational risks associated with our relationships with third-party suppliers and vendors. This program includes procedures for risk assessment, due diligence review including sanctions screening, contract establishment and ongoing monitoring practices related to third-party relationships based on risk rating.

Additionally, FIS is committed to continuous improvement of our procurement and vendor management programs by working to assess and identify suppliers who are diverse, inclusive and minimize adverse impacts on the environment. As part of this commitment, we are building new competencies in our vendor management teams to address ESG-related topics relevant to our suppliers and partners.

THE SUPPLIER CODE OF CONDUCT VALUES



Compliance with ESG policies

As part of their compliance with the FIS Supplier Code of Conduct, third-party vendors and suppliers with access to FIS systems complete a set of mandatory trainings when access to systems is granted and annually thereafter to ensure comprehension of and compliance with relevant FIS policies.

Specific education is provided on topics including, but not limited to: information security, data protection, compliance with applicable regulations, risk management concepts, anti-bribery, anti-corruption, anti-competitive behavior and human rights issues. Training completion rates are recorded and reviewed, in aggregate with completion rates of all individuals with access to FIS systems, by Management and the Board's Risk and Technology Committee and Audit Committee.

APPENDIX

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CONTENT INDEXES

- **GRI standards content index with SDG linkages**
- **2019 SASB disclosure table**
- **Data tables**

CONTENT INDEXES



GRI STANDARDS CONTENT INDEX WITH SDG LINKAGES

GRI Standard	Disclosure	Report Location or External FIS Reference	SDG Linkage
GRI 102: General Disclosures			
GRI 102: General Disclosures 2016	Organizational profile		
	102-1 Name of the organization	Fidelity National Information Services, Inc.	
	102-2 Activities, brands, products, and services	2019 Annual Report, Business, pages 2-4	
	102-3 Location of headquarters	Jacksonville, FL	
	102-4 Location of operations	2019 Annual Report, Properties, page 39	
	102-5 Ownership and legal form	2019 Annual Report, Market for Registrant's Common Equity, Related Stockholder Matters, page 40	
	102-6 Markets served	2019 Annual Report, Business, page 5-8	
	102-7 Scale of the organization	2019 Annual Report, Business, page 2-8	
	102-8 Information on employees and other workers	2019 Annual Report, Employees, page 15 About FIS, page 4	
	102-9 Description of the organization's supply chain	Managing a Sustainable Supply Chain, page 46	#17 Partnerships for the Goals
	102-10 Significant changes to the organization and its supply chain	Approach To Sustainable Growth, page 7	
	102-11 Precautionary Principle or approach	Reducing Environmental Impact, page 32	#13 Climate Action
	102-12 External initiatives	Risk Management and Resiliency Programs, page 40	
	102-13 Membership of associations	Risk Management and Resiliency Programs, page 40	
	Strategy		
	102-14 Statement from senior decision-maker	Letter from Chairman, President & CEO, page 3	
	102-15 Key impacts, risks, and opportunities	Approach To Sustainable Growth, page 7	
	Ethics and integrity		
	102-16 Values, principles, standards, and norms of behavior	ESG Oversight, Structure & Resources, page 36	
	102-17 Mechanisms for advice and concerns about ethics	ESG Oversight, Structure & Resources, page 36	
	Governance		
	102-18 Governance structure	2020 Proxy Statement, Committees of the Board, Pages 70-77	
	102-19 Delegating authority	ESG Oversight, Structure & Resources, page 36	
102-20 Executive-level responsibility for economic, environmental, and social topics	2020 Proxy Statement, Corporate Citizenship, Page 61		
102-21 Consulting stakeholders on economic, environmental, and social topics	2020 Proxy Statement, Shareholder and Other Stakeholder Engagement, Page 30		
102-22 Composition of the highest governance body and its committees	2020 Proxy Statement, Corporate Governance and Related Matters, Pages 67-77 2020 Proxy Statement, Certain Information About Our Directors, Pages 9-18		
102-23 Chair of the highest governance body	2020 Proxy Statement, Board Leadership Structure, Page 76		

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GRI Standard	Disclosure	Report Location or External FIS Reference	SDG Linkage
	102-24 Nominating and selecting the highest governance body	2020 Proxy Statement, Corporate Governance and Nominating Committee, Page 72	
	102-25 Conflicts of interest	2020 Proxy Statement, Review, Approval or Ratification of Transactions with Related Persons, Page 78 Corporate Governance Guidelines	
	102-26 Role of highest governance body in setting purpose, values, and strategy	2020 Proxy Statement, Corporate Governance and Nominating Committee, Page 70	
	102-27 Collective knowledge of highest governance body	ESG Oversight, Structure & Resources, page 36	
	102-28 Evaluating the highest governance body's performance	2020 Proxy Statement, Corporate Governance and Nominating Committee, Page 70	
	102-29 Identifying and managing economic, environmental, and social impacts	2020 Proxy Statement, Corporate Governance and Nominating Committee, Page 70	
	102-30 Effectiveness of risk management processes	2020 Proxy Statement, Risk and Technology Committee, Pages 75-76	
	102-31 Review of economic, environmental, and social topics	ESG Oversight, Structure & Resources, page 36	
	102-32 Highest governance body's role in sustainability reporting	ESG Oversight, Structure & Resources, page 36	
	102-33 Communicating critical concerns	Risk Management and Resiliency Programs, page 40	
	102-35 Remuneration policies	2020 Proxy Statement, Compensation Discussion and Analysis and Executive and Director Compensation, Pages 29-32	
	102-36 Process for determining remuneration	2020 Proxy Statement, Compensation Discussion and Analysis and Executive and Director Compensation, Pages 36-47	
	102-37 Stakeholders' involvement in remuneration	2020 Proxy Statement, Compensation Governance, Page 30	
	102-38 Annual total compensation ratio	2020 Proxy Statement, CEO Pay Ratio, Page 61	
	102-39 Percentage increase in annual total compensation ratio	2020 Proxy Statement, CEO Pay Ratio, Page 61 2019 Proxy Statement, CEO Pay Ratio, Page 59	
Stakeholder engagement			
	102-40 List of stakeholder groups	Approach To Sustainable Growth, page 7	
	102-41 Collective bargaining agreements	2019 Annual Report, Employees, page 15	
	102-42 Identifying and selecting stakeholders	Approach To Sustainable Growth, page 7	
	102-43 Approach to stakeholder engagement	Approach To Sustainable Growth, page 7	
	102-44 Key topics and concerns raised	Approach To Sustainable Growth, page 7	
Reporting practice			
	102-45 Entities included in the consolidated financial statements	2019 Annual Report, Business, pages 2-4	
	102-46 Defining report content and topic boundaries	Approach To Sustainable Growth, page 7	
	102-47 List of material topics	Approach To Sustainable Growth, page 7	
	102-48 Restatements of information	No restatements of information	
	102-49 Changes in reporting	No changes in reporting	
	102-50 Reporting period	January 1, 2019 - December 31, 2019	
	102-51 Date of most recent report	This is FIS' first year issuing a global sustainability report	
	102-52 Reporting cycle	FIS reports on an annual basis	
	102-53 Contact point for questions regarding the report	Approach To Sustainable Growth, page 7	

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GRI Standard	Disclosure	Report Location or External FIS Reference	SDG Linkage
	102-54 Claims of reporting in accordance with the GRI Standards	This report adheres to the GRI Standards Core option Approach To Sustainable Growth, page 7	
	102-55 GRI content index	Content Indexes, page 50	
	102-56 External assurance	No external assurance is provided at this time	
Economic Topics			
Economic Performance			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	2019 Annual Report, Business, pages 2-15	
	103-2 The management approach and its components	2019 Annual Report, pages 2-4	
	103-3 Evaluation of the management approach	2019 Annual Report, Report of independent registered public accounting firm, pages 65-67	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	About FIS, page 4	
Indirect Economic Impacts			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Helping Communities Thrive, page 28	#1 No Poverty #10 Reduced Inequalities
	103-2 The management approach and its components	Helping Communities Thrive, page 28	
	103-3 Evaluation of the management approach	Helping Communities Thrive, page 28	
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	Helping Communities Thrive, page 28	
Procurement Practices			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Managing a Sustainable Supply Chain, page 46	#17 Partnerships for the Goals
	103-2 The management approach and its components	Managing a Sustainable Supply Chain, page 46	
	103-3 Evaluation of the management approach	Managing a Sustainable Supply Chain, page 46	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Managing a Sustainable Supply Chain, page 46	
Anti-corruption			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Risk Management and Resiliency Programs, page 40	#16 Peace, Justice and Strong Institutions
	103-2 The management approach and its components	Risk Management and Resiliency Programs, page 40	
	103-3 Evaluation of the management approach	Risk Management and Resiliency Programs, page 40	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Risk Management and Resiliency Programs, page 40	
	205-2 Communication and training about anti-corruption policies and procedures	Risk Management and Resiliency Programs, page 40	
	205-3 Confirmed incidents of corruption and actions taken	Risk Management and Resiliency Programs, page 40	
Anti-competitive Behavior			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Risk Management and Resiliency Programs, page 40	#16 Peace, Justice and Strong Institutions
	103-2 The management approach and its components	Risk Management and Resiliency Programs, page 40	
	103-3 Evaluation of the management approach	Risk Management and Resiliency Programs, page 40	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	Risk Management and Resiliency Programs, page 40	

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GRI Standard	Disclosure	Report Location or External FIS Reference	SDG Linkage
Environmental Topics			
Energy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Reducing Environmental Impact, page 32	#13 Climate Action
	103-2 The management approach and its components	Reducing Environmental Impact, page 32	
	103-3 Evaluation of the management approach	Reducing Environmental Impact, page 32	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Reducing Environmental Impact, page 32	
	302-3 Energy intensity	Reducing Environmental Impact, page 32	
Water			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Reducing Environmental Impact, page 32	#13 Climate Action
	103-2 The management approach and its components	Reducing Environmental Impact, page 32	
	103-3 Evaluation of the management approach	Reducing Environmental Impact, page 32	
GRI 303: Water 2018	303-3 Water withdrawal	Reducing Environmental Impact, page 32	
Emissions			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Reducing Environmental Impact, page 32	#13 Climate Action
	103-2 The management approach and its components	Reducing Environmental Impact, page 32	
	103-3 Evaluation of the management approach	Reducing Environmental Impact, page 32	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Reducing Environmental Impact, page 32	
	305-2 Energy indirect (Scope 2) GHG emissions	Reducing Environmental Impact, page 32	
	305-4 GHG emissions intensity	Reducing Environmental Impact, page 32	
Social Topics			
Employment			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Advancing the Workforce of the Future, page 21	#8 - Decent Work and Economic Growth
	103-2 The management approach and its components	Advancing the Workforce of the Future, page 21	
	103-3 Evaluation of the management approach	Advancing the Workforce of the Future, page 21	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Advancing the Workforce of the Future, page 21	
	401-3 Parental leave	Advancing the Workforce of the Future, page 21	
Training and Education			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Advancing the Workforce of the Future, page 21	#8 - Decent Work and Economic Growth
	103-2 The management approach and its components	Advancing the Workforce of the Future, page 21	
	103-3 Evaluation of the management approach	Advancing the Workforce of the Future, page 21	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Advancing the Workforce of the Future, page 21	
	404-2 Programs for upgrading employee skills and transition assistance programs	Advancing the Workforce of the Future, page 21	
	404-3 Percentage of employees receiving regular performance and career development reviews	Advancing the Workforce of the Future, page 21	

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GRI Standard	Disclosure	Report Location or External FIS Reference	SDG Linkage
Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Advancing the Workforce of the Future, page 21	#5 Gender Equality
	103-2 The management approach and its components	Advancing the Workforce of the Future, page 21	
	103-3 Evaluation of the management approach	Advancing the Workforce of the Future, page 21	
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Advancing the Workforce of the Future, page 21	
Local Communities			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Helping Communities Thrive, page 28	#4 Quality Education
	103-2 The management approach and its components	Helping Communities Thrive, page 28	#11 Sustainable Cities and Communities
	103-3 Evaluation of the management approach	Helping Communities Thrive, page 28	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments and development programs	Helping Communities Thrive, page 28	
	413-2 Operations with significant actual and potential negative impacts on local communities	Helping Communities Thrive, page 28	
Public Policy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Risk Management and Resiliency Programs, page 40	#16 Peace, Justice and Strong Institutions
	103-2 The management approach and its components	Risk Management and Resiliency Programs, page 40	
	103-3 Evaluation of the management approach	Risk Management and Resiliency Programs, page 40	
GRI 415: Public Policy 2016	415-1 Political contributions	Risk Management and Resiliency Programs, page 40	
Customer Privacy			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Protecting Our Clients and The Financial System, page 17	#9 Industry, Innovation and Infrastructure
	103-2 The management approach and its components	Protecting Our Clients and The Financial System, page 17	
	103-3 Evaluation of the management approach	Protecting Our Clients and The Financial System, page 17	
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 17	
Non GRI Topic			
Data Privacy and Security		Protecting Our Clients and The Financial System, page 17	#9 Industry, Innovation and Infrastructure
Access to Finance		Empowering Individuals and Businesses in the Digital Economy, page 14	#1 No Poverty #10 Reduced Inequalities
Business Continuity		Risk Management and Resiliency Programs, page 40	

2019 SASB DISCLOSURE TABLE

Topic	Accounting Metric	Code	2019	2018	2017	Narrative Response
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity	TC-SI-130a.1	(1) 968,441.94 GJ (2) 77.5% grid electricity	n/a	n/a	
	(1) Total water withdrawn	TC-SI-130a.2	(1) 407.5 thousand cubic meters withdrawn	n/a	n/a	
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	See narrative response	n/a	n/a	FIS is committed to measuring and controlling our energy use, which is the area that contributes the most to our environmental impact. As part of this commitment and our overall efforts to improve the performance and efficiency of our operations, FIS analyzes the energy use of our data centers and incorporates energy use as a key element of our strategic planning. In 2016, FIS initiated a multi-year data center consolidation plan that has resulted in the reduction of data centers from 48 at the beginning of 2016 to 27 at the end of 2019. This resulted in significant reductions in operating expenses for FIS, including substantial savings from reduced energy use.
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	See narrative response FIS Privacy Policy			FIS is committed to being a trusted steward of customer and consumer information, and as such complies with all applicable data protection and privacy laws wherever we do business. When FIS controls personal data either for its own use or on behalf of customers, we ensure that effective procedures allow the subject of the personal data to opt out of any use for marketing and analytics purposes. All FIS employees and contractors are required to complete annual Information Security and Privacy Awareness Training, which includes specific education on personal data protection, compliance, and risk management topics.
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	n/a	n/a	n/a	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.

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Topic	Accounting Metric	Code	2019	2018	2017	Narrative Response
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	See Narrative Response	n/a	n/a	<p>FIS is committed to a well-established set of principles that address data security and privacy issues and we take pride in being a trusted steward of customer and consumer information. We follow best practices in data security and cybersecurity, including an extensive suite of comprehensive and robust Security policies and programs that receive oversight from the Risk and Technology Committee of the Board of Directors.</p> <p>Our Risk Management team captures and compiles weekly reports on Key Performance Indicators related to data security, which are reviewed by senior management and the Board's Risk and Technology Committee to ensure that our performance remains appropriate, effective and sufficient, and to make timely decisions in support of continuous improvement. FIS has a dedicated Cyberdefense Security Incidence Response team to investigate, contain and manage reported security incidents.</p> <p>We maintain an IT environment that complies with all applicable regulatory requirements for regulators including the Federal Financial Institutions Examination Council (FFIEC) and the EU General Data Protection Regulation (GDPR). FIS is aligned with third-party risk management standards including ISO 27001, National Institute of Standards and Technology (NIST), Payment Card Industry (PCI) standards, and Statement on Standards for Attestation Engagements (SSAE). Our data security risk management programs and procedures undergo extensive external audits by numerous regulators and third-party auditors on a regular basis.</p> <p>All FIS employees with system access complete annual mandatory training in data security awareness, privacy and compliance, as required in the FIS Code of Business Conduct and Ethics. We record completion details for compliance and audit purposes, which are reviewed by management and by the Board's Risk and Technology Committee.</p>
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	(2) 60.9% located offshore	n/a	n/a	Please see chapter "Advancing the Workforce of the Future: Advancing Human Capital Management" for a discussion of the management approach to handling a global workforce
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	Global: 60% male, 40% female US Only (all staff): Gender: 55% male, 45% female Race/Ethnicity: 66% Caucasian, 10% Asian, 13% African American, 8% Hispanic, 3% other	n/a	n/a	Please see chapter "Advancing the Workforce of the Future: Advancing Human Capital Management" for a description of the policies and programs for fostering equitable employee representation across our global operations.

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Topic	Accounting Metric	Code	2019	2018	2017	Narrative Response
Managing Systemic Risks from Technology Disruptions	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	See Narrative Response	n/a	n/a	<p>FIS recognizes that any failure to deliver reliable, effective and secure services to our clients exposes us to significant business risks including additional development and remediation costs, potential loss of clients, negative publicity, and potential liability claims. We limit our exposure to risks through the implementation of our Global Business Resilience (GBR) program. This program encompasses three streams including Business Continuity, Crisis Management and IT Disaster Recovery. As part of this industry standard-based program, well defined policies and procedures provide a foundation to ensure our ability to deliver efficient and effective crisis response as well as business and technology recovery.</p> <p>The FIS GBR program has a variety of plans that are updated and tested on a regular basis including:</p> <ul style="list-style-type: none"> • Business Continuity Plans that encompass business recovery activities • Technology Recovery Plans that include recovery scripts and supporting documentation for technology recovery • Crisis Management Plans that range from life safety, to critical business functions (e.g. Cyber, Data Loss, Authorization), to contagious diseases and pandemic <p>Scenarios that are used to test these plans include things such as but not limited to infrastructure and critical system failures, site unavailability, Cybersecurity, Privacy and Brand Reputation issues, and loss of a significant amount of staff.</p> <p>We also control our risks related to disruption of operations through programs to provide system redundancies and security controls, to regularly measure and assess our capabilities to recover critical operations, and to provide mandatory employee training on business continuity and disaster recovery procedures.</p>

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DATA TABLES

Diversity					
Ethnicity in the U.S. Workforce	Asian	Black	Hispanic	Other	White
	10%	13%	8%	3%	66%
Gender in U.S. Workforce	Female		Male		
	45%		55%		
Gender in Global Workforce	Female		Male		
	40%		60%		

Giving and Volunteerism*			
Annual Giving	2019		2018
		\$3,461,376	
Annual Volunteer Hours	2019		2018
		24,722	

* 2018 data includes both heritage FIS and Worldpay

Environmental					
Annual Energy Usage	2019	GHG Emissions - Scope 1 *	2019	Number of Buildings with LEED Certifications	2019
			968,441 GJ		
Annual Water Withdrawn	2019	GHG Emissions - Scope 2 **	2019		
			407.50 m ³		96,611.25 MtCO2e

* Covers buildings in operational control. Base year is 2019 as this was our first year tracking this information

** Location based emissions covering buildings in operational control. Base year is 2019 as this was our first year tracking this information

Training & Learning **			
Total Annual Learning Hours*	2019		2018
		311,976	

* only hours of non-mandatory learning training, does not include compliance training, product-led training or call-center training

** Data only applies to heritage FIS



EMAIL US

ESG@fisglobal.com

CALL US

+1 877.776.3706

HEADQUARTERS

Jacksonville, Florida
United States

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