



FIS

# GLOBAL SUSTAINABILITY REPORT

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2022



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# Letter From Our CEO and President



Dear Valued Stakeholder,

Every day, FIS helps power the financial technology that economies rely on, businesses run on and innovators build on. We take this responsibility seriously and are committed to growing our company in a sustainable, responsible manner. We are passionate about our core value to “**Be the Change**” through FIS’ environmental, social and governance (ESG) strategy that advances global sustainability for our clients, colleagues and communities.

Our FIS team gets involved and takes action to make a positive impact on the global communities in which we live and work. We believe that our investments in managing ESG issues increase shareholder value, boost operating performance and reduce risk.<sup>1</sup>

As FIS’ CEO and President, I’m pleased to present our **2022 Global Sustainability Report**, which demonstrates our commitment to operating responsibly and shows our progress in various sustainability areas as outlined in chapters within this report.

By actively listening to our stakeholders and industry experts, we keep our focus on addressing the most critical ESG issues, including data privacy and security, inclusion and diversity, employment, education and training, ethics and integrity, financial crime and climate change. At the center of all these efforts is our goal to “**Lead with Integrity**”, as we understand that doing the right thing is critical to maintaining a sustainable company.

On this page you will find highlights of our progress during 2022. I hope you agree that FIS has made significant advancements toward our long-term sustainability objectives. We believe that continuous improvement is integral to our ESG strategy, and we will keep striving for a better future for all and work toward creating enduring value for our stakeholders.

Sincerely,

**STEPHANIE FERRIS**  
CHIEF EXECUTIVE OFFICER AND PRESIDENT

## PROGRESS AGAINST FIS’ ESG STRATEGY

### Chapter 1 | Advancing Financial Inclusion

- Partnership with the Cities for Financial Empowerment Fund’s Bank On initiative to help ensure that unbanked and underbanked populations have access to a safe and affordable transactional checking account.
- Continued collaboration with Minority Deposit Institutions (MDIs) and Community Development Financial Institutions (CDFIs).

### Chapter 2 | Enhancing Data Protection and Privacy

- Enhanced safeguards to protect the data and privacy of our clients against increasing threats and attacks on corporate and government IT systems.

### Chapters 3 and 4 | Investing in Workforce Development

- Focus on managing talent, providing skills training, enhancing our employees’ well-being and advancing inclusion and diversity (I&D).
- Global Mental Health Well-being initiative to boost the well-being of FIS employees and their families.
- #We’reIN Framework to guide the development of the mindset and behaviors of a Transformational Leader.
- Elevated the role of FIS’ Chief Inclusion and Diversity Officer.

### Chapter 5 | Increasing Volunteerism

- 39% increase in volunteer hours as part of our FIS Volunteer Program.
- Local and global giving back campaigns supporting financial inclusion and literacy,

inclusion and diversity in STEM, access to education, environmental protection, and health and human services.

### Chapter 6 | Protecting Our Planet

- Global Environmental Management System (EMS) to accelerate FIS’ efforts related to climate, waste, water reduction and sustainable procurement.
- Task Force on Climate-related Financial Disclosures (TCFD) framework to help evaluate and address our climate-related risks and those of our suppliers.

### Chapter 7 | Increasing Transparency

- Transparency in reporting and accountability for our Board of Directors and Senior Management.

### Chapter 8 | Strengthening Risk Management

- Two distinct Corporate Compliance and Ethics programs: the Corporate Compliance program, led by our Chief Compliance Officer, and our Business Ethics program, led by our newly appointed Chief Ethics Officer.

### Chapter 9 | Advancing Sustainability

- Be SustainABLE campaign that integrates sustainable procurement criteria into our standard sourcing process.
- Strengthened understanding of key suppliers’ ESG ratings and identified those that can help us achieve FIS’ ESG and sustainability goals.

<sup>1</sup> - ESG and Financial Performance: Uncovering the Relationship by Aggregating Evidence from 1,000 Plus Studies Published between 2015 – 2020  
Five ways that ESG creates value

## ABOUT FIS

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

Our systems move more than \$13 trillion annually, support transactions in more than 120 different currencies and over 300 payment methods.

### OUR PEOPLE:

Country Count

**47**

Headcount

**69K+**

Native Language Count

**70+**

### 2022 FINANCIAL HIGHLIGHTS:

**\$14.5B**

in Revenues

**\$6.2B**

in Adjusted EBITDA\*

**42.6%**

Adjusted EBITDA Margin\*\*

### OUR REACH:

**\$2T+**

in annual merchant sales  
volume processed

**112B+**

transactions processed  
around the globe

**\$13T+**

moved annually  
around the globe

\* Adjusted EBITDA is a measure of segment profit or loss that is reported to the chief operating decision maker for purposes of making decisions about allocating resources to the segments and assessing their performance. For this reason, Adjusted EBITDA, as it relates to our segments, is presented in conformity with FASB ASC Topic 280, Segment Reporting. Adjusted EBITDA is defined as net earnings (loss) before net interest expense, net other income (expense), income tax provision (benefit), equity method investment earnings (loss), and depreciation and amortization, and excludes certain costs and other transactions that management deems non-operational in nature or that otherwise improve the comparability of operating results across reporting periods by their exclusion. This presentation will reference certain non-GAAP financial information. For a description and reconciliation of non-GAAP measures presented in this document, please visit the Investor Relations section of the FIS website at [www.fisglobal.com](http://www.fisglobal.com).

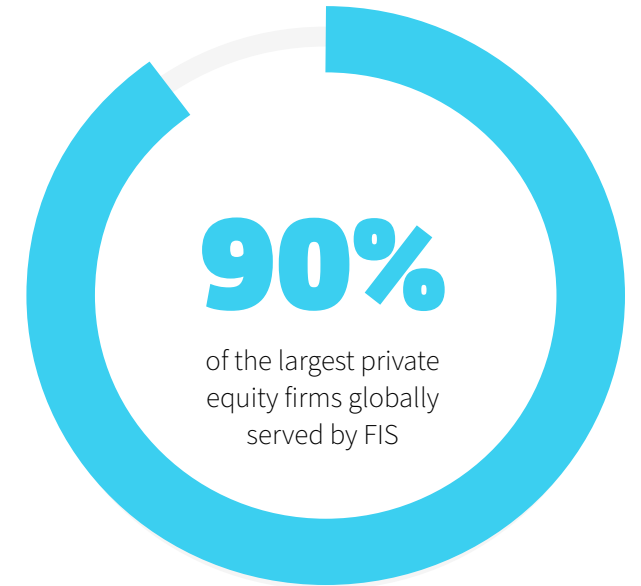
\*\* Adjusted EBITDA margin reflects adjusted EBITDA, as defined above, divided by revenue.



### BANKING SOLUTIONS



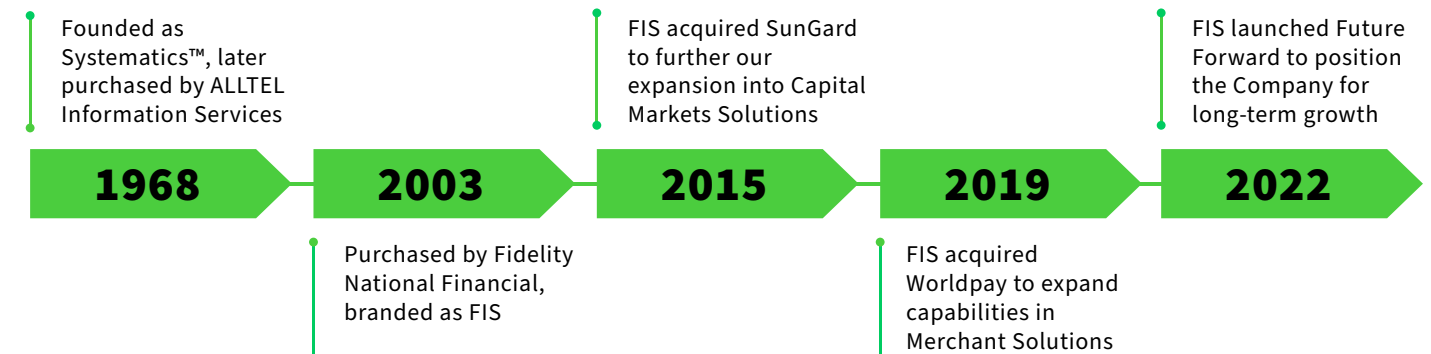
### CAPITAL MARKET SOLUTIONS



### MERCHANT SOLUTIONS



### COMPANY HISTORY



\*as ranked by BCG Top 50 Innovative Companies 2022 served

All statistics are as of Dec. 31, 2022

## About This Report

At FIS, we are leveraging our position as a world fintech leader to advance sustainability in three key areas: i) advancing the governance of responsible and sustainable growth; ii) fostering inclusive, diverse and empowered societies; and iii) protecting our planet.

This report is structured around these three areas, and covers data and metrics related to the 2022 fiscal year from January 1 to December 31, 2022. FIS reports on an annual basis. Unless otherwise specified, this report covers FIS and its subsidiaries.

The report has been prepared with reference to the Global Reporting Initiative (GRI) 2021 Universal Standards, the Sustainability Accounting Standards Board (SASB) Software & IT Services 2018 Sustainability Accounting Standard and the GHG Protocol as it relates to the environmental statements and notes in the [Appendix](#), which were prepared in accordance with Note 2.

Feedback or questions about the report or any of our ESG disclosures can be sent to [ESG@fisglobal.com](mailto:ESG@fisglobal.com).

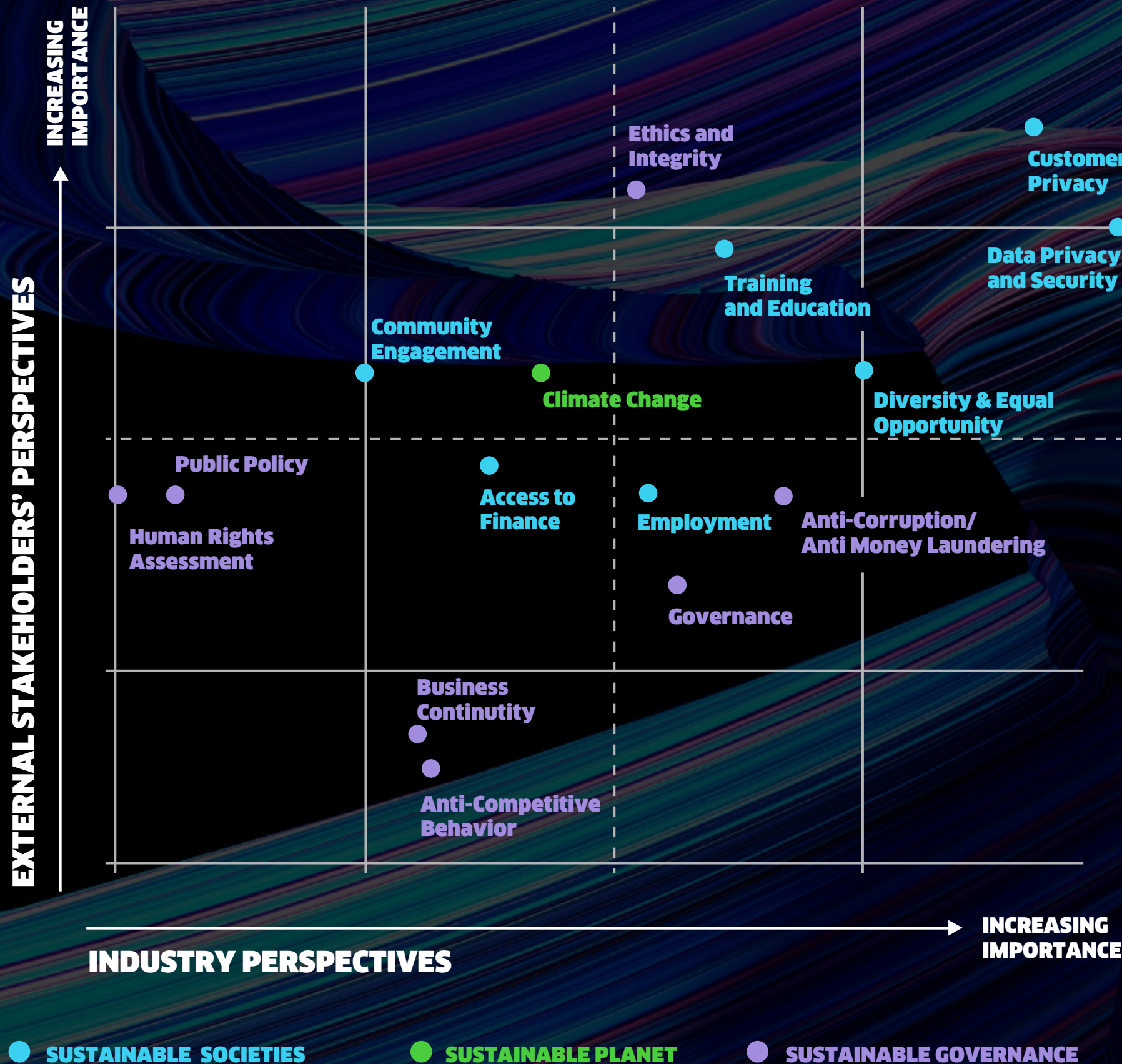


**“At FIS, we believe our sustainability efforts reduce risk and increase growth opportunities in an ever-competitive global economy.”**

**Andrew Ciafardini**  
Chief Sustainability Officer

## FORWARD-LOOKING STATEMENTS

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




### FIS Materiality-based, Stakeholder-driven Approach to ESG


At FIS, we are dedicated to promoting transparency, fostering engagement and maintaining consistent communication with our stakeholders regarding our ESG strategies and programs. FIS takes a materiality-based, stakeholder-driven approach to ESG to inform our reporting.


In creating our 2021 Global Sustainability Report, FIS conducted a refreshed ESG materiality assessment. As part of this process, we specifically engaged our employee and customer stakeholders through a survey to gather their input on the materiality assessment. We also engage regularly with our investor stakeholders to gather their perspective, as discussed in [Chapter 7](#). In 2022, we continued to focus on the topics identified, which were mapped to our priority focus areas and the UN Sustainable Development Goals (SDGs), as described in this report.


## REPORT HIGHLIGHTS


### DIVERSITY AND INCLUSION

 Global Women in the Workforce improved **+1** percentage point year-over-year

 Global Women in Leadership (Director and Above) improved **+2** percentage points year-over-year

 U.S. Women in Leadership (Director and Above) improved **+1** percentage point year-over-year

 U.S. Black and LatinX in the Workforce improved **+1** percentage point year-over-year

 U.S. spend with diverse Tier 1 suppliers **2X** doubled from 2021 to 2022

### ENVIRONMENTAL SUSTAINABILITY \*

**-54%**

Energy intensity

**-40%**

Scope 2 (market-based) emissions

**-38%**

Scope 1 and 2 (market-based) emissions

**-31%**

Scope 1 and 2 data center emissions

**-35%**

Energy usage

\*Environmental statistics reflect reductions from the 2019 baseline to 2022.

### A SELECTION OF AWARDS & RECOGNITION



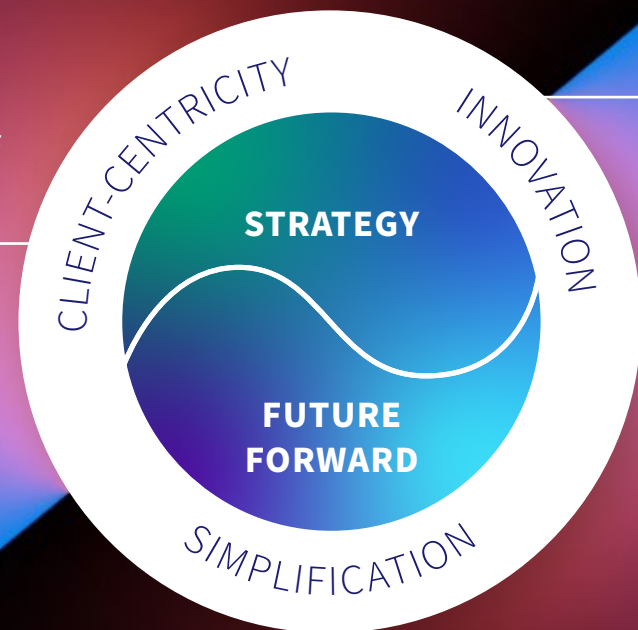


## Future Forward

In 2022, FIS began a strategic transformation to position the Company for long-term sustainable growth. Specifically, we launched Future Forward, the umbrella transformation program that will underpin how we plan to improve our business and how we operate.

### OUR FUTURE FORWARD PROGRAM IS CENTERED ON THREE FOUNDATIONAL PILLARS:

**Client-Centricity:**  
Ensuring clients are at the center of everything we do



**Innovation:**  
Leveraging a best-in-class set of fintech assets to make FIS the destination for innovation

**Simplification:** Simplifying and streamlining our operations and decision making to accelerate time-to-market

We believe Future Forward will help drive the value we bring to all our stakeholders, including shareholders, clients, partners, employees and the environment.

## FIS' PRODUCTS, SOLUTIONS & THOUGHT LEADERSHIP HAVE A POSITIVE IMPACT ON SUSTAINABILITY

In line with Future Forward, we are committed to developing innovative products and solutions that foster sustainability. For example, FIS has established partnerships, developed products and provided thought leadership that supports sustainable finance for its clients, including the following:

**FactSet Partnership:** In November 2022, FIS and FactSet TruValue signed a partnership agreement aimed at integrating ESG data, analytics and reporting solutions into FIS' suite of capital markets products and solutions. This partnership will enable us to enhance our offerings and to bring new product solutions to the market in 2023.

**FIS + Proximity:** In December 2022, FIS and Proximity launched a new solution (FIS Proxy Voting by Proximity) designed to streamline and expedite the proxy voting process. Beyond its operational advantages, the solution reinforces active governance by helping issuers fulfill ESG mandates and comply with the Shareholder Rights Directive II (SRD II) regulatory requirements.

**Climate Risk Modeling:** In 2023, FIS unveiled a climate risk modeling solution designed to address the upcoming need for companies to disclose the impact of climate change on their finances.

**European Leveraged Finance Association (ELFA) Membership:** FIS continues to provide thought leadership and guidance to our clients and partners in the ESG space. To that end, we partnered with ELFA to provide thought leadership and advocate for transparency and standardization in data collection and ESG metrics for the asset management industry and beyond.



The Sustainable Development Goals (SDGs) were adopted by UN member states in 2015 to create a fairer, more sustainable world by 2030. These 17 ambitious goals can only be achieved if government, business and civil society work together.

FIS recognizes the significance of the SDGs and supports them. As part of our commitment, we have linked our priority areas (highlighted in each chapter of this report) to the SDGs, prioritizing the goals that most align with our business and where we can make a positive impact around the world.

**PRIORITIZED SDGS WITH MAPPING TO PRIORITY AREAS:**

<p><b>5 Gender Equality</b></p>		<p><b>Achieve gender equality and empower all people</b></p> <p>Fostering Inclusion &amp; Diversity</p>
<p><b>8 Decent Work and Economic Growth</b></p>		<p><b>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</b></p> <p>Advancing the Workforce of the Future Fostering Inclusion &amp; Diversity Helping Communities Thrive</p>

<p><b>9 Industry, Innovation and Infrastructure</b></p>		<p><b>Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation</b></p> <p>Empowering Individuals and Businesses in the Digital Economy Protecting Our Clients and the Financial System</p>
<p><b>10 Reduced Inequalities</b></p>		<p><b>Reduce inequality within and among countries</b></p> <p>Empowering Individuals and Businesses in the Digital Economy Advancing the Workforce of the Future Helping Communities Thrive</p>
<p><b>11 Sustainable Cities and Communities</b></p>		<p><b>Make cities and human settlements inclusive, safe, resilient and sustainable</b></p> <p>Empowering Individuals and Businesses in the Digital Economy Helping Communities Thrive</p>
<p><b>13 Climate Action</b></p>		<p><b>Take urgent action to combat climate change and its impacts</b></p> <p>Helping Communities Thrive Reducing Environmental Impact Managing a Sustainable Supply Chain</p>

# SUSTAINABLE SOCIETIES

**CH1** EMPOWERING INDIVIDUALS AND BUSINESSES IN THE DIGITAL ECONOMY

**CH2** PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

**CH3** ADVANCING THE WORKFORCE OF THE FUTURE

**CH4** FOSTERING INCLUSION & DIVERSITY

**CH5** HELPING COMMUNITIES THRIVE

SDGS IN SECTION:

5

GENDER EQUALITY

8

DECENT WORK AND ECONOMIC GROWTH

9

INDUSTRY, INNOVATION AND INFRASTRUCTURE

10

REDUCE INEQUALITIES

11

SUSTAINABLE CITIES AND COMMUNITIES

## CH1

# Empowering Individuals and Businesses in the Digital Economy

In the World Economic Forum's 2021-2022 Risk Perception Survey, "digital inequality" was listed as an imminent threat to the world, as three billion people remain offline<sup>1</sup>. At FIS, we recognize that as the world continues to move toward a more digital economy, we have a responsibility to help ensure no one is left behind.

We believe that banking and payments technology can enhance financial inclusion by reaching and serving unbanked and underbanked individuals and small businesses.

As a leading financial technology provider, FIS promotes financial inclusion across our various lines of business with a goal of driving transformational change for our clients, colleagues and communities around the world.

FIS' Framework for Financial Inclusion serves as the foundation for our financial inclusion strategy, which helps our employees understand and implement initiatives that aim to break down financial barriers and increase the number of participants in the financial ecosystem.

By working internally and closely with a network of private, public and non-profit partners, FIS continues to advance initiatives aimed at increasing access to affordable financial services in order to reduce poverty and help create sustainable and resilient communities.

We believe that our efforts to promote greater access to financial inclusion can have a direct impact on economic growth<sup>2</sup> in countries around the world and improve the communities in which our employees live and work.



**"Financial inclusion is in our DNA at FIS as it is core to what we do as a company. In 2022, we continued to see new products and services that helped increase access to and affordability of financial services."**

**Mike Kresse**

B2B & Money Movement Senior Vice President

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

2 - [Financial Inclusion: Can it Meet Multiple Macroeconomic Goals?](#)

## FIS Solutions Improve Financial Access for Individuals

Offering financially inclusive solutions to our clients and their customers is a key pillar of FIS' Framework for Financial Inclusion. These solutions lead our efforts to increase access to capital and to provide affordable banking and financial services solutions for individuals. In 2022, FIS offered clients over 30 products and services that advanced financial inclusion, including those that enable low-fee checking accounts for individuals, provide cost-efficient and value-added funding for small and medium-sized businesses (SMBs) and connect those in need with government assistance programs, which we operate for government agencies.

### Improving Financial Access for Individuals

The most recent Federal Deposit Insurance Corporation (FDIC) National Survey of Unbanked and Underbanked Households (2021)<sup>3</sup> found that an estimated 4.5% of U.S. households were “unbanked” in 2021, meaning that no one in the household had a checking or savings account at a bank or credit union. An estimated 14.1% of U.S. households—which represent approximately 18.7 million households—were “underbanked” in 2021, meaning that members of the household had bank

accounts but made use of alternative financial services to meet their needs, such as check cashing services, payday loans or pawn shop loans.

To expand access to affordable banking services, FIS expanded its partnership with the [Cities for Financial Empowerment Fund's \(CFE Fund\) Bank On](#) initiative. This initiative strives to ensure that everyone, including the unbanked and underbanked, has the ability to access a safe and affordable transactional checking account.



**“Bank On partners across sectors are working together to make powerful progress in growing the market of safe, no overdraft fee, bank and credit union accounts, and then connecting people to these accounts.”**

**Jonathan Mintz**  
President and Chief Executive Officer,  
CFE Fund

3 - [2021 FDIC National Survey of Unbanked and Underbanked Households](#)

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



### SOLUTIONS

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



### FINANCIAL INVESTMENTS

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



### STRATEGIC PARTNERSHIPS

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



### PHILANTHROPY AND VOLUNTEERISM

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

In 2022, FIS implemented the **ChexSystems Financial Wellness Strategy**, a multifaceted program built upon four main pillars: inclusion, education, protection and consumer access.



**Inclusion:** Provide counseling tools to financial institution clients and offer the Bank On National Standards Certification to bring more unserved/underserved consumers into the financial mainstream and increase clients offering Bank On certified accounts.



**Education:** FIS offers educational resources to aid consumer financial well-being, including partnerships with credit educators to facilitate meaningful dialogues with consumers. Examples include ChexEDU Report, partnership with the Credit Builders Alliance, free consumer disclosures and multiformatted disclosure information.



**Protection:** FIS seeks to protect consumers' privacy and data from identity theft, fraudulent activity and other cybersecurity threats. For consumer reporting purposes, this includes raising awareness about consumer protection tools that help in preventing account takeovers, mitigating against cyber threats for identity verification, providing document verification services, consumer alerts and more. Additional information on our customer privacy and data security practices can be found in [Chapter 2](#).



**Access:** FIS facilitates access to information for both consumers and financial institutions. We seek to support the development of improved capabilities to engage with consumers including the ChexSystem's Consumer Relation Portal. Other examples of investments we have made include the enhancing of our consumer relations portal and facilitating access to financial literacy programs for underserved communities such as the elderly, disabled and military service members.



**“ChexSystems is committed to empowering our financial institution clients in reaching more consumers by working creatively with our clients and with community partners to develop a strategy and approach to promoting broader financial access and wellness to individuals across the country. We know that if account open risk screening strategies are aligned with Demand Deposit Account (DDA) product privileges, our clients can open more DDAs to the consumer’s benefit. The Bank On partnership better aligns the account opening strategy, and we are excited to move the market in this direction.”**

**Ronald Whyte**  
President, Chex Systems, Inc.



As part of our work toward increasing financial literacy and wellness, FIS offers Credit Insights and Spending Insights, two solutions that enable individuals to better understand their overall financial well-being. In 2022, FIS consumers receiving Insights gave the service a four out of five stars rating.

In 2022, FIS continued to enhance its Financial Literacy Program, which is comprised of a Financial Literacy for Young Adults Program and a Financial Literacy for Adults Program.

Composed of 22 lessons, the [FIS Financial Literacy for Young Adults Program](#) provides knowledge and tools on topics including: determining financial goals; developing a plan for spending and saving; defining creditworthiness and understanding credit card offers; learning the responsibilities and expenses of renting versus owning; and understanding options for borrowing money and what they can cost.

The [FIS Financial Literacy for Adults Program](#) provides learners with practical knowledge, skills-building opportunities and resources they can use to manage their finances. Topics covered include: how to track income and expenses; saving money for expenses, goals and emergencies; credit reports and scores; building

productive credit histories and repairing and improving credit; different kinds of debt and ways to manage it; different types of safe and affordable housing, including specific information on renting and the home buying process, including mortgages.

Financial inclusivity for individuals with disabilities is also top of mind at FIS. We support our clients' commitments to The Americans with Disabilities Act (ADA) by providing products and solutions that help improve access to all consumers.

Our web accessible products are positioned to utilize a range of navigational techniques specific to assisting people with disabilities. We provide a web hosting solution to host public marketing websites of our clients. Tools within this solution allow for clients to customize specific attributes, which meet both their presentation needs and provides for accessibility options for their consumers.

## HELPING INDIVIDUALS IN NEED

In addition to enhancing financial access for individuals, FIS continued to process and operate the Pandemic Electronic Benefit Transfer (P-EBT) program that enables children to receive emergency nutrition benefits.

### DISTRIBUTION IN 2022

**\$7.1B**


in emergency nutrition benefits through P-EBT cards to

**9M**

households in 31 U.S. states and territories.




**OUR PROGRAMS**



**Young Adult Program**

This financial education program is geared towards young adults, between the ages of 14 and 23 years old. This interactive, online, mobile-friendly program is now available and focuses on learning the basics of personal finance and building a positive relationship with money.

[Learn More](#)



**Adult Program**

This program is developed for adults in many different life stages and financial situations. That includes adults starting or changing careers, and adults going through significant life events such as expanding their families or purchasing or renting their first homes.

[Learn More](#)



## Supporting Minority-Owned and Community Banks

As a part of our commitment to fostering a more inclusive economy, FIS is driving an initiative to deepen our partnership and support of Minority Deposit Institutions (MDIs) and Community Development Financial Institutions (CDFIs). This initiative is built on communication, transparency, trust and partnership.

MDIs and CDFIs are uniquely positioned to address the financial needs of the diverse communities they serve, and they are often the first line of support for the financial success of individuals and small- and medium-sized businesses (SMBs).

In December 2022, FIS launched an external client-led steering committee dedicated to improving the customer experience and driving positive change for our MDI and CDFI customers. This banker-led advisory group plans to convene biannually and focus its efforts on strengthening the bank and core service provider relationship by addressing challenges and identifying technology opportunities and solutions.

Additionally, we continue to work closely with our trade association partners including the American Bankers Association, Independent Community Bankers Association, National Bankers Association and

Electronic Transactions Association to address the important issues impacting the MDI and CDFI community. This includes directly supporting the work of the bipartisan U.S. Senate Community Development Finance Caucus that seeks to strengthen support for MDIs and CDFIs.

In 2022, we prioritized collaboration with regulatory agencies on initiatives that impact MDIs and CDFIs the most. Working closely with the Federal Deposit Insurance Corporation’s (FDIC) #GetBanked campaign and for the Financial Empowerment (CFE) Fund, FIS’ subject matter experts participated in a series of webinars to encourage and educate financial institutions on how to leverage technology to increase their market presence and reach unbanked and underserved individuals. Among other initiatives, we also joined the American Bankers Association’s panel “Leveraging Technology to Broaden Banking Services for the Underserved,” which featured Texas National Bank and its stories of providing help to its community. The panel focused on how banks can collaborate with community stakeholders and core providers to identify financial services needs and then design solutions to meet those needs.



**“As a small minority owned community bank, we struggle to keep up with the ever-changing technology environment. Over the last couple of years, FIS has listened to our fears of staying relevant in a crowded and competitive landscape where we no longer compete against the bank down the street but rather globally with new financial players. With FIS as a partner, we feel like we are making a difference in our community and have positioned the Bank well for the uncertain future that lies ahead.”**

**José (Joe) Quiroga**

President of Texas National Bank,  
an MDI and CDFI financial institution

We recognize that supporting mission-driven financial institutions is integral to expanding financial inclusion, and we remain committed to being a trusted partner that enables digital opportunities and growth for our MDI and CDFI customers. By improving the customer experience and overall satisfaction of this community of financial institutions, we seek to enhance their ability to expand in their communities and remain competitive in their respective markets.





### Empowering Small and Medium-sized Businesses (SMBs)

This same technology though can advance financial inclusion for SMBs in various ways such as improving cash flow that keeps businesses healthy and helping to bring universal financial access by assisting businesses make the shift to a post-COVID world.

For example, our Worldpay from FIS solutions help businesses at more

than 1 million merchant locations, including SMBs. FIS supports SMBs with access to capital through the Worldpay Working Capital solution, which enables SMB clients to apply online for the cash they need to grow their businesses and get approved in minutes. In 2022, this program provided \$101.6 million in funding to more than 3,200 merchants worldwide.



**\$101.6M**

in funding provided to more than 3,200 merchants worldwide through the Worldpay Working Capital solution.

### Partnering to Advance Financial Inclusion

Addressing financial inclusion requires collaboration across all sectors and is not something we can tackle alone. By working with non-profits, we can jointly address challenges around bridging the digital divide, mitigating inequity and promoting financial wellness.

In 2022, FIS participated in the [National Small Business Week Virtual Summit](#), which recognizes the critical contributions of America’s entrepreneurs and small business owners. As a co-sponsor alongside industry-leading companies, FIS had the opportunity to help support business owners and startups gain access to crucial information and resources that drive innovation and deliver products and services on which our economies depend.

FIS also continued its partnership with the [Credit Builder Alliance](#) (CBA), a national non-profit network dedicated to building the capacity of

hundreds of non-profits in the U.S. CBA aims to bridge the gap between equity-focused non-profits and credit bureaus to unlock credit as an asset for all. Members of CBA collectively pulled over 118,000 credit reports, reported over 74,000 tradelines to the major credit bureaus (through September 2022) and supported over 1,200 staff members in attending CBA monthly webinars, trainings and CBA’s Annual Credit Building Symposium. These actions help further CBA’s mission to bring more individuals into the mainstream financial system by building credit.

In partnership with FIS, CBA hosted webinars that explored new developments in banking access and ways to support consumers in becoming banked (ChexSystems, Bank On) and how ChexEDU™ Reports can deepen non-profits’ programmatic support for the unbanked and underbanked.

**The Prince's Trust**

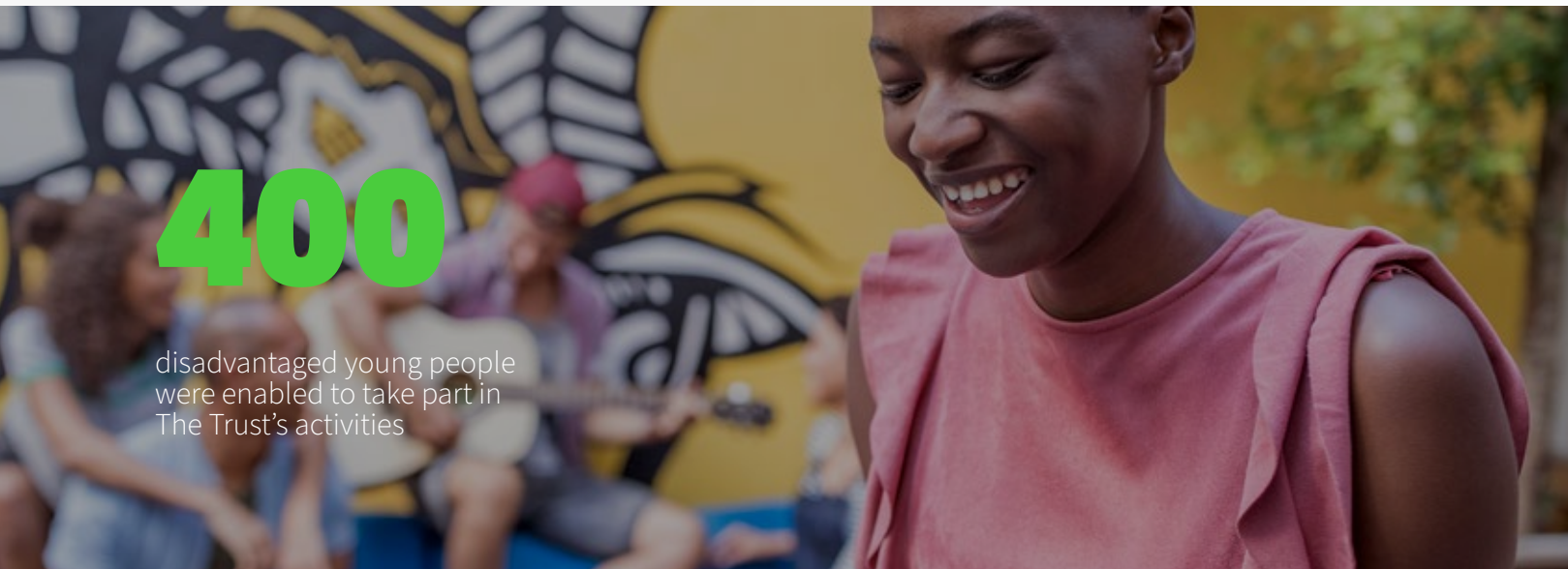
In 2022, Worldpay from FIS joined [The Prince's Trust](#), a foundation that helps young people in the UK facing adversity with both practical and financial assistance. As a partner to The Prince's Trust, Worldpay from FIS supports the initiative by encouraging employees to participate in sponsored workshops and programs, sharing their skills and acumen with young people, particularly via The Prince's Trust's Enterprise Programme.

As a "Gold Patron" partner of The Trust, Worldpay from FIS helped to enable more than 400 disadvantaged young people to take part in The Trust's activities. It also expanded the employee engagement program to include in-person launch events across various Worldpay from FIS offices, connecting over 700 employees with more than 1,370 young people for support.

In addition to volunteer service, Worldpay from FIS employees based in the UK are engaged in fundraising challenges, entrepreneurship events and activities for The Trust, helping to bring their services to as many at-risk young people as possible.

**SHE-CAN 'Make a Change' Program**

FIS Impact Ventures (FIV) collaborates with SHE-CAN, a non-profit organization that empowers talented women from post-conflict and climate-challenged countries by providing them with education, mentorship and leadership skills needed to make scalable impacts around the world. In 2022, FIV donated financially to the [SHE-CAN](#) Make a Change program, which encourages corporations to support international students with the implementation of innovative community service projects in their home countries with a mission of changing their communities and developing their leadership skills.



**400**

disadvantaged young people were enabled to take part in The Trust's activities

**SHE-CAN 'MAKE A CHANGE'**

The program was piloted with funding from FIV and led to:

**CLEAN WATER**

**741**

children in Cambodia were provided clean water from a well funded by the program

**TECHNOLOGY**

**17**

computers for libraries and classrooms in Cambodia

**TEACHING**

**30**

kids computer programming and mushroom cultivation in Rwanda

**TRAINING**

**10**

women to becoming poultry farmers and creating their own income

**195**

young Cambodian women taught how to apply for college scholarships

## Driving Innovation through Fintech Investment

Since 2016, FIS has supported emerging fintechs through the [FIS Fintech Accelerator](#) program. Serving as a key strategic pillar of FIS Impact Ventures (FIV), the Fintech Accelerator program identifies and accelerates the work of best-in-class startups who design innovative solutions that build economies and improve lives. The program is conducted in collaboration with the State of Arkansas and The Venture Center.

Each year, startups are selected for a 16-week program consisting of a four week business development incubator phase and a 12-week accelerator phase. This unique opportunity provides the cohort companies a chance to engage and share their innovative solutions with more than 100 of FIS' leading financial institution clients.

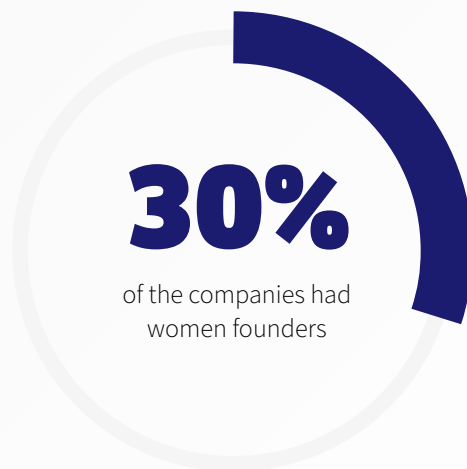
In 2022, the program received over 150 applications from fintech companies located in the U.S. and 22 other countries. The 10 companies selected represented several different areas of innovative technology,

including climate compliance, buy now, pay later (BNPL), peer-to-peer (P2P) payments, debt management, data privacy automation, real-time fraud detection, fraud transaction monitoring, cloud-based compliance, earned wage access and regulatory compliance solutions. In the 2022 cohort, 30% of the companies had women founders. The 2022 program culminated with an in-person Demo Day in November 2022, where leaders from each of the participating fintech companies showcased their innovations to financial services leaders and influencers, potential investors and successful entrepreneurs.

In 2022, FIV achieved FIS' goal to invest \$150 million in promising fintech startups, including \$30 million dedicated specifically to supporting minority- and women-led fintechs, which are historically underrepresented groups in venture capital investment.

**\$150M**

invested in promising fintech startups



**“The State’s partnership with FIS has been critical to advancing the financial sector and growth of technology companies.”**

**Asa Hutchinson**  
Former Governor of Arkansas

## CH2

# Protecting Our Clients and the Financial System

Since 1968, FIS' clients around the world and across industries have built and run their businesses on our payments, banking and investment fintech software.

FIS recognizes the critical role our software and services play in powering the global financial systems, and we are committed to ensuring our systems are resilient and secure to protect our clients and consumers. We have made significant investments to protect the data of our clients and our own technology platforms as the world faces increasing threats and attacks on corporate and government IT systems.

To defend critical global infrastructure and protect the Company, our clients and the

industry, FIS partners with government agencies, trade associations and other entities. We work closely with the U.S. Cybersecurity and Infrastructure Security Agency (CISA), the U.S. National Cybersecurity and Communications Integration Center (NCCIC), the U.S. Financial Services Sector Coordinating Council (FSSCC), the U.S. Federal Bureau of Investigation, the U.S. Secret Service, the U.S. Department of Homeland Security and the UK National Cyber Security Centre (NCSC). We are also a member of the Financial Services Information Sharing and Analysis Center (FS-ISAC), the Internet Security Alliance (ISA) and the American Transaction Processing Council (ATPC) Cyber Council.



**“As legal and regulatory landscapes continue to evolve, FIS remains committed to protecting all personal data entrusted to us by developing a Privacy, Cybersecurity, and Data Protection Program designed to comply with all global privacy, cybersecurity, and data protection laws while fostering a business environment that encourages a culture of compliance, ethics, privacy and cybersecurity.”**

**Anna Shea**  
Chief Privacy Officer

## Enhancing Privacy and Data Protection

We know that privacy and data protection are important to our clients, and FIS is committed to protecting the personal data entrusted to us. Upholding this commitment begins with every employee and permeates throughout the entire organization, leading all the way up to the Audit Committee of the Board of Directors. The Audit Committee oversees FIS' compliance with all applicable legal and regulatory requirements, including privacy and data protection regulations that apply to our worldwide operations.

“FIS’ Pillars of Privacy and Data Protection” serve as the foundation of our privacy philosophy and policies. These pillars are built upon compliance with applicable laws and regulations, individual rights and transparency.

### CONSUMER RIGHTS

Data subjects’ rights are at the core of our privacy and data protection program. We have deployed processes and tools to enable data subjects to exercise their rights, and the respect of these rights is of upmost importance to FIS.

### OUR PEOPLE

We respect and safeguard the personal data entrusted to us by our employees, by our clients and their customers and by third parties. We provide our employees with the training and support needed to implement the privacy and data protection program and to protect personal data.

### RESPONSIBILITY

We strive to process data in a fair and lawful manner and to improve our privacy and data protection program.

### TRANSPARENCY

We consistently communicate to our employees, to our clients and their customers about how we collect and use personal data.

### OUR CLIENTS

We are working toward improving the support we offer to our clients in helping them to comply with their own data protection obligations.

### FIS' Privacy and Data Protection Program

FIS' Privacy and Data Protection Program was designed in line with our organizational risk culture, driven by ethics and compliance. The purpose of the program is to protect the data and rights of individuals (data subjects) by operationalizing data protection principles in an effective manner. The program is designed to meet the requirements of applicable global privacy and data protection laws. It applies to all our processes, to our employees, and applicable contractors and vendors worldwide.

The program governs all personal data collected by FIS for its own purposes, whether online or offline, and it also governs data provided to us by our clients, contractors, partners or any other third party we do business with. Third parties authorized by FIS to process company-controlled personal data on behalf of FIS must first agree by written contract to meet the requirements of applicable laws and regulations.

The Privacy and Data Protection Program – built on our Data Protection, Privacy and Data Use Governance Policies – outlines principles that all employees and applicable contractors must adhere to when processing personal data. FIS employees and contractors have a duty to seek advice in cases of any doubt about the lawfulness of a particular activity involving personal data.

Our Privacy Policy is supplemented by Privacy Notices, which are intended to provide individuals with detailed information about how FIS processes their personal data. The privacy notices, available on [FIS' Privacy Page](#), provide information about how we collect and use personal data, giving clients and their customers confidence when interacting with FIS.

As privacy laws and regulations rapidly evolve, we are constantly striving to incorporate the expanding international regulatory frameworks into our program. In 2023, we launched our online Privacy Center Platform, which is intended to serve as a central place for our clients to access information on FIS' privacy and data protection commitments.

### Data Subject Rights Requests

Individuals (data subjects) are entitled to specific rights under worldwide privacy and data protection regulations. As part of our Privacy and Data Protection Program, individuals can submit their requests to exercise their data subject rights, such as the right to access, correct, amend or delete their personal data, through our [online portal](#) or by email ([datarights@fisglobal.com](mailto:datarights@fisglobal.com)). Both the portal and the mailbox are managed by the FIS Privacy and Data Protection Office.

In 2022, the Privacy and Data Protection Office implemented enhancements to make the request handling process more streamlined and to enhance compliance with applicable statutory response deadlines. An [online request form](#), linked to the FIS Privacy webpage, is available on the FIS website. It allows individuals to exercise their rights including access, rectification, deletion, data portability and objection to the processing of personal data.

FIS is committed to respecting human rights in its approach to data subjects and to provide adequate remedies for victims of human rights violations as a result of FIS' data sharing practices.



**FIS Transparency Reports on Government Requests for Data Access**

FIS is committed to safeguarding privacy and maintaining transparency around requests made by governments worldwide for access to personal data. As such, we only provide personal data in response to law enforcement or other public authority requests when we believe we are legally required to do so.

To protect our clients' and their customers' rights, we carefully review the legality of any request to confirm it complies with the law, it is within the powers of the requesting authority or law enforcement official and we are under the obligation to provide the specific information to the requesting authority.

Every quarter, through our Transparency Reports, we provide reporting on compliance with any

government data requests. Oversight of government data requests rests with the Risk and Technology Committee of the Board of Directors.

FIS' Transparency Reports, which are made available to all clients on the FIS Client Portal, provide information on government requests received by FIS from law enforcement and public authorities based in a third country outside the EU to access data relating to individuals in the EU.

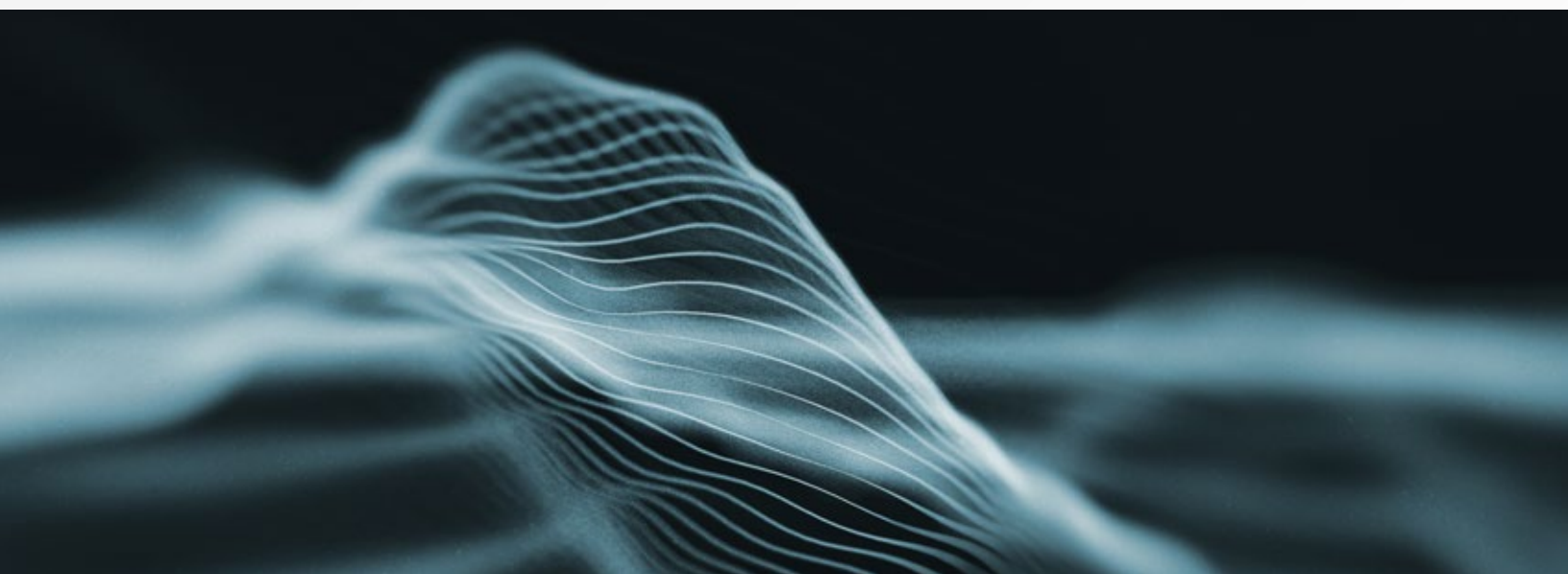
The Transparency Reports outline the category of the request and the type of response given for each request during the reported period. Examples of requests FIS may receive include subpoenas and other court orders from local, state or federal courts. FIS' response depends on the nature of the request as outlined previously in this section.



**FIS Privacy Incident Response**

At FIS, we employ a specialized Privacy Incident Response Team (PIRT) to investigate, prioritize and resolve potential and actual privacy incidents. PIRT uses a specialized form of privacy compliance protocols to respond to and investigate privacy incidents. PIRT also utilizes a formal Privacy Incident Response Plan to mitigate the risks associated with privacy incidents, reduce any negative impact, minimize or prevent a decline in public confidence and comply with regulatory requirements.

The Privacy Incident Response Plan specifies how privacy incidents should be identified and reported, how privacy incident risk factors are evaluated to determine both the potential impact and harm created by an information exposure or unintended disclosure and when the Privacy Incident Response Team will escalate the incident to executive management to confirm appropriate visibility.



## FIS Privacy and Data Protection Oversight

FIS' compliance with global privacy and data protection laws is overseen and managed throughout all levels of the business by a global, multilayered privacy compliance structure.

Our Data Protection Officer (DPO) monitors compliance with applicable privacy and data protection laws. The DPO submits FIS' DPO Report to the Board of Directors.

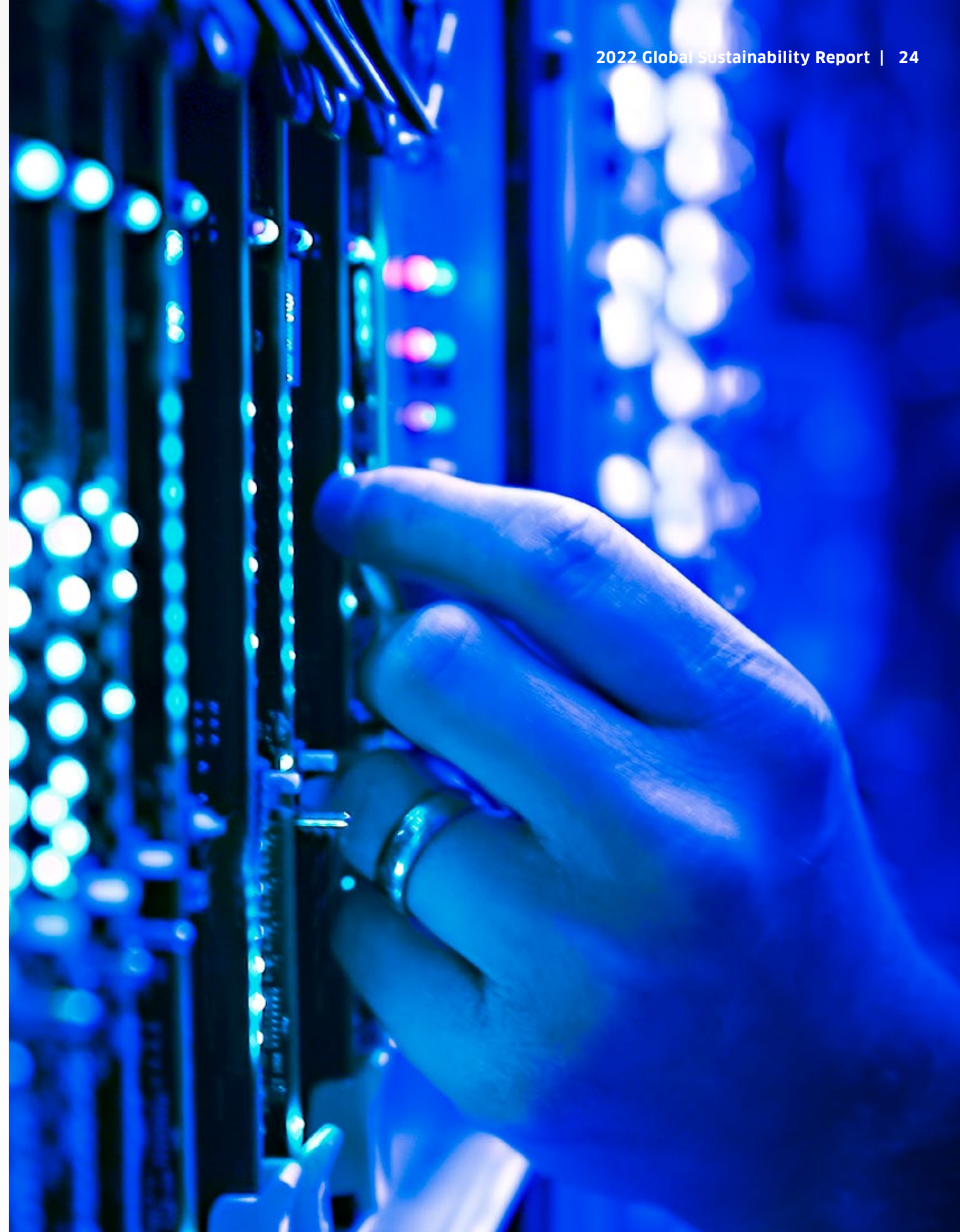
FIS is subject to many global privacy and data protection laws and regulations throughout the world.

As a key governance control, FIS also reviews the use of consumer or client data through our Data Use Governance Policy, which is overseen by the FIS Data Use Review Committee under the Company's Enterprise Risk group. Formed in 2018, this committee verifies appropriate use, consistent standards and requirements regarding the transfer, use or sale of consumer or client data for purposes beyond the original business intent.

In 2022, FIS implemented additional governance structures to enhance the Company's privacy and data protection efforts. These include the Privacy and Data Protection Committee (PDPC) and a network of local DPOs and Country Privacy Leads (CPLs). These designated individuals assist in compliance with global privacy and data protection laws that require local representation.

The PDPC conducts quarterly stakeholder meetings to discuss key data privacy and data protection initiatives, gather feedback from stakeholders and drive process improvements.

Our network of local FIS DPOs and CPLs was created to share knowledge between the global Privacy and Data Protection Office and local DPOs/CPLs. In 2023, the PDPC will hold meetings to provide updates on global initiatives, upcoming changes in legislation and important regulatory enforcement initiatives impacting FIS.





## Enhancing Global Data Transfer Protection and Compliance

In 2022, FIS took steps to bolster data protection by introducing a number of initiatives aimed at managing data transfers.

Among these steps, the FIS Privacy and Data Protection Office issued the “Data Protection and Transfer Impact Assessment (TIA) Guide” to assist FIS’ clients with completing TIAs on FIS’ products and services. TIAs are now required for companies that transfer personal data from the EU or the UK to countries outside the European Economic Area (EEA), to prevent public authorities in the non-EEA country from accessing personal data. The “Data Protection and Transfer Impact Assessment Guide” is available to clients via the FIS Client Portal.

In September 2022, FIS applied for Binding Corporate Rules (BCRs) in the UK and in the EU, specifically in the Netherlands. The implementation of BCRs is regarded as a gold standard regarding the establishment of a GDPR compliant transfer protocol for intra-group transfers.

In 2022, FIS executed a new Intra-Group Data Transfer and Data Processing Agreement that is compatible with EU Standard Contractual Clauses for the international transfer of personal data and the UK International Data Transfer Addendum.



## Taking Action against Fraud and Money Laundering

Given the severe implications of fraudulent activities and money laundering in the financial world, we recognize the important role we play in assisting our clients, partners and communities in mitigating these risks and safeguarding themselves from potential threats.

As noted in [Chapter 8](#), we provide innovative fraud-fighting and anti-money laundering (AML) solutions to our global banking, capital markets and merchant clients. This includes, among other services, our fully integrated financial crimes suite FIS AML Compliance Manager, IDChex—provides ID document authentication, facial image capture, and ID verification—and FraudChex to address new account fraud and account takeover fraud.

Our Merchant Solutions business, Worldpay from FIS, also offers fraud detection solutions and services,

including FraudSight, a multilayered fraud solution that helps stop in-store and online fraud.

In addition to the products that we offer, FIS maintains a strong, enterprisewide Financial Crimes program that protects FIS, our customers and the financial system from money laundering, terrorist financing and fraud. As part of this program, we engage with various government agencies such as the U.S. Department of Treasury, the Financial Crimes Enforcement Network, the UK Financial Conduct Authority and the National Crime Agency in public-private partnerships to help detect and deter financial crime. Given our expertise and critical role in the world’s financial system, this engagement helps make financial systems more resilient to financial crime and helps relevant law enforcement protect citizens in the countries in which we operate.



## Cybersecurity Controls and Oversight

At FIS, we prioritize a proactive approach to cybersecurity, with the goal of anticipating and protecting against potential cyberthreats through continuous program enhancements and investments. Our strategies and programs are informed by industry best practices, standards and frameworks and by our own proprietary subject matter expertise. Our information security practices have been certified as ISO 27001 compliant, with the purpose of protecting the security, confidentiality and integrity of our clients' data.

To monitor our global platforms and operations, FIS has a dedicated Security Operations Center, which operates 24/7, 365 days a year. We also employ an active Cyberdefense Security Incident Response team to investigate and contain reported cybersecurity incidents.

As part of our risk, information security and compliance culture, we maintain strong oversight of cybersecurity controls, and the FIS Internal Audit team regularly evaluates the Company's risk management programs and the effectiveness of its cybersecurity controls and procedures.

Cybersecurity controls at FIS are also audited at least annually by external organizations, including U.S. state and federal regulators, other national



**"FIS is continuing our commitment to conduct our business using a strong enterprise risk management framework. We embed our risk management practices into everything we do to protect our clients, colleagues and communities. That's why at FIS, it is our collective responsibility to manage risk across the Company's three lines of defense."**

**Kara Hill**  
Chief Risk Officer

regulators and industry standards organizations.

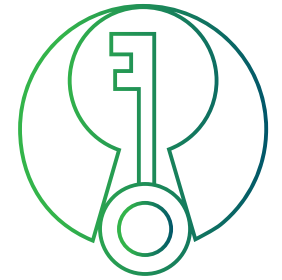
In 2022, FIS continued to issue annual SOC-1 and SOC-2 audit reports for our overall security footprint. Our card payments solutions comply with guidelines set forth by the Payment Card Industry (PCI) Security Standards Council, including the PCI Data Security Standards. Our Merchant Solutions business, Worldpay from FIS, remains a longstanding member of the PCI Security Standards Council Board of Advisors.

Also in 2022, FIS joined the Joint Cyber Defense Collaborative, a public-private sector partnership established by the U.S. Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) to defend against cyberthreats to U.S. critical infrastructure.

## CYBERSECURITY STRATEGY

### 1. EXCELLENCE IN CYBER BASICS

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



### 2. "SECURE BY DESIGN" APPLICATIONS

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



### 3. SECURE THE FUTURE

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



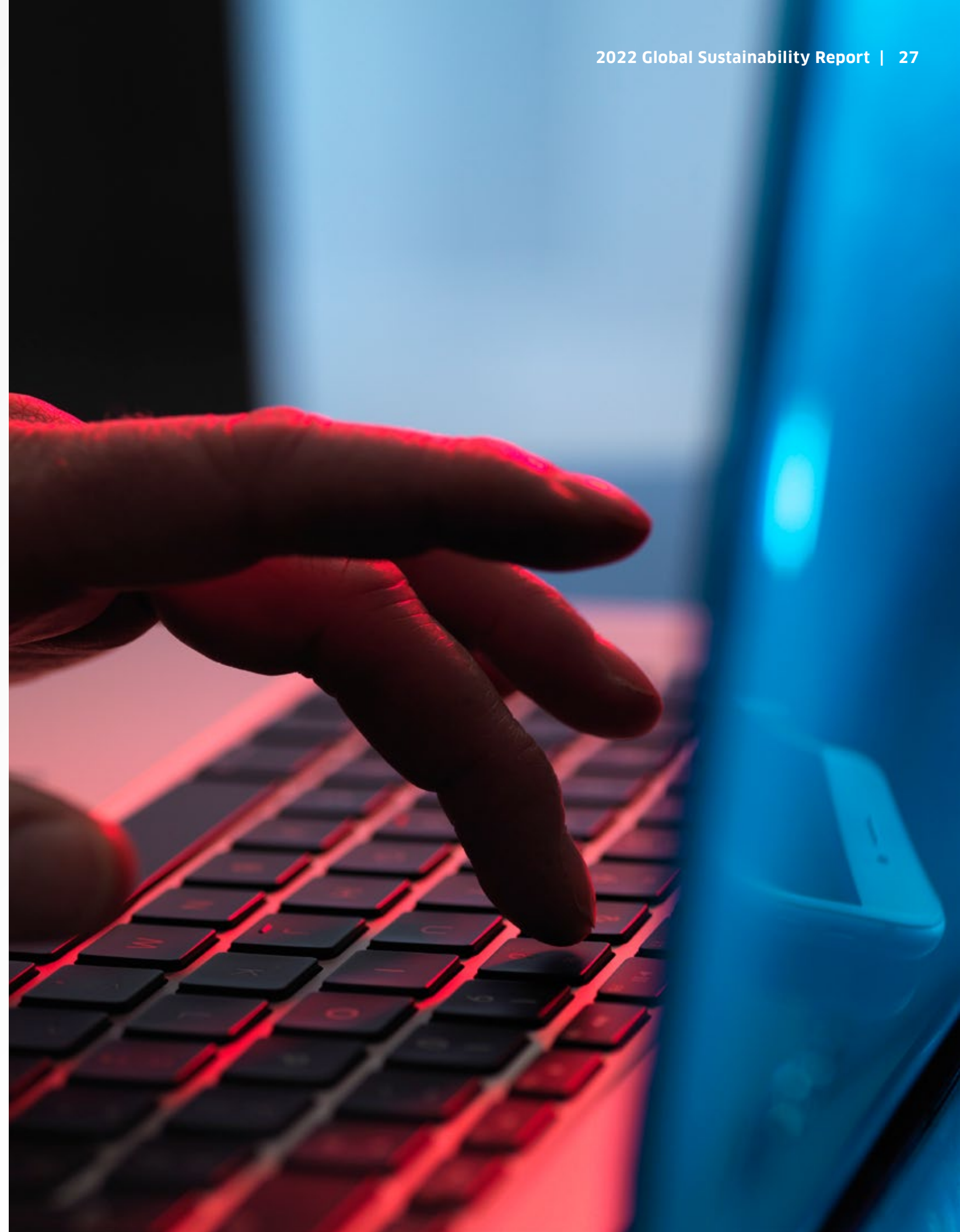
## Creating a Culture of Cybersecurity, Privacy and Data Protection

Raising awareness of data privacy and security is crucial to protecting the data of our clients and our own technology platforms. FIS has a dedicated education and awareness group that continues to drive a comprehensive cybersecurity awareness program across the Company, including executing regular phishing exercises and special lunch and learn sessions addressing security hygiene.

Our RISC Champion (Risk Management, Information Security and Compliance) program includes contests to incentivize behaviors that align to our culture and provides

a social environment in which participants share ideas, compete with peers to complete activities and further their security and compliance skills.

To foster a culture of privacy and data protection, the Privacy and Data Protection Office developed a Privacy Awareness Campaign to highlight and celebrate Privacy and Data Protection Awareness Month in January 2023. The campaign seeks to increase privacy consciousness and educate FIS employees by hosting guest speakers, lunch and learns, “Ask the Expert” speaker sessions and multiple written awareness communications.



## CH3

# Advancing the Workforce of the Future

At FIS, we understand that prioritizing the needs and professional growth of our people is a key ingredient for success. We remain dedicated to developing and empowering our workforce as they deliver the bold ideas that advance the way the world pays, banks and invests. Proper Human Capital Management (HCM) is vital to executing FIS' short- and long-term strategies and is key to any sustainable business.

In 2022, we continued to be proactive to advance the workforce of the future by building a diverse and inclusive talent pipeline, inspiring and elevating our top performers, sustaining levels of employee engagement and job satisfaction above market benchmarks.

We recognize the impact a strong cultural foundation has on our success. Through our FIS People Strategy, which creates an

environment where employees are set up to grow and be the change for FIS, employees are held to high standards, embodying our values of "Winning as One Team," "Leading with Integrity" and "Being the Change," while driving value and shared success for our three Cs—Colleagues, Clients and Communities.

To ensure these values are deeply ingrained within FIS, we integrate them into all facets of the employee experience, starting from the recruitment and onboarding process and extending to our training, performance management and leadership development programs for all levels of the organization. This approach ensures that FIS' values are consistently brought to life and guide our actions, creating a positive and purposeful culture throughout the Company and aligning with our commitment to operate responsibly and drive sustainable growth.



**"As our Company goes through transformation and the industry rapidly evolves, we must unite around a common purpose: our future. We're seeing this come to life by embracing the diverse perspectives from employees across all levels of the organization, who are driving the cultural shifts necessary to be client fanatical, high-performing and a leading fintech provider where people want to work."**

**Denise Williams**  
Chief People Officer

## Attracting, Retaining and Managing Talent

Our world-class talent plays a crucial role in driving our high-performance and innovative culture forward. We understand the necessity of attracting and retaining a range of qualified and diverse individuals to fuel our growth and innovation as we continue to expand our operations globally. This is why we invest in our recruitment efforts and internship and training programs that build a strong and diverse pipeline of talent that can meet FIS’ evolving needs and reflect the communities in which we live and work.

FIS’ employment policies on equal opportunity and anti-discrimination help foster our inclusive and diverse workforce. We comply with local, provincial and national laws protecting the rights of employees to freely associate, organize and bargain collectively. Approximately 16% of our employees, primarily in Brazil and European countries, are represented by labor unions or works councils.

Our commitment to strong employment policies and practices has earned us recognition as one of the “Best Places to Work on the First Coast” by the Jacksonville Business Journal and Quantum Workplace.

Additionally, we are honored to have been named one of “America’s Best Employers for Veterans 2022” by Forbes. For the second year in a row, FIS was designated as one of the 100 companies named to Fast Company Magazine’s “2022 Best Workplaces for Innovators List.” FIS was also named to FORTUNE’s 2022 Most Admired Company List.



FIS Named to FORTUNE’s 2022 Most Admired Company List, *Fortune.com*, 2022



**SKILLS OF THE FUTURE** Identifying and building skills for the future, now



**NEW WAYS OF WORKING** Making it easy to collaborate and do your best work



**EMPLOYER OF CHOICE** Being the place where you want to build your career



**TRANSFORMATIONAL LEADERS** Inspiring growth and innovation through uncertainty



**DIGITAL EXPERIENCE** Making your work experience streamlined

**FIS University Program**

In 2022, we further developed our FIS University program, which offers both intern and full-time, entry-level opportunities. The internship program is targeted toward college students entering their senior year, while the two-year comprehensive University program is intended for new professionals who recently joined FIS as full-time employees.

Our 10-week summer internship program incorporates social activities, instructional webinars and mentorship for professional development, focused on helping the students understand the opportunities that exist for full-time careers with FIS. The FIS University program starts with a “Learning Week,” that includes exposure to senior executives, live interactive sessions, training, peer projects and networking opportunities. This is supplemented with mentorship over the course of two years.

**Student Loan Debt Repayment Program**

FIS assists employees with managing their student loan debt. In 2018, we introduced the Student Loan Contribution Payment Plan specifically for FIS University employees hired in the U.S., which offers up to \$150 per month for a

maximum of 10 years, or a total amount of \$18,000 toward the student loan debt of eligible employees.

After its 2021 launch, 2022 marked FIS’ inaugural year of offering the Student Loan Principal Payment Plan, providing the enrollment opportunity for eligible participants. FIS made a significant impact by assuming a total of \$4.7 million worth of loan debt (as of December 31, 2022), demonstrating our commitment to supporting education and financial stability.

**Performance365**

To develop and propel high performance at FIS, we use Performance365, which serves as a platform for ongoing, meaningful and impactful conversations between employees and managers on performance, goals, development, career growth and well-being. This exercise is carried out through various means, including the “Connect Process”, Anytime Goals, Anytime Feedback and our Quality of Conversation Survey that launches after both our Mid-year and Year-end Connects.

**FIS UNIVERSITY PROGRAM CONTINUED DEVELOPMENT & ENGAGEMENT 2022 EVENTS**

**LEARNING WEEKS**

**15**

Learning Weeks across three regions: North America, EMEA and India

**1,292**

participants

**CONTINUED DEVELOPMENT**

**7+**

topics including: TechDev, Microsoft Tools, Crypto & BlockChain, Emerging Payments, Be Your Own Chief Learning Officer, Engaging Presentations and Relentless Pursuit of Client Excellence

**600+**

employees attended these sessions with over 1,300 registrations

**Goal Setting Process:** Goal setting allows employees and managers to set meaningful goals at the beginning of the year, fostering a connection to the broader FIS goals. In 2022, we focused on instituting a Client Excellence goal among employees. As a result, by the end of 2022, 99.4% of our bonus eligible and Professional Services populations had a Client Excellence goal.

**2022 Connects:** The “Connect Process” begins with employees submitting their self-assessments, followed by managers providing their input. Once completed, this process leads to Performance Conversations where employees and managers engage in discussions about the Connects’ content. This encompasses: goals, overall performance and behavior, development, and a review of the assigned rating which provides employees with an understanding of their performance.

In 2022, Connects took place at the beginning of the year, mid-year and at the end of the year.

**Quality of Conversation Survey:** We enhanced our Quality of Conversation Survey to encompass a broader range of elements related to the overall conversation and experience with Performance365. Following the Mid-year Connect, the survey had a 53% response rate with over 28,000 employees completing it. 88% of respondents stated ‘Strongly Agree’ or ‘Agree’ with the main question: My Connect conversation was impactful and actionable.

**Anytime Goals:** This approach enables our employees to update their goals as needed throughout the year, adapting to the ever-changing dynamics and priorities of our businesses.

**Anytime Feedback:** This approach enables both employees and managers to receive feedback on performance, behavior and employee’s overall impact. Receiving feedback from key stakeholders offers a 360-degree perspective, which can contribute valuable insight into overall performance.

**PERFORMANCE365**



**ANYTIME GOALS**

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



**QUARTERLY CONVERSATIONS**

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



**ANYTIME FEEDBACK**

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



**3-POINT RATING SCALE**

The 3-point Rating Scale (Exceptional, Successful, and Needs Improvement) is used to help managers and colleagues discuss and align on overall performance and behavior



## Training to Drive Operational Excellence and Client Centricity

At FIS, we are focused on creating a workforce that is ready for the future, where our employees are inspired to grow their careers and create exceptional experiences for our clients. As such, we further invested in a Strategic Skills, Learning and Career function to support our employees’ ongoing professional development.

### Our Philosophy

We believe that by providing our workforce with the tools and resources they need to continuously grow and develop, we are not only investing in our employees’ individual success but also in the long-term success of our organization. Therefore, we have created a comprehensive, enterprisewide and systematic foundation to careers at FIS.

This framework helps our people understand how their role and position level supports the Company while also highlighting opportunities for career growth. Our approach—based on a transparent job architecture to enable career conversations—is tied to learning paths that expand an employee’s skillset. It is aimed at both developing our people and ensuring FIS has the required skills to effectively meet the needs of our clients.

Our learning programs extend beyond the immediate capabilities required for a current role and equip our workforce with the transferable skills that are necessary to succeed and move throughout the organization. These offerings align with our methodology to career mobility and development—Grow WithIN FIS.

### Our Transformational Leadership Framework

When we say leaders at FIS, we aren’t just talking about managers or executives. We are on a mission to shift the philosophy around leadership, maintaining that anyone can lead in the ways they show up for each other and our clients. Leaders are needed at all levels and our We’reIN framework provides clarity and direction around what we mean by Transformational Leadership.

## TRANSFORMATIONAL LEADERSHIP

Creating leaders who drive innovation from complexity, influence strategically and inclusively, and inspire people to learn, grow, and make an impact amidst ambiguity and constant change.



In summary, we expect Transformational Leaders to embrace diverse perspectives, drive innovation, influence outcomes strategically and inspire our colleagues, clients and communities. Underpinning the four pillars of “Influence, Include, Innovate and Inspire” lies our Enterprise Leadership Capabilities intended not only to outline “what” needs to be done but “how” to do it. This framework, along with an understanding and appreciation for the diverse strengths we all bring, enables us to identify areas where we can simplify, innovate or refocus our ways of working.

Being a cross-functional and complex organization with multiple products and different working approaches,

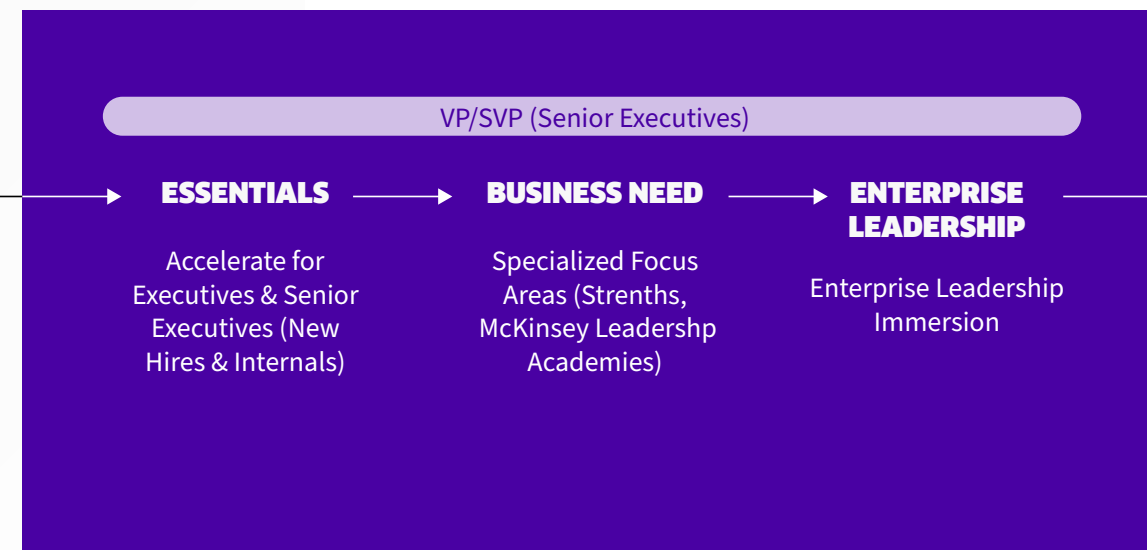
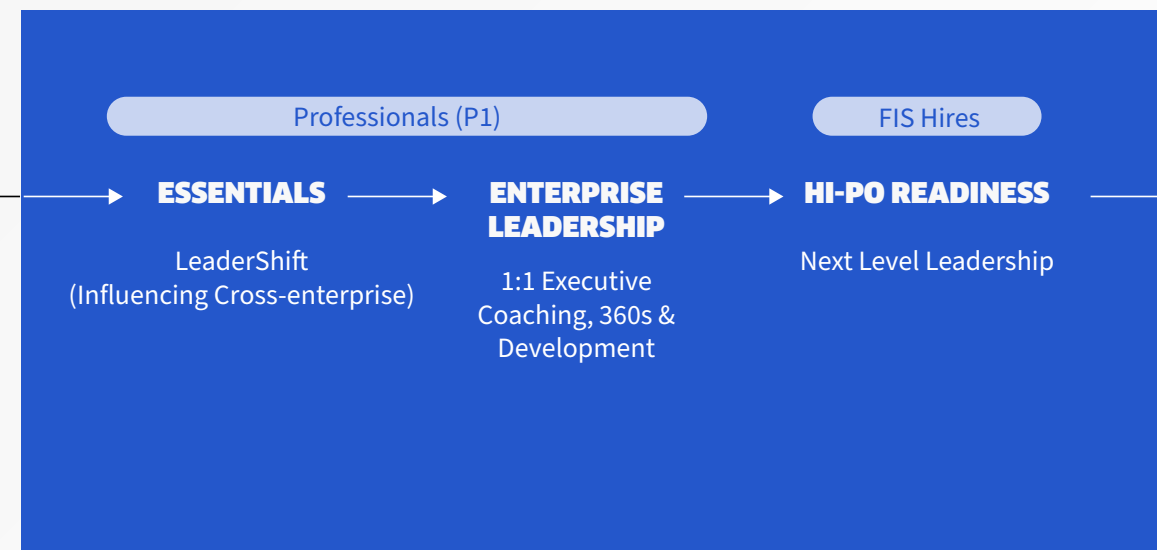
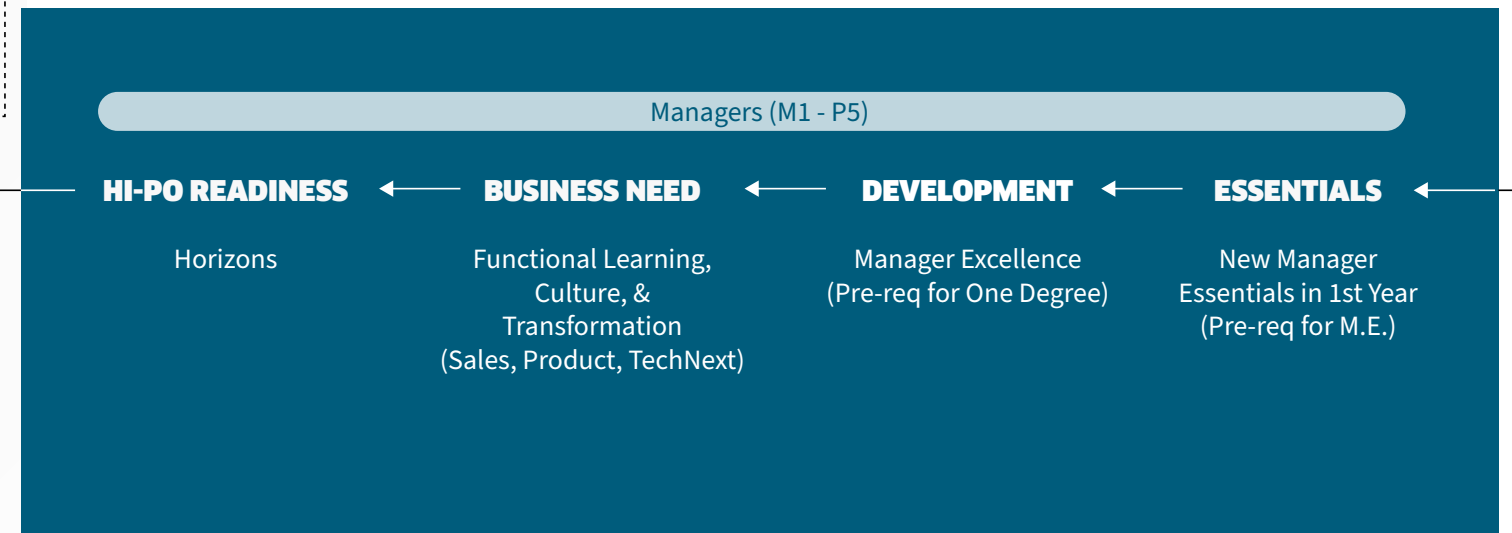
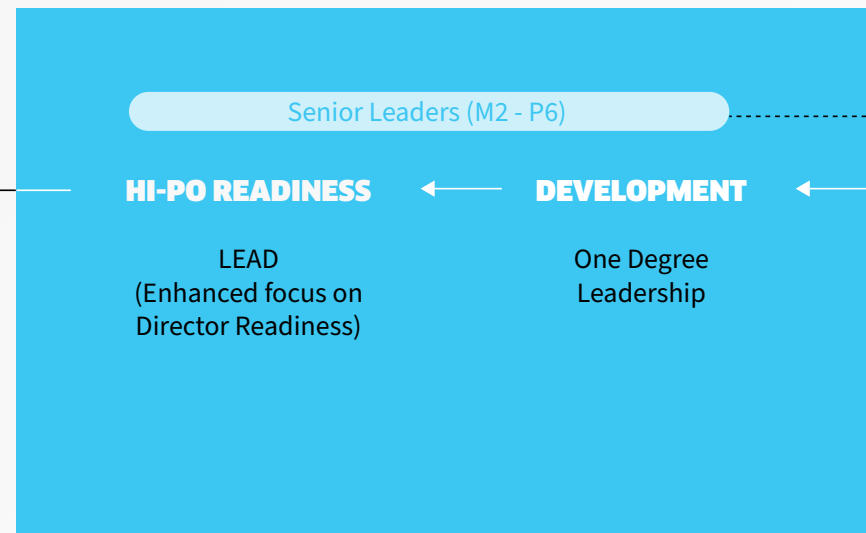
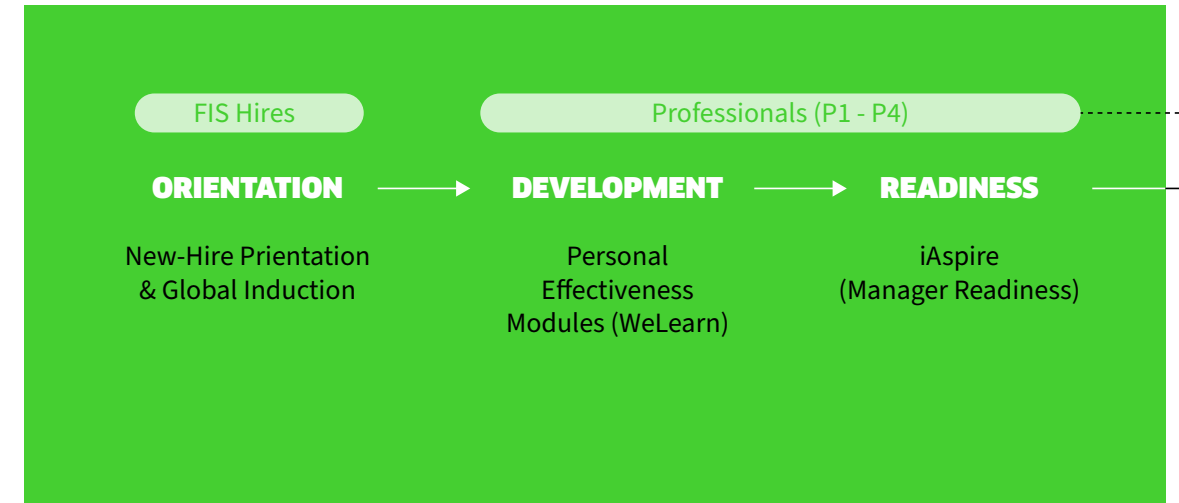
this framework serves as a guideline for how we and our partners hold ourselves accountable to deliver as “One FIS” to our clients, whether internal or external.

The Transformational Leadership Journey aims to cultivate enterprise leaders who embody the We’reIN Framework pillars. As such, FIS offers B.O.L.T. (Building Our Leaders of Tomorrow) program, that consists of a mix of immersive and self-directed learning experiences to individuals at every stage of their career journey. The content of these programs is designed to address the needs, scale and complexity that leaders face at their varying levels and scope.



**FIS Three-tier Learning Approach:**

Our B.O.L.T Roadmap serves as a blueprint for our learning offerings at all levels of a career: from new hires to key transition moments in a career progression. Our design methodology is structured into three distinct tiers.



**Our Tier 1 Learning** is focused on scalable, “self-directed” learning, which allows employees to build the skills they need at their own pace. All FIS employees are introduced to our learning offerings as part of their global onboarding, which includes access to WeLearn. WeLearn serves as our Learning Management System (LMS), which provides access to more than 16,000 expert-led courses, comprised of both internally created custom content and resources from our strategic partnership with LinkedIn Learning.

All employees are also encouraged to take our CliftonStrengths Assessment to understand their unique strengths and learn how to utilize and lead with them. Furthermore, the assessment provides insights into the strengths profile of their teams, with the view to enhance team dynamics and effectiveness.

In addition, our Risk, Information Security and Compliance teams work collectively across the business to ensure all employees are trained in key risk management topics to protect both our Company and our clients.



In 2022, this mandatory training was provided through an online platform called Regulatory University (RegU). It was available in six languages and included testing modules at the end to ensure knowledge retention and secure policy acknowledgements. To successfully complete the training, employees had to attain a passing score and their mandatory training completion data was recorded for compliance and audit purposes. This information was subject to review by management, as well as the Board of Directors’ Risk and Technology and Audit Committees.

Complementary to the training, our dedicated Risk, Information Security and Compliance Education and Awareness group drives the RISC Champion (Risk Management, Information Security and Compliance) program to incentivize behaviors that align with our culture and to provide a social environment in which participants share ideas, compete with peers to complete activities and further their security and compliance skills. The program includes several levels for participants to progress through, showcasing their achievements and program level to their peers. Champions are tasked with assisting with awareness campaigns or participating in webinars or lunch and learns.

## TALENT DEVELOPMENT

# CliftonStrengths



**Our Tier 2 Learning** features role-specific learning aimed toward competency-focused development by providing specialized training and certifications in areas such as sales, product, technology and specialty compliance areas. Learning journeys are designed to accommodate the needs of a specific audience. These include:

- Our seller skills curricula for our salesforce;
- A professional skills learning week followed by multiple learning opportunities over a 24-month period for our new FIS University hires (recent college graduates); and
- Our Manager Excellence program, a multichannel experience that incorporates instructor-led sessions, learning labs and communities of practice. In 2022, the Manager Excellence Empower Hour series was attended by 3,079 employees.

In 2022, as part of our Tier 2 learning, we launched new pilot content for iAspire, a three-part virtual instructor-led training series focused on professional excellence.

This iAspire series focused on strengthening personal leadership and emotional intelligence targeted at individual contributors. Furthermore, we launched “Leader Shift,” a four-part virtual instructor-led training series focused on strategies and mindset shifts to enhance cross-functional collaboration and effectiveness, targeted at employees Director level and above with 478 course completions.

Another new program build was the launch of our TechNext offering in 2022 by our Information Technology group, our Learning team and our lines of business. Aimed at fostering the growth of our next generation of technology leaders, the program is based on a comprehensive analysis of current skills, future skills and capacity demands related to modernization and innovation, platform consolidation and cloud and platform rationalization. The analysis identified 11 critical roles, focused on determining how FIS can impact forthcoming demand and skills requirements to enable the development of the people and skills needed to support the Company’s future. These learning pathways were launched in late 2022.



**TEAM BUILDING**

# Manager Essentials

Your guide to Creating a Great Employee Experience

**Our Tier 3 Learning** offerings are designed and tailored for the specific critical and timely needs of the Company. In order to develop these offerings, our Learning team collaborates with our stakeholders to identify the specific needs of priority groups at a given time. This allows us to create high-touch solutions to effectively achieve the desired outcomes.

An example of this approach is the Lead.Explore.Aspire.Develop (LEAD) program, which prepares high potential employees for leadership roles, and our annual Leadership Summit experience, which gathers our top 500 leaders from around the globe to focus on our corporate strategy and to learn from each other.

Another tailored Tier 3 offering is the Relentless Pursuit of Client Excellence (RPOCE), a major training and learning

initiative that was launched in 2022 to increase our customer centricity and impact with respect to client interactions.

Focused on the pursuit of client excellence daily, in all interactions, the RPOCE comprised of mandatory modules assigned to all employees across the enterprise, with the aim of raising awareness about the impact of their work on their clients and refining their skills in building trust, showing empathy and taking accountability. The training had a final reflection module where participants were asked to evaluate their behaviors, thoughts and actions with regards to a client-centric mindset.

Our consistent investments in skill development, learning and career opportunities have resulted in a significant increase in demand for our offerings.

## LEARNING AND DEVELOPMENT

	2020	2021	2022
<b>AVERAGE LEARNING HOURS</b>	<b>4.48</b>	<b>6.69</b>	<b>8.26</b>
<b>COURSES COMPLETED</b>	<b>267,603</b>	<b>349,829</b>	<b>614,501</b>

## CLIENT-CENTRICITY PROGRAM

Formerly known as Relentless Pursuit of Client Excellence



## Enhancing Employees' Well-being

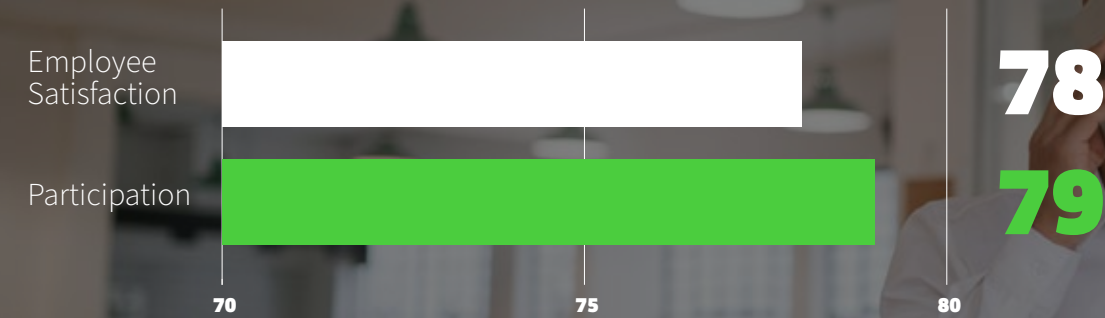
FIS places great importance on the well-being of its employees. The implementation of comprehensive wellness programs and resources is essential for supporting employees' well-being. At FIS, we are focused on four elements, including physical, mental, financial and social well-being as well as enhancing retention rates and fostering a positive work environment.

Among other initiatives, our global well-being partnership with Virgin Pulse is designed to help promote healthy lifestyle habits and mindfulness in a fun and interactive way and is available for all employees. Participating in healthy activities and well-being challenges through Virgin Pulse offers incentive rewards that can be redeemed for various items of their choosing.

In 2022, we launched and implemented a Global Mental Health initiative to develop a standard of well-being benefits for all FIS employees around the world. Our initial work included a survey of employees located in six countries that represent 85% of our workforce, focus groups, stakeholder interviews and an assessment of benefits and resources by country. The insights we gained through this work guided the development of our Global Mental Health Strategy. These insights continue to assist us in identifying opportunities for improvements to our mental health work. In 2023, we are providing mental health training for all FIS managers and are expanding training to all employees.



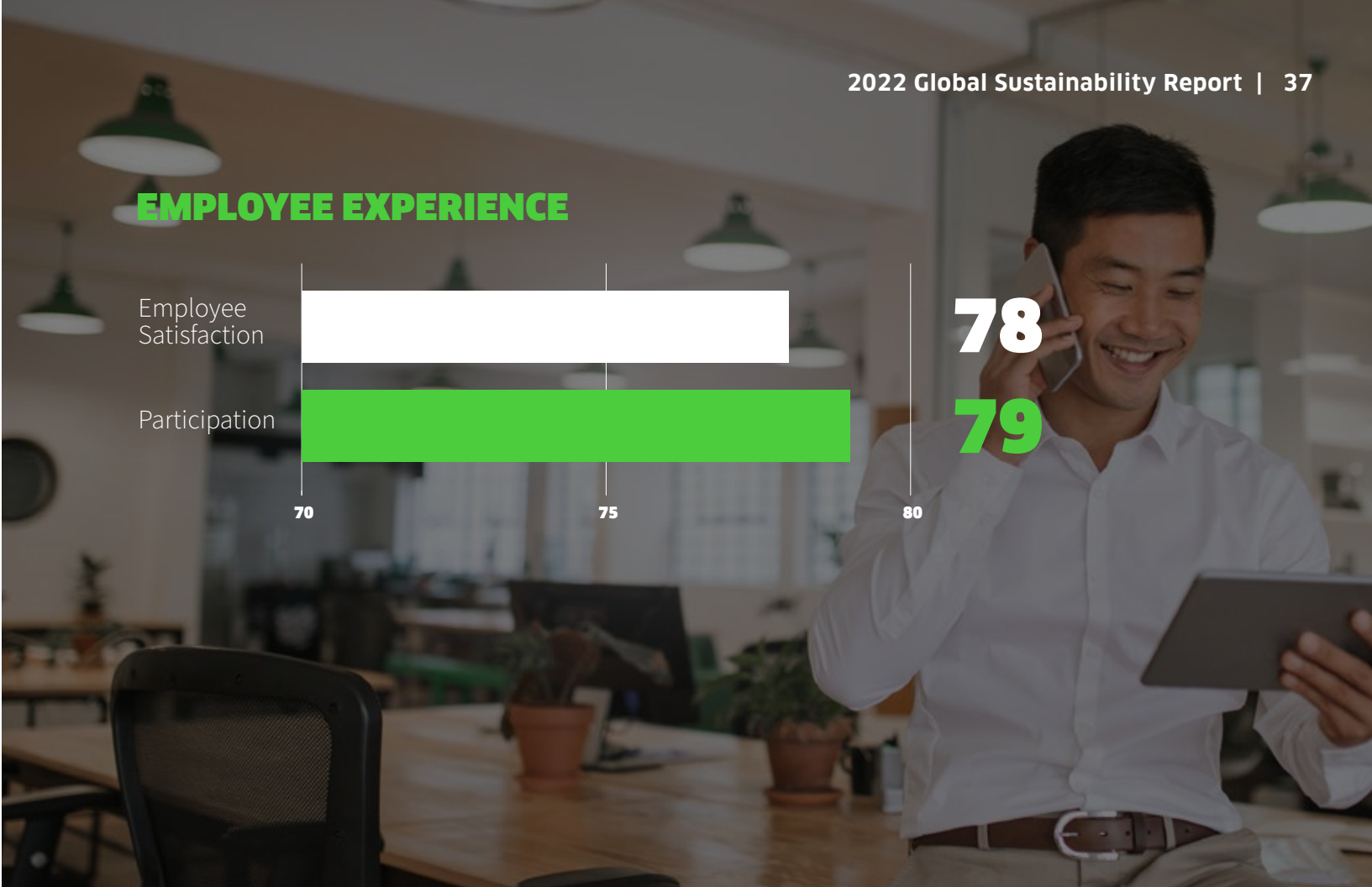
## EMPLOYEE EXPERIENCE



## Employee Engagement

FIS continues to be committed to promoting employee engagement. As part of this effort, since 2017, we have collaborated with Glint, a leading employee engagement company, to conduct regular employee experience surveys that measure satisfaction and engagement across our workforce worldwide. This data-driven approach, combined with other formal and informal feedback channels, enables us to pinpoint areas for improvement and to develop new employee benefits to enhance the overall employee experience.

One data point that is measured each year is the employee satisfaction (eSat) score: “How happy are you working at FIS?” In 2022, FIS saw an increase in its eSat score compared to 2021 with a score of 78 out of 100. The number of employees participating in the survey also increased to 79%, up two percent from 2021. In addition to eSat, FIS scores increased year-over-year in the following categories: Decision Making, Career, Growth, Recognition, Motivation Manager, Inclusive Leaders and Resources.



## Total Rewards Philosophy

At FIS, we aim to inspire employees to be happy, healthy and successful by ensuring their well-being. We also aim to address their financial needs. To attract and retain talent at every level of the Company, FIS offers a competitive set of total rewards in the markets where we operate. With our global footprint of more than 69,000 employees, including 66% located outside of the U.S., we provide a comprehensive and competitive mix of pay and benefits, with a core set of benefits customized to meet additional regional and local needs.

### Expanding Employees' Benefits

Our benefits packages for employees include competitive, market-driven healthcare and insurance benefits, with offerings and plans varied based on country.

FIS provides a comprehensive set of core benefits, including health care coverage and voluntary plans for customization. Employees can access various health management programs, such as fertility and caregiver support, along with tax-advantaged accounts (Health Savings Account and Flexible Spending Account) for health care expenses. All employees worldwide receive a core set of life insurance coverages, business travel accident insurance, an Employee Assistance Program and a well-being program through Virgin Pulse.

Additionally, FIS provides paid time off to all employees globally, including vacation and holiday pay, with paid time-off policies that vary by region and location. In 2022, FIS enhanced

its telehealth program to offer a more diverse network of providers and behavioral support resources. In support of providing work-life balance to employees, FIS provides four weeks of parental leave and an additional four weeks of leave for birth mothers in the U.S. and expanded the benefit to parents of foster children in 2022. The Company also offers adoption assistance in the U.S. with a \$10,000 benefit.

Among other retirement and financial benefits, FIS offers the Employee Stock Purchase Plan (ESPP), which is available in most countries in which FIS operates, with nearly 9,300 employees participating globally. In 2022, FIS offered a 25% match for employees utilizing the ESPP. Moreover, in the U.S., we offer a 401(k) retirement savings plan with a Company match of 50 cents for every dollar a participant contributes, up to six percent. Most non-U.S. countries provide a form of pension benefit, depending on local laws and regulations.

WITH MORE THAN  
**69,000**

employees across the world, FIS has a diverse workforce that helps in understanding the needs of our clients globally



### Pay Equity

In making its pay decisions, FIS does not discriminate based on gender, race or ethnicity. We are focused on providing market-based competitive compensation opportunities for all new hires and employees, and our recruiting practices prohibit our recruiters from asking for previous compensation levels.

To assure our commitment to fair pay, we require that all new managers complete our “Compensation Essentials for Leaders” training, which emphasizes our pay practices and commitment to fair pay. In addition, before making performance rating and pay changes during our annual performance and compensation processes, managers are prompted to acknowledge that their recommendations will be made in a manner that is consistent with this training and in alignment with our objectives.

Our businesses report on gender pay metrics and this information is publicly available on the FIS website. Moreover, FIS complies with its obligations to make timely federal, state and local regulatory filings.





**CH4**

**Fostering Inclusion & Diversity**

FIS has a long history of fostering inclusion and diversity, and it is at the core of how we do business from the workplace to the marketplace.

FIS was an original signatory in 2017 to the CEO Action for Diversity & Inclusion, a coalition of nearly 2,400 CEOs from companies in over 85 industries who are committed to taking action to advance diversity and inclusion in the workplace.

Since then, as a result of our efforts to embed Inclusion and Diversity (I&D) initiatives in all aspects of FIS’ operations, I&D has become an integral part of our people and business strategies, impacting the way FIS services and meets the needs of our clients, colleagues and communities as outlined in [Chapter 1](#).

With 66% of our employees located outside the U.S., FIS values inclusion and diversity as critical to helping us understand the needs of our increasingly diverse clients. We continue to advance our commitment to I&D through our five key areas of focus, which we developed with input from our employees and leaders across the Company. These five areas include: driving the visibility of executive involvement; increasing education and awareness; enhancing our recruiting and internal talent development programs; engaging our employees, clients and partners; and fostering progress in our communities.

Our workforce’s diversity helps us better reflect the communities we live in, work in and serve. It also helps us utilize our collective expertise to create optimal solutions for individuals and businesses in our communities. By fostering an inclusive environment, FIS is more attractive to our employees and to prospective employees.



**“We’ve seen over the past few years how much our focus on inclusion and diversity has been a powerful catalyst and contributor to enabling global sustainability and overall company success. By nurturing a diverse workforce, we not only strengthen our potential for positive social impact but also unlock untapped market opportunities, enhance risk mitigation, and foster long-term shareholder value. Inclusion and diversity help shape a resilient and thriving future for our planet, our communities and our businesses.”**

**Jennifer Frasier**  
Chief Inclusion & Diversity Officer



### Driving I&D Transformation through Measuring and Reporting

FIS regularly measures and reviews metrics on our I&D efforts to inform and refine our programs and to drive accountability and transparency for our stakeholders. This includes tracking demographic representation, participation, engagement and equity. We further report these metrics to our senior leadership and Board of Directors on a regular basis. At FIS, we endeavor to increase transparency about our workforce demographics and have disclosed additional metrics, including age diversity, FIS University diversity and Equal Employment Opportunity (EEO-1) data in the [Appendix](#).

### FIS' FIVE AREAS OF INCLUSION AND DIVERSITY FOCUS

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

# INCLUSION & DIVERSITY



	2020	2021	2022
Global Women	40%	42%	43%
Global Women in Leadership (Director and Above)	27%	29%	31%
U.S. Women in Leadership (Director and Above)	33%	35%	36%
U.S. Workforce - Black	14%	14%	15%
U.S. Workforce - Asian	11%	11%	11%
U.S. Workforce - Latinx	8%	8%	9%
U.S. Workforce - Other	2%	2%	3%
U.S. Workforce - White	65%	65%	63%

\* Due to rounding, the 2022 total number is not 100%

## Driving I&D Transformation from the Top

FIS' commitment to our I&D goals starts at the top with support for the integration and acceleration of our I&D programs from our Board of Directors, President and CEO, Chief People Officer and the executive management team. In 2022, FIS saw a number of diverse leadership appointments that demonstrated that commitment. Our Corporate Governance, Nominating and Sustainability Committee and our full Board of Directors are responsible for overseeing our I&D efforts.

Chaired by FIS' Chief People Officer, a key vehicle for fostering inclusion and diversity at FIS is our executive-led Enterprise I&D Council. The Council, which includes the executive sponsors of each of our Inclusion Networks and senior leader representation from our business units and functions, meets bimonthly to develop the strategy, drive accountability across the organization, ensure business alignment and review progress and results against FIS' I&D commitments.



## Driving I&D Transformation through Functional Excellence

In addition to our Enterprise I&D Council, over the past 24 months, FIS has made investments in our I&D function by bringing on new team members to help execute our I&D commitments and accelerate our journey. Additionally, FIS elevated the I&D leader role to appoint our first Chief Inclusion and Diversity Officer in 2022, who serves as a member of both The People Office Executive Team and the FIS extended senior leadership team.

## Driving I&D Transformation in Human Resources Activities

At FIS, we are dedicated to systematically and consistently considering I&D in all of our human resources activities, including hiring, compensation, promotions, engagement, retention and development. We are committed to achieving more leadership diversity within the organization through talent acquisition and through increased efforts to develop leaders from within the large and diverse talent pool that already exists within the organization. These leadership development efforts include succession and talent planning, formal learning programs, mentorship and sponsorship, inclusion network programming and leadership opportunities.

Under the direction of our Senior Vice President of Workforce Transformation, our Vice President of Talent Acquisition and our Chief Inclusion and Diversity Officer, we operate a Global Diversity Recruiting Council, which meets bimonthly to develop and implement key strategies, establish new partnerships, implement best practices and track annual progress.

FIS has established robust employment policies on equal opportunity and anti-discrimination, including those published in our

Code of Business Conduct and Employee Handbooks. Furthermore, as discussed in [Chapter 3](#), FIS does not discriminate based on gender, race, ethnicity or religion in making its pay and promotion decisions.

FIS is committed to providing education and awareness programs to foster I&D principles by bringing people together and promoting dialogue across the Company. This is driven through a number of key activation programs, including the #We'reIN Framework as well as key training and development programs.

The #We'reIN Framework was launched in 2022 to guide the development of the mindset and behaviors of a Transformational Leader. The Framework, which focuses on inclusive leadership as one of its four key components, is based on the philosophy that leadership grows within FIS at every level of the organization. This framework is supplemented by the Transformational Leadership Resource Hub – a one-stop repository of blended resources, curated to guide FIS employees in their journey as a Company leader.

Moreover, through the Company's internal learning management system, WeLearn, FIS continues to offer a dynamic and evolving learning portal for employees. Called "WeLearn to Be Inclusive," the portal provides employees access to numerous inclusion and diversity resources such as LinkedIn Learning courses, TED Talks, webinars, panel discussions, research, news articles and more to help increase their I&D understanding.

We also continue to implement our I&D required trainings, such as the Respectful Workplace training aimed at educating employees and encouraging them to adopt accountable behaviors in support of diversity and inclusiveness at FIS. In addition, our annually updated Manager Essentials mandatory module reviews the role and expectations we have around Inclusive managers in each phase of the employee experience. These trainings work to help employees understand the importance of inclusion and diversity across all types of groups within the Company.

More information about WeLearn and our training system is available in [Chapter 3](#).



## Driving I&D Transformation through FIS Inclusion Networks

In 2022, FIS employees continued to actively participate in the Company’s Inclusion Networks, demonstrating their commitment to fostering an inclusive workplace.

Serving as key drivers for raising awareness and fostering engagement, the Inclusion Networks are company-sponsored communities led by empowered and determined employees who share common interests, backgrounds or experiences. The Inclusion Networks are open to all employees. These networks help educate our employees about diverse cultures and experiences through educational programming, dialogue and discussion, self-paced learning, resource sharing and more. They also provide a feedback forum to

advise senior Company leadership about employee concerns and needs. Employees wishing to start an Inclusion Network must simply contact the Inclusion & Diversity team to propose forming a new group.

Our nine FIS Inclusion Networks continued to make a significant impact within the past year by providing valuable opportunities for employees to grow and develop both personally and professionally. The Inclusion Networks played a pivotal role in this effort by organizing community give-back initiatives that allow employees to volunteer and support their communities in meaningful ways. In 2022, the Inclusion Networks came together to raise funds for various charitable

causes, such as increasing STEM diversity, workforce readiness and food insecurity. Last year they raised thousands in charitable funds, which benefited Girls Who Code, Feeding America, Dress for Success, local schools and other worthy non-profit organizations.

In addition, the Inclusion Networks provided invaluable opportunities for employees to grow and develop through over 100 internal and external events and programs held throughout 2022. Inclusion Network programming, including in the form of panel discussions, workshops, keynote addresses, roundtable discussions and peer cohort conversations, enables employees to learn from each other, enhance their professional and personal skills and build better cultural awareness. Along with organizing internal events, the Inclusion Networks collaborated with external partners to create networking opportunities for employees and to increase employees’ skills on topics such as fintech education and leadership development. These initiatives play a critical role in attracting new talent through collaboration, promoting employee engagement, enhancing employee well-being and driving retention by fostering a sense of community and belonging.



### FIS INCLUSION NETWORKS

**FIS ADELANTE**  
Hispanic & Latinx Inclusion Network

**FIS ASPIRE**  
Rising Professionals Inclusion Network

**FIS ELEVATE**  
Black Inclusion Network

**FIS EMPOWER**  
Women’s Inclusion Network

**FIS ENABLE**  
Disability Inclusion Network

**FIS FAMILYFLEX**  
Working Families Inclusion Network

**FIS ILLUMINATE**  
Asian & Pacific Islander Inclusion Network

**FIS PRIDE**  
LGBTQ+ Inclusion Network

**FIS SALUTE**  
Veterans Inclusion Network

## Driving I&D Transformation through Partnerships and Community Engagement

I&D is not only part of the way FIS does business, but also part of our “Be the Change” core value that encompasses our long-standing commitment to give back to the communities where we live and work. As a global fintech leader, FIS partners with educational institutions and non-profit organizations focused on promoting college and career readiness, STEM education and skills development to broaden opportunities and promote diversity in the fintech industry. Financial inclusion is also a core focus for FIS, which is detailed in [Chapter 1](#) of this report.

In 2022, FIS intensified its work to advance I&D in its partnerships with educational institutions and other organizations focused on improving diverse representation in the workplace.

To help accelerate the college and career readiness of underrepresented groups, FIS initiated a new partnership with Thrive Scholars, an organization dedicated to advancing opportunities for high school students from low-resource communities. Additionally, as part of our “Adopt a School” initiative, we continued our work with KIPP Bold City High School, a public charter school in Jacksonville, Florida focused

on helping students in educationally underserved communities.

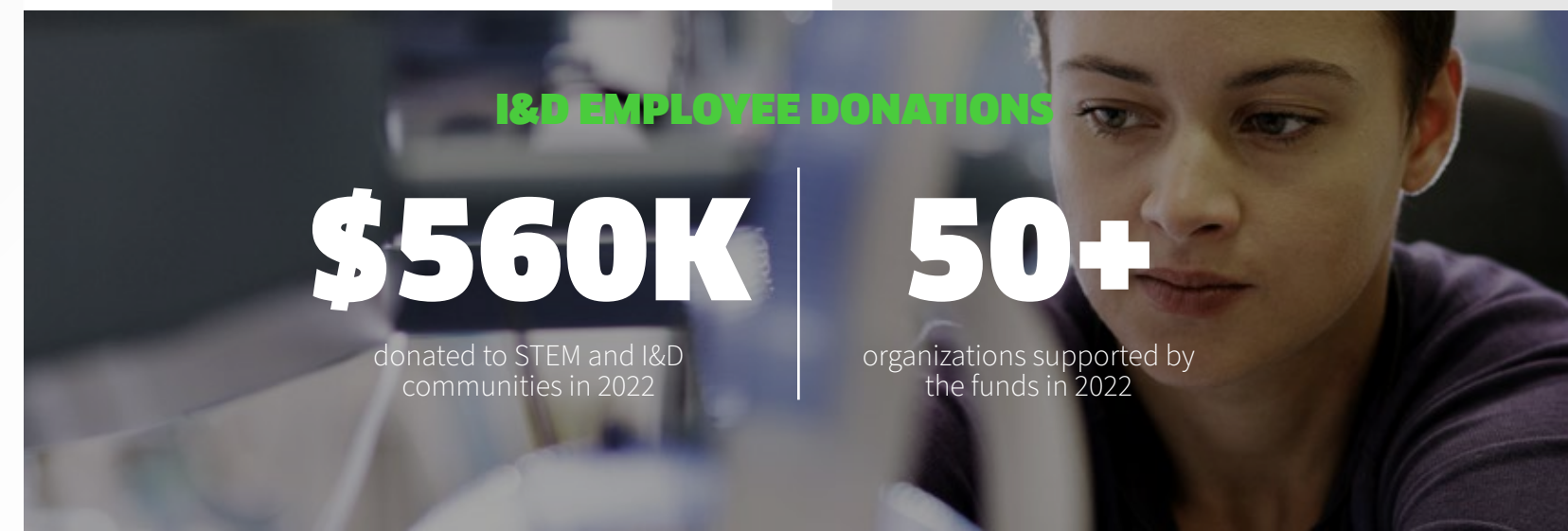
We also continued to partner with the Georgia FinTech Academy, a statewide initiative for diverse talent that offers degree programs, executive and continuing education and apprenticeships and internships to prepare individuals to enter the fintech industry or transition into the field from another career.

In 2022, FIS strengthened its partnerships with organizations that promote diversity in the fintech industry through sponsorship and participation in career fairs, panel discussions, mentorship programs and more. Our partnerships toward women empowerment include the everywoman organization, Women in Payments, PayTech Women and Generation W. Moreover, we collaborated with Blacks in Technology to support inclusion of Black talent, Hire Heroes to support veterans’ inclusion, My Gwork to support LGBTQ+ inclusion and Inclusively to support disability inclusion, amongst other key partners. Through these partnerships, we aim to create a more diverse and inclusive workplace.

FIS also continued its focus on giving back in 2022 with programs and organizations that address critical needs in our communities such as advancing financial inclusion, promoting diversity in STEM and helping those in socioeconomic distress. Through Company and employee donations, we raised over \$560K in 2022 for over 50 organizations like Folded Flag Foundation, Thrive Scholars, Generation W, Girls Who Code, KIPP Bold City High, Junior Achievement, OneJax, Stem2Hub, Special Hearts Farm, Movember Foundation, Best Buddies, Leadership Jacksonville, Zebra Coalition and more.

## SPOTLIGHT ON 2022 INCLUSION NETWORK PROGRAMMING

- **Hispanic Heritage Month Signature Event: “Hispanics Breaking Through and Embracing Opportunities”**
- **“Elevate the Legacy” Black History Month Celebration**
- **FinTech Academy: Women’s History Month Event**
- **International Day of Persons with Disabilities Signature Event: “Expectations, Tribulations, Triumphs, and the Trip to Holland that Started it All”**
- **Caring for Aging Parents Panel Discussion**
- **LGBTQ+ Pride Month: “Being LGBTQ+ in Business”**
- **Hire Heroes: Military Recruiting 101 Workshop**
- **“Your Mind Matters”: How Minority Identity Interacts with Mental Health**
- **Appetite to Inspire: Hunger Relief Panel**



### I&D EMPLOYEE DONATIONS

**\$560K**

donated to STEM and I&D communities in 2022

**50+**

organizations supported by the funds in 2022

## Driving I&D Transformation at the Regional Level

In 2022, FIS moved to develop more tailored I&D strategies for the different regions where it operates, recognizing that I&D is interpreted and experienced differently across the world.

To achieve this goal, FIS is expanding the way it tracks I&D progress globally. This initiative is designed to increase transparency and allow the organization to gain a better understanding of regional realities.

### Example of FIS' Efforts to Advance I&D in India:

FIS created the taskforce InDiVisible to build an inclusive culture, increase diversity in the workforce, enable our environment for diversity and define a framework to create growth opportunities.

In 2022, the taskforce connected with more than 4,200 employees through cultural activities, webinars and events that took place during awareness days such as International Women's Day and World Day for Cultural Diversity. Among other achievements, the taskforce engaged with specialized hiring vendors to identify eligible diversity candidates and had a positive impact on diversifying talent acquisition.



## SPOTLIGHT ON INDIA

As part of its work to develop more tailored I&D strategies, FIS undertook significant efforts to promote I&D in India. As a result, it was recognized as a 'Silver Employer' in the India Workplace Equality Index (IWEI).

The IWEI is a comprehensive benchmarking tool used by employers in India to measure progress on lesbian, gay, bisexual and transgender (LGBT+) equality and inclusion in the workplace.

IWEI recognized FIS' efforts to advance LGBTQ+ inclusion on human resources policies and benefits, diversity and inclusion hiring practices, a dedicated LGBTQ+ employee resource group or inclusion network, allies and senior leadership within the organization and raising internal awareness and external community engagements, among other things.



**CH5**

**Helping  
Communities  
Thrive**

At FIS, our “Be the Change” core value encompasses our longstanding commitment to give back to the communities where we live and work every day. We encourage this culture of giving back through programs and initiatives designed to improve our communities.

In 2022, FIS continued our philanthropic and volunteerism programs to address critical needs of our communities, including advancing financial inclusion and literacy, promoting diversity and inclusion in STEM fields, expanding access to education, protecting our planet, improving health and human services and helping individuals in our communities in need. In 2022, we saw a 58% increase in the utilization of our FIS Volunteer Program, which grants eight hours of paid time off per year for eligible employees. In addition, we continue to actively support the charitable activities of our clients.



**“The global FIS team gets involved to make a positive impact and improve the well-being of our communities - whether advancing financial inclusion, promoting inclusion and diversity, enhancing health and human services or protecting the planet. The tremendous growth in employees’ volunteer hours over the past year shows our ‘Be the Change’ core value in action - and a passion for creating sustainable societies.”**

**Ellyn Raftery**  
Chief Marketing and Communications Officer

**39%**

increase in volunteer hours

**8 HOURS**

of paid time off per year for eligible employees

## FIS' Key Areas of Giving Back

### Advancing Financial Inclusion and Literacy

FIS strives to improve financial inclusion by using payment technology and financial service tools aimed at breaking down financial barriers and by providing individuals and small businesses with the financial literacy and wellness resources they need.

In 2022, FIS continued to support qualified charitable organizations through the FIS Foundation, a 501(c)(3) non-profit corporation. During the year, the Foundation awarded over \$1 million to more than 100 charities, including several organizations focused on advancing financial inclusion. FIS also helps advance financial literacy through courses offered to community organizations.

As noted in [Chapter 1](#), through webinars and other initiatives, FIS pursued a partnership with the Credit Builder Alliance (CBA), a national non-profit network dedicated to building the capacity of hundreds of non-profits in the U.S. to bridge the gap between equity-focused non-profits and credit bureaus to unlock credit as an asset for all. In 2022, Worldpay from FIS joined [The Prince's Trust](#) to help young people in the UK facing adversity with both practical and financial assistance.

Additionally, FIS Impact Ventures (FIV) financially supported the [SHE-CAN Make a Change](#), a program that encourages corporations to support international students in implementing innovative community service projects in their home countries with a mission of changing their community and developing their leadership skills.

### Promoting STEM Education

With the goal to expand opportunities and foster inclusion and diversity in the fintech industry, FIS collaborates with various partners to advance STEM education and skill building. For example, as discussed in [Chapter 4](#), FIS is a founding partner of the Georgia FinTech Academy, a statewide initiative aimed at providing opportunities for individuals, especially those from underrepresented groups, to pursue careers in the fintech industry.

At the high school level, as part of the 'Adopt a School' initiative, FIS continued to support KIPP Bold City High School, a public charter school in Jacksonville, Florida focused on helping students in educationally underserved communities.



## HELPING STUDENTS HAVE SUCCESSFUL CAREERS IN STEM

In November 2022, one of our employees participated in the Building STEPS' Tour De Workforce event that provided over 90 high school juniors an opportunity to learn about the financial services technology industry and future employment opportunities.

Launched in Baltimore in 2000, [Building STEPS](#) partners with the city's under-resourced public high schools to propel high achieving, highly motivated students to college, with the aim to increase the number of students who earn a college degree and enter STEM and healthcare careers.



### Supporting Education

Through financial donations and sponsorships, and by encouraging employee involvement in educational programs, FIS provides support to educational institutions and non-profit organizations in our communities.

Since 2016, FIS has been partnering with [Christel House](#), a non-profit organization seeking to help children around the world break the cycle of poverty through education. In 2022, FIS helped support 221 students in Bangalore, India to continue their education by providing educational scholarships. Additionally, funds also supported building out school infrastructure like a computer lab and securing a school bus for students.

In December 2022, FIS employees assisted students in the Jacksonville community by decorating and assembling snack packs and personal care kits for students at local [Full Service Schools](#), which help public school students overcome non-academic barriers that may prevent them from succeeding academically.

FIS also collaborates with organizations outside the U.S. to promote educational opportunities and improve career prospects. By providing access to education that may have otherwise been out of reach, we are helping to empower children and integrate them into the global financial ecosystem. In 2022, FIS launched several new programs in India, partnering with Child Rights and You (CRY) and SOS Children’s Village of India to support these initiatives.

FIS sponsors CRY centers in Mumbai, Delhi, Gurugram, Bangalore and Indore, which engage approximately 6,186 students, with a near-equal representation of girls and boys. In 2022, CRY’s community-centered approach has led to the successful tracking, counseling and reintegration of 17 drop-out students into mainstream schooling. It also led to remedial coaching for certain learners, computer literacy programs and sports activities such as football matches between adolescent girls and boys for reducing gender inequity. The centers further conducted awareness

raising initiatives, reaching out to more than 12,000 individuals on topics such as child rights and child sexual abuse.

Additionally, FIS worked with SOS Children’s Village of India, sponsoring their flagship initiative known as the “Family Strengthening Program.” This program involves working with families to develop personalized roadmaps in order to achieve their goals toward continued children’s education, improved livelihood and a sustainable family income.

### FIS’ SUPPORT OF EDUCATION IN INDIA

FIS collaborates with CRY, a non-governmental organization in India working toward protecting children’s rights and creating happier and healthier childhoods for underprivileged children. CRY’s community-based approach focuses on reintegrating drop-out students back into school. Their community centers, located in urban areas, offer a range of services aimed at improving access to quality education. These centers allow for student tracking and counseling and provide other interventions that contribute to the successful reintegration of students back into mainstream education.

#### Under the SOS Children’s Village of India initiative:

- **493** children were provided with basic education aid materials, and 186 children were given regular tuition support, including those preparing for board examinations.
- **375** families were equipped with basic food materials to ensure proper nutrition.
- **74** families were supported with various livelihood support programs, enhancing their income on a monthly basis to prevent them from falling into poverty.
- **75** families were linked with social security schemes of the Government of India for low-income groups.



During FIS' transition to its new global FIS Headquarters in Jacksonville, FIS executive assistants coordinated the donation of a large amount of office supplies and unused promotional items. These donations presented a sustainable and socially responsible solution in lieu of disposing the materials and resulted in a twofold advantage for both the local community and the environment.

#### Donated items included:

- FIS T-Shirts, distributed to the [Three Grains of Rice Missions](#) charity, which shared them with families in need in the Jacksonville area.
- FIS earbuds, given to five schools to help students with learning accommodations to remain with the mainstream students for exercises like standardized testing.
- FIS plastic cups, delivered to [DLC Nurse & Learn](#), a non-profit childcare center that provides year-round high-quality education, nursing care and therapies for use in the play area and the cafeteria.
- 22 large boxes of various office supplies, donated to schools through the United Way [Stuff the Bus Program](#).

#### Protecting our Planet

As part of FIS' commitment to protecting our planet, FIS employees contributed to the conservation of waterways and parks, and to waste management and recycling, among many other initiatives.

#### For example:

- Milan, Italy - in September 2022, FIS employees collaborated with the environmental association [Legambiente](#) to collect litter in the Martyrs Park.
- Birmingham, England - in August 2022, FIS employees joined the Big Park Cleanup Initiative, to clean up Sutton Park, one of the largest urban parks in Europe.
- Cincinnati, Ohio - in May 2022, as part of the 15th Annual Mayor Challenge for Alms Park, FIS employees volunteered to perform conservation and beautification tasks, including mulching trees, beds and playgrounds as well as removing invasive plants.



## “IT TAKES A LOT OF BLUE TO BE GREEN”

A significant component of our give back efforts was the FIS mid-year campaign “It Takes a Lot of Blue to be Green” campaign, which galvanized FIS’ workforce to contribute toward environmental preservation efforts by cleaning out waterways. Through this campaign, several hundred employees across multiple cities around the world volunteered their time and effort in cleaning up waterways, resulting in the successful removal of over six tons of waste from our waterways and beaches.

### Several examples of contributions toward the campaign include:

- FIS employees from Chennai, India volunteered to collect over 200 kg (440 lbs) of debris at Ashtalakshmi Beach, including polyethylene terephthalate (PET) bottles and other plastic materials for recycling through the Environmentalist Foundation of India.
- In the UK, FIS Walbrook employees picked up litter on the shores of the River Thames in London.
- The FIS Singapore Office conducted a beach clean-up drive on Singapore’s East Coast Beach in partnership with Singapore’s Public Hygiene Council, collecting over 100 kg (220 lbs) of plastics, micro-plastics and other non-biodegradable waste from the beach.
- In the U.S., FIS employees cleaned up the banks of the St. John’s River, next to the new FIS Headquarters in Jacksonville, Florida.

## TEAM FIS RAISED

# \$220,000

in 2022 for the Leukemia & Lymphoma Society’s  
Team in Training program

Moreover, FIS continued its collaboration with Plastic Oceans International, a partnership that was initiated in 2021. As an integral component of the “It Takes a Lot of Blue to be Green” global campaign, FIS engaged in fundraising activities for Plastic Oceans International in support of their cause. In return, Plastic Oceans International assisted FIS employees by identifying relevant volunteering opportunities. FIS offered incentive dollars for volunteering and matched colleague financial donations in support of Plastic Oceans International’s mission to end plastic pollution and foster sustainable communities worldwide.

### Improving Health and Human Services

For the 11th consecutive year, FIS and our employees provided financial support for the Leukemia & Lymphoma Society’s Team in Training program. In 2022, Team FIS raised

over \$220,000 with the support of 50 participants. FIS has raised over \$3.3 million for the Society since 2012.

In India, FIS collaborated with HelpAge India, an organization with over 40 years of experience in promoting health and well-being for senior citizens across India. As part of this partnership, we extended our support toward HelpAge India’s mobile health services project in Pune and Gurugram. This project aims to enhance access to basic healthcare services for individuals living in urban distressed communities, specifically elderly citizens and high-risk patients with conditions such as diabetes, high blood pressure and heart ailments. FIS’ sponsorship of this project has resulted in the provision of free healthcare services to the abovementioned communities, contributing to better health outcomes.

### Helping Communities Facing Hunger

In 2022, FIS Gives Back efforts made valuable contributions toward improving the well-being of communities, extending beyond healthcare to encompass other critical human services, such as combating hunger.

As inflation continues to rise around the globe, the ability to put food on the table is becoming increasingly difficult. With food insecurity increasing worldwide, FIS employees rallied in support of causes aimed at addressing this pressing issue.

- For example, members of the FIS Business Management team dedicated a day to volunteer at the [Food Bank of South Jersey](#) in Camden, New Jersey, to assist with the sorting and packaging of food items for elderly care facilities. The team prepared over 200 individual boxes, providing necessary food resources to seniors in the region.

- In Minnesota, the FIS Consumer Relations department volunteered at [Second Harvest Heartland](#) to combat hunger in the community. The team packaged 6,617 pounds of onions and potatoes, resulting in the provision of 5,514 meals.
- In South Africa, FIS employees made donations for children attending the Success Katlego Academy. The donations made possible the preparation of 272 breakfast packs for children.
- In Singapore, FIS employees partnered with [Food from the Heart](#), a charity food distributor, to help package over 250 food packets for the less fortunate in their local communities.



In addition to these initiatives, the FIS Knowledge365 Central team and Global Operations Communications team in Cincinnati helped foster families through their engagement with [Hope's Closet](#), a local organization that supports foster children and families in their journey. The teams sorted summer clothing and other items for families to pick up free of charge. Hope's Closet makes a significant impact in our local communities by helping hundreds of foster families on a monthly basis.

**Supporting Community Development**

In 2022, FIS employees once again demonstrated a strong commitment to community development, with their efforts impacting communities in the U.S. and abroad.

Through our annual United Way campaign, employees and the Company in the U.S. pledged over \$500,000 to address critical needs of local communities.

FIS clients, vendors and employees who participated in our FIS Patriot Golf Tournament in St. Petersburg, Florida, donated thousands of dollars to be distributed to three charities.

In August, participants in the 10-week FIS University Summer Intern Program volunteered at [City of Refuge](#) in Atlanta, helping with painting, assembling furniture and organizing school supplies for a “Back to School” initiative. City of Refuge is a non-profit organization located in one of Atlanta’s most historic yet struggling neighborhoods, where nearly 40% of residents live below the poverty line. The organization helps individuals and families transition out of crisis by receiving necessary help and new skills to prosper in the community.

**HELPING COMMUNITIES NEEDING RELIEF ASSISTANCE**

The escalation of the armed conflict in Ukraine caused the destruction of civilian infrastructure, forcing millions of people to evacuate their residences and leaving many trapped in dire circumstances. Reflecting our strong culture of giving back, FIS employees gave \$100,000 and, with FIS’ matching contribution, over \$200,000 was donated to support Ukrainian relief efforts.

**FIS CHARITABLE GIVING & VOLUNTEERING STATS\***

CATEGORY SUMMARY	2020	2021	2022
Number of individual charities supported	194	230	210
Employee volunteers	2,125	2,666	4,210
Number of hours volunteered	18,179	19,908	27,753
FIS Foundation + FIS Businesses	\$3.69M	\$3.68M	\$4.1M
FIS Cares employee contributions	\$416K	\$394K	\$352K
<b>Total Aggregated Giving</b>	<b>\$4,107,000</b>	<b>\$4,074,000</b>	<b>\$4,539,348</b>

\*The methodology for calculating FIS Charitable and Volunteering Stats can be found in Footnote 10 on Page 84 of this report.

**FIS Cares**

FIS continues to operate our FIS Cares program, which provides assistance to employees facing significant financial challenges as a result of natural disasters or serious illnesses. The program is made possible through the generous donations of FIS employees, who contribute a portion of their paychecks on a one-time or recurring basis. Through this initiative, employees can receive vital financial support to cover a range of essential expenses, such as medical bills, temporary housing, food, clothing, utility costs and other basic needs. In 2022, FIS employees contributed \$352,086 to the FIS Cares Fund, of which \$289,824 was disbursed to employees in need.

## Partnering with Clients Toward Charitable Giving

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

Since 2013, FIS' Platform Securities Limited has offered complimentary custodial services to ShareGift to facilitate its charitable giving. ShareGift is a charity that helps businesses solve the problem of small shareholdings. It works by collecting from businesses, at no cost, small lots of shares until there are enough to sell and then donates the resulting proceeds to different registered charities. Every year, ShareGift

requests Platform Securities' staff to nominate charities to be considered for donations. As a result, over £250,000 has been donated to more than 40 local charities recommended by the FIS Platform Securities team.

FIS has also forged a longstanding partnership with micro-donation charity Pennies in the UK, leveraging its "digital charity box" as a core feature of Worldpay FIS Total solution. FIS and Pennies offer secure, intuitive and flexible micro-giving options, aligning with FIS' comprehensive suite of solutions and benefits for business. The partnership so far has raised over £8 million from almost 28 million donations. Since the start of our partnership, FIS and Pennies have provided support to a total of 558 charities, with these five receiving the most donations through Worldpay FIS, namely: Ormond Street Hospital Children's Charity; The Alder Hey Children's Charity; Birmingham Children's Hospital Charities; Wallace & Gromit's Children's Foundation; and CLIC Sargent Cancer Care for Children.

## FIS CHARITABLE GIVING PLATFORM

# 1.8M

charities accessible through the dashboard that enables users to easily set up one-time and recurring donations, as well as matching offers



# SUSTAINABLE PLANET

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## CH6 REDUCING ENVIRONMENTAL IMPACT

## CH6

# Reducing Environmental Impact

At FIS, we remain committed to helping mitigate climate change effects and reducing the environmental impact of our operations to protect the environment.

Our strategy is overseen, managed and implemented by our Chief Sustainability Officer who is accountable to the Board of Directors and Senior Management. The Board in particular plays a key oversight role in reviewing climate-related risks related to FIS and ensuring mitigating measures are in place.

FIS' environmental strategy is built on key initiatives comprising of stakeholder engagement, employee education, public advocacy and decarbonization measures. It involves setting aspirational environmental goals, tracking and reporting on major areas of impact, including

global energy usage, GHG emissions, water withdrawal and waste reduction.

Data measurement and reporting is carried out in partnership with Governance & Accountability Institute and Agendi, two leading sustainability and climate analysis partners that analyze and calculate our greenhouse gas emissions, energy and water use. Thereafter, certain metrics are subject to limited assurance by an independent accounting firm (see page 85).

This data is reported annually to the public through the Global Sustainability Report, and on a regular basis to FIS' Senior Management and the Corporate Governance, Nominating and Sustainability Committee of the FIS Board of Directors. This Board Committee has oversight of our environmental strategy and program, including setting environmental targets and ensuring progress toward them.

Our environmental strategy is aligned with our [ESG Policy](#) and [Code of Business Conduct and Ethics](#), both of which show our broad commitment to protecting and preserving the environment. As part of this and other policies, FIS employees are required to comply with environmental laws and regulations and to immediately report any suspected or actual environmental violations.



**“FIS recognizes that its real estate portfolio is critical to pursuing ESG excellence as it relates to energy efficiency and renewable energy. In 2022, we focused on growing our LEED certified footprint, securing carbon-free energy, making vehicle electric charging stations available where feasible and continued to focus on expanding our Environmental Management System (EMS).”**

**Tony Kaufman**  
Vice President, Real Estate Management



**Task Force on Climate-related Financial Disclosures (TCFD) Analysis**

In 2022, FIS pledged to conduct its first TCFD analysis within a year. In 2023, FIS completed this formal climate risk assessment using the framework of the TCFD. FIS employed an independent third-party sustainability firm to perform this analysis.

We believe the findings from this assessment will help us more effectively evaluate climate-related risks of our Company and our suppliers and make better informed decisions. In all, the inaugural report found that FIS did not have any material risk related to the various categories of climate-related risk.

While the TCFD assessment found no material risk to FIS, the analysis noted that inland flooding and water stress were possible physical risks to the Company, but that the Company had operational redundancy and other mitigating measures integrated into its current business plans.

The report found that water stress in certain regions may pose a risk to FIS. As a result of that finding, FIS is planning to take measures to mitigate risks associated with water stress. From a transition risk perspective, while FIS may be exposed to new costs from potential government-imposed carbon tax or cap and trade schemes, the Company’s risk is lowered by its commitment to set long-term science-based targets.

Finally, the TCFD analysis found that FIS has opportunities to assist in combatting climate change through its efforts to enable sustainable finance. The report outlined several instances where FIS is already integrating climate-related solutions into its current product sets and is exploring additional opportunities. Some of these opportunities are outlined on [page 9](#).

**HIGHLIGHTS FROM OUR TCFD ASSESSMENT**



**CLIMATE GOVERNANCE AND RISK MANAGEMENT**

- FIS’ Corporate Governance, Nominating and Sustainability Committee of the Board of Directors has direct oversight of climate-related risks and opportunities
- Climate-related risks are integrated within parts of FIS’ Enterprise Risk Management program
- FIS has implemented numerous resiliency measures across the Company to mitigate its exposure to climate-related risks



**CLIMATE RISKS AND OPPORTUNITIES**

- FIS assessed its exposure to physical climate risks across its global real estate portfolio, applying the latest physical scenarios from the Intergovernmental Panel on Climate Change (IPCC)
- FIS performed a full transition risk analysis, including carbon pricing analysis evaluated against the International Energy Agency (IEA) Net-Zero 2050 scenario, as well as a supplier climate risk analysis
- FIS performed a qualitative analysis of the business impacts of climate risks, concluding that climate is not expected to have a material adverse impact on the Company
- Several climate-related opportunities have been identified, and FIS plans to integrate climate within its customer solutions



**METRICS AND TARGETS**

- Comprehensive disclosure of all material greenhouse gas emission sources across scope 1, scope 2 and relevant upstream and downstream scope 3 categories
- Disclosure of climate targets as reported in [FIS’ Climate Action Plan](#)

### Advancements in the Environmental Management System (EMS)

Since our last Global Sustainability Report, we have continued to make progress on the implementation of our global EMS. Developed in 2021, our EMS is aligned with FIS' long-term environmental strategy, and it is designed to accelerate implementation of FIS' efforts related to climate, waste, water reduction and sustainable procurement.

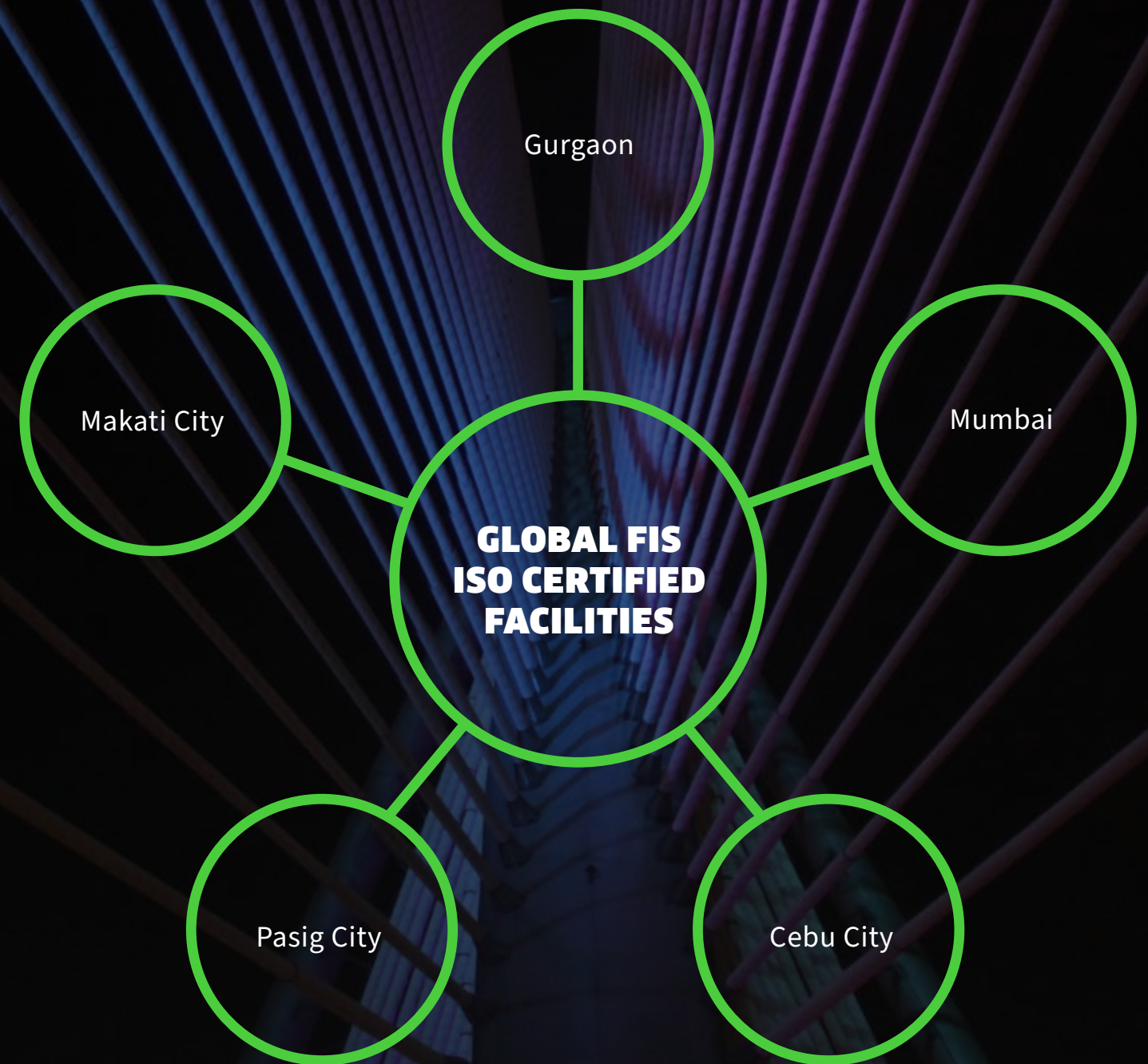
In 2022, FIS' EMS, written in accordance with the ISO 14001 Standards, was implemented at three locations in the U.S. (St. Petersburg, Brown Deer, Little Rock), and the Company is working toward implementing EMS at two additional locations in the U.S. in 2023. FIS plans to pursue ISO certification at the facilities where we are implementing our EMS programs.

At the international level, FIS has two locations in India (Gurgaon and Mumbai) and three in the Philippines (Cebu City, Pasig City and Makati City) where our EMS has been implemented and certified as compliant with the ISO 14001 Standards. Due to our industry, FIS recognizes that our most significant environmental impacts occur from our data center footprint.

In support of the EMS, our [ESG Policy](#) includes our formal commitment to implement the system. FIS' EMS supports our compliance with environmental regulations. It includes assigned roles and responsibilities, internal and external communications on environmental management issues and internal audits. Our ISO 14001 certified sites also receive external environmental audits. As part of our process, we take corrective action where needed to promote continuous improvement.

### GLOBAL ENVIRONMENTAL MANAGEMENT SYSTEM

compliant with ISO 14001 and certified by the British Standards Institution



## Progress on FIS Climate Action Plan

FIS performs an annual survey of all its facilities around the world to measure energy usage (including energy derived from renewable sources), GHG emissions (scope 1, scope 2 and scope 3) and water withdrawal. We also employ an independent accounting firm to perform third-party limited assurance for our scope 1 and 2 GHG emissions, energy consumption and water withdrawal data. Details are available in the [Appendix](#), which begins on page 82.

In line with the aspirational goals included in FIS' comprehensive Climate Action Plan, FIS has worked to reduce its carbon footprint year-over-year by offsetting its emissions. For more information see note 12 in the [Appendix](#).

In 2022, FIS also continued to reduce its real estate footprint, through facilities consolidation, further reducing its scope 1 and scope 2 emissions. In line with its Climate Action Plan, the Company is on track to reach its commitment to achieve 100% carbon neutrality for scope 1 and 2 GHG emissions by 2025.



## OUR ASPIRATIONAL CLIMATE GOALS

- 1** Achieving 100% carbon neutrality for scope 1 and 2\* GHG emissions by 2025;
- 2** Sourcing 100% renewable energy by 2025;
- 3** Developing and securing validation of Science Based Targets for the reduction of GHG emissions, in line with the Paris Climate Agreement.

\* Market-based

This year, FIS' scope 3 emissions saw a 17% increase from last year. This is primarily due to an increase in business travel spend as travel slowly trends toward pre-pandemic levels, as well as an increase in supply chain emissions.

Our Climate Action Plan's aspirational goals help mitigate the Company's long-term climate-related risks and influence our global business strategy and certain corporate decisions. We have committed to collaborating with our suppliers to achieve these goals, as outlined in [Chapter 9](#) where more information about our supply chain management efforts can be found.

## Progress on Energy Efficiency and Renewable Energy

In October 2022, FIS officially opened its new headquarters in Jacksonville, Florida. The headquarters was constructed in accordance with LEED Platinum certification standards. It brings together three previously uncertified Jacksonville locations and features 34 electric charging points. In keeping with our sustainability goals, our new headquarter was designed as an eco friendly building in Jacksonville.

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

Pending certification of our Jacksonville headquarters, FIS currently owns or leases facilities in nine LEED-certified buildings around the world. These buildings include five LEED Platinum buildings and four LEED Gold buildings.

In addition, FIS has electric vehicle charging stations at 11 sites around the world. These include several large locations in the U.S., including Jacksonville (Florida), St. Petersburg (Florida), San Antonio (Texas) and Milwaukee (Wisconsin). Charging stations are also available in various cities across Asia, South America and Europe, such as Mumbai (India), Bangkok (Thailand), São Paulo (Brazil), Zurich (Switzerland), Frankfurt (Germany), Munich (Germany) and Diegem (Belgium).



## FIS LEED-CERTIFIED BUILDINGS \*



**9**

LEED-certified buildings around the world

**5**

LEED Platinum buildings

**4**

LEED Gold buildings

\*Pending LEED Platinum certification of our Jacksonville Headquarters

## Green Energy Programs

Finally, as part of our aspirational goal to source 100% renewable energy by 2025, FIS is implementing a Renewable Energy Sourcing initiative focused on sourcing renewable energy across our global footprint. In addition to this, the Company has signed Green Tariffs for certain U.S. facilities, with the goal of helping reduce our energy footprint.



## Waste and Water Management Achievements

FIS is committed to minimizing the amount of waste from our facilities that is sent to landfills and reducing water usage. We provide recycling programs at our facilities where supported by local municipalities, as stated in our [ESG Policy](#).

In addition to recycling of computers and other technology equipment, such as Virtual Private Network (VPN) tokens and computer printer toner cartridges, we encourage our banking and financial services clients to use sustainable materials in the production of payment cards, paper collateral, envelopes and mailers. Our White Paper Factory initiative supports the Sustainable Forestry Initiative (SFI) and the Forest Stewardship Council (FSC). We encourage recycled plastic payment cards, digital wallets and promote eDelivery to reduce plastic card production and paper statements.

In addition, we support minimizing and reducing water usage and risks as part of our environmental protection efforts at our major

existing and new-build facilities. As mentioned earlier, our Chief Sustainability Officer oversees water use measurement, including risks posed by water scarcity. This risk was also reviewed during FIS' most recent TCFD assessment.

In 2022, we took several actions to reduce water usage. These initiatives are embedded into our LEED-certified buildings where we successfully reduced our indoor water usage by over 45% by implementing low flush and flow water fixtures. Additionally, we managed to lower our outdoor water usage by 52% at these facilities through the use of drip irrigation and by planting low to medium water usage vegetation such as shrubs, trees and some turf grass. We believe the uptick in water use in 2022 resulted from a return to office by our employee base and reflect a more normalized annual usage level.

FIS is not engaged in the production, import or export of ozone-depleting substances (ODS) and has no ODS emissions.

## Environmental Education and Partnerships

FIS educates employees about environmental protection, for example through sustainability courses on FIS' WeLearn platform discussed in [Chapter 3](#).

In 2022, FIS continued working with the employee engagement platform, EarthUP, deploying the tool to a select group of employees as part of a pilot program. EarthUP is a sustainability-focused mobile application that offers FIS employees educational resources and enables them to engage and collaborate on generating ideas. EarthUp educates and empowers individuals to identify opportunities for reducing carbon emissions, water usage and waste, both in the office and at home, while providing them with the tools to collect metrics that directly contribute to the Company's sustainability goals.

By collaborating with EarthUP, FIS has gained valuable sustainability insights and driven meaningful change by empowering employees to take ownership of sustainability and providing them with the necessary

tools to make a substantial impact. FIS employees have embraced the EarthUP pilot, weaving it into their team sustainability efforts and raising environmental awareness. Through our partnership with EarthUP, FIS continues to build a strong foundation for employee engagement and sustainability.

Moreover, to further our efforts to mitigate climate change impacts, we continued our partnership with Plastic Oceans International to address a distinct set of environmental challenges. Through these partnerships, FIS employees can volunteer and donate to environmental groups that align with their interests.

Additional examples of environmental education and partnership efforts are provided in [Chapter 5](#).



# ENVIRONMENTAL METRICS



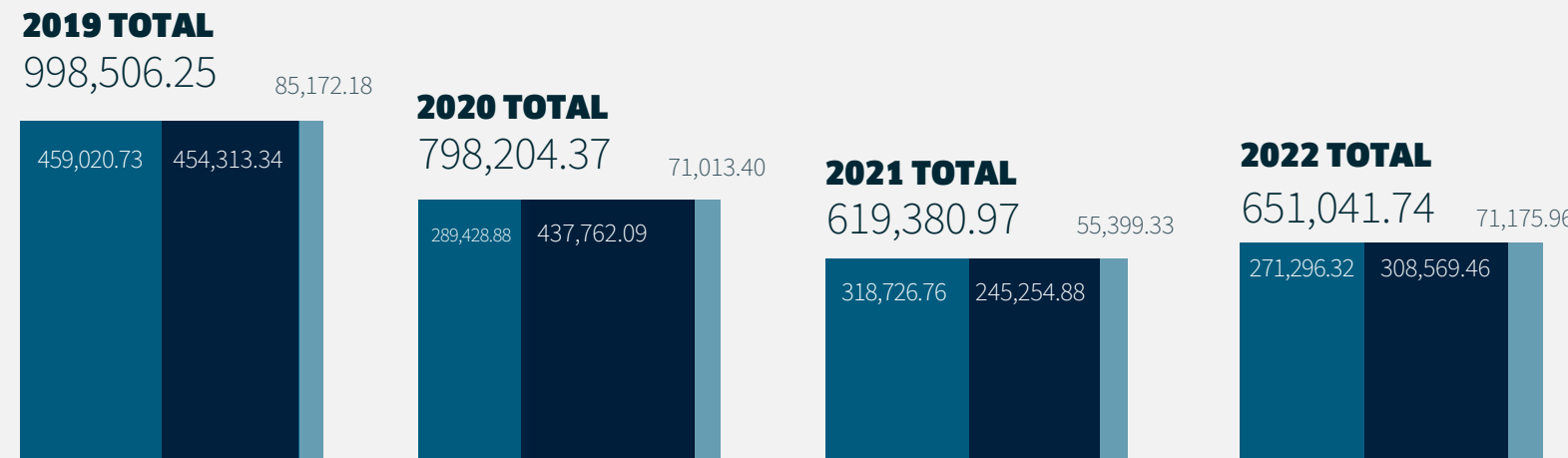
See Environmental Statements and Notes on page 86 for footnotes and additional explanations

## ENERGY USAGE

GJ

**Energy Categories**

- Facilities
- Data Center
- Mobile



### HIGHLIGHTS

**-35%**

Total Reduction in Energy Usage from 2019 to 2022

## SCOPE 1 AND 2 EMISSIONS

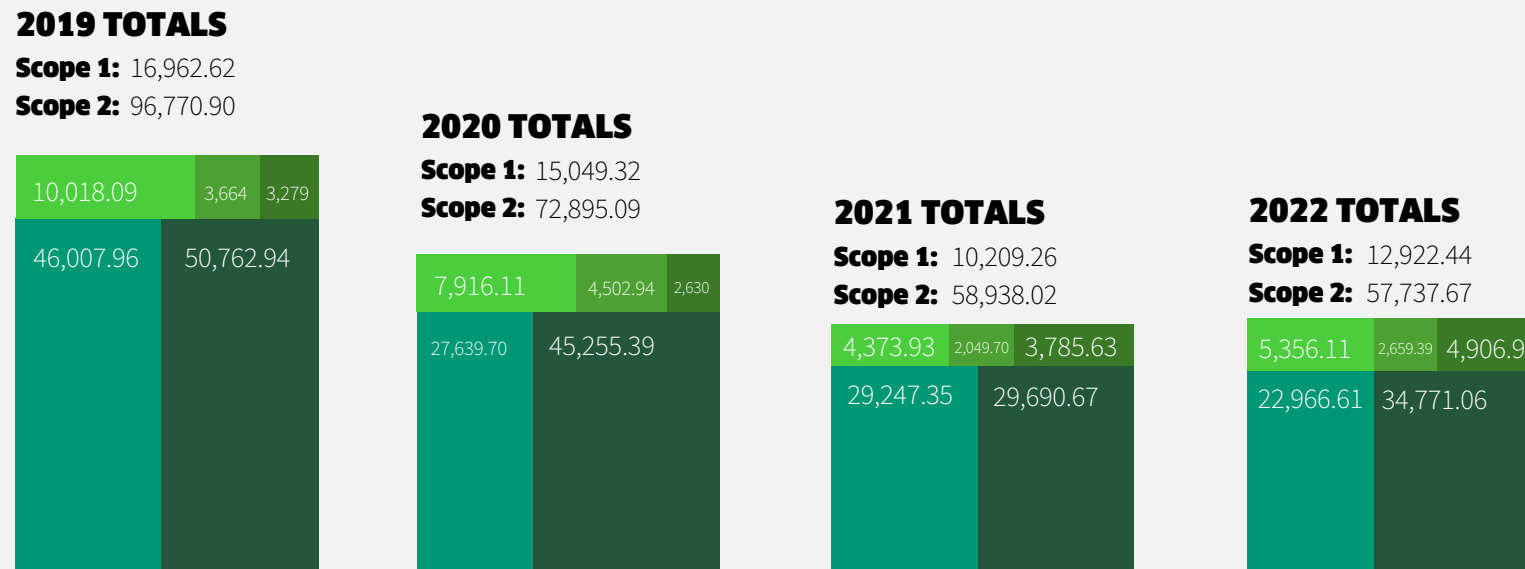
TCO<sub>2e</sub>

**Scope 1:**

- Facilities
- Data Center
- Mobile

**Scope 2:**

- Facilities
- Data Center



### HIGHLIGHTS

**-38%**

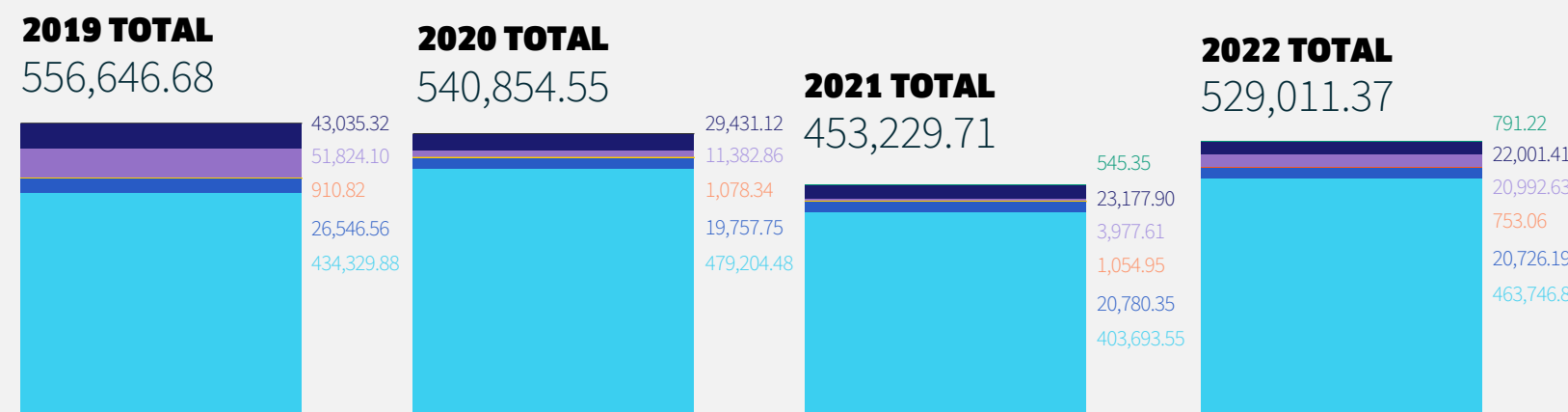
Total Reduction in Scope 1 and 2 Emissions from 2019 to 2022

## SCOPE 3 EMISSIONS

TCO<sub>2e</sub>

**Scope 3:**

- Downstream leased assets (2021 and 2022 only)
- Employee commuting (incl. Teleworking)
- Business travel
- Waste generated in operations
- Fuel- and energy-related activities
- Purchased goods and services and capital goods



### HIGHLIGHTS

**-5%**

Total Reduction in Scope 3 Emissions from 2019 to 2022

# SUSTAINABLE GOVERNANCE

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- CH7** GOVERNANCE OVERSIGHT, STRUCTURE AND PRACTICES
- CH8** RISK MANAGEMENT, OPERATIONAL RESILIENCY AND COMPLIANCE
- CH9** MANAGING A SUSTAINABLE SUPPLY CHAIN



## CH7

# Governance Oversight, Structure and Practices

At FIS, operating responsibly is at the heart of our commitment to being a sustainable Company. This commitment starts with comprehensive governance structures, policies, management committees and practices designed to ensure transparency in reporting and accountability for our Board of Directors and Senior Management. As discussed in [Chapter 2](#) and [Chapter 8](#), our commitment to operating responsibly includes robust programs to manage operational risks and uphold compliance with all applicable laws, regulations and rules governing ethical business conduct. These governance structures and policies help to ensure that we are upholding the highest levels of ethics, integrity and data security, including safeguarding the privacy of our clients.



**“ESG is at the core of effective corporate governance, and at FIS, it is consistently top of mind for our Board of Directors and senior leaders. Because of their support and commitment, we have been able to make significant progress with our Sustainability program during the past few years.”**

**Caroline Tsai**  
Chief Legal and Corporate Affairs Officer

## Mitigating Risk and Setting Strategy

FIS recognizes the importance of delivering on our sustainability goals and incorporates sustainability throughout the Company under the purview of our Chief Sustainability Officer (CSO). FIS' sustainability efforts are designed to help the Company mitigate emerging risks and guide the Company's strategy to be inclusive of environmental, social and governance concerns.

Our CSO is responsible for helping set ESG goals, key performance indicators (KPIs) and for providing quarterly reports on sustainability matters to the Corporate Governance, Nominating and Sustainability Committee of the Board. These goals and measures are set in alignment with, and in approval of, the Chief Executive Officer, Chief Legal and Corporate Affairs Officer, the Board of Directors and the FIS ESG Governance and Disclosure Committee.



6 of 13

independent directors are either  
gender or ethnically diverse

## BOARD DIVERSITY

Our Board is committed to diversity, with six out of 13 directors being either gender or ethnically diverse in 2022. Women held the chair position in two out of our four standing Board committees.

## Transition to an Independent Board Chair Structure

2022 marked a year of structural changes for FIS' Board of Directors. In conjunction with the appointment of Stephanie Ferris as CEO and President in December 2022, the Board transitioned to an independent board chair structure with the appointment of Jeffrey A. Goldstein as Independent Chairman. Mr. Goldstein was formerly Lead Independent Director of the FIS Board.

The FIS Board of Directors also appointed two new Independent Directors to the Board in January 2023, bringing the total number of new directors appointed over the past two years to five.

The FIS Board of Directors is responsible for overseeing the business and affairs of our Company, CEO and management succession planning and the Company's ESG program. It is also responsible for overseeing cybersecurity and crisis management, risk management, strategic planning, human capital management, inclusion and diversity and CEO performance. Our Board adheres to the [Code of Business Conduct and Ethics](#) ("Code"), which is applicable to all our directors, officers and employees. The Board also follows [Corporate Governance Guidelines](#) that set forth expectations as to how the Board should perform its functions and includes requirements related to retirement and succession.

## Board Committee Oversight

The **Executive Committee** of the Board of Directors acts on behalf of the full Board between regularly scheduled meetings when time is of the essence. There are also [four standing committees of our Board of Directors](#) with oversight functions in a variety of areas.

The **Audit Committee** reviews critical accounting policies and practices, as well as the quality, adequacy and effectiveness of the Company’s internal controls over financial reporting. It also oversees compliance with the Company’s Code, legal, tax and regulatory compliance, ethics programs and the Internal Audit function. In 2022, the Audit Committee began to provide oversight of the ESG climate metrics and other assured data disclosed in the Company’s annual Global Sustainability Report, see [Appendix](#).

The **Corporate Governance, Nominating and Sustainability Committee** (“Governance Committee”) is in charge of identifying and recommending qualified individuals to be nominated for election as Directors, along with planning for Director succession and refreshment. It provides oversight with respect to the Company’s ESG policies and programs, including reviewing and evaluating ESG practices (such as the use of ESG measurement and tracking metrics) and reviewing the annual Global Sustainability Report. The Governance Committee further supports the Board in overseeing the risks related to ESG issues. On a quarterly basis, management reports KPIs for ESG metrics and other sustainability program updates to the Governance Committee.

The **Compensation Committee** is responsible for reviewing and approving the compensation of the Company’s CEO and Executive Officers. Our compensation approach includes formal stock ownership guidelines for all corporate Executive Officers designed to align the interests of Executives with those of other shareholders. There are similar stock ownership guidelines for independent members of the Board, with the goal of aligning their interests with those of shareholders. More details on our stock ownership guidelines for Executive Officers and

Board members can be found in our [2023 Proxy Statement](#).

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

In 2022, as part of our regular reviews, the Charters for the Governance and the Compensation Committees were amended.

## Engaging our Stakeholders

As part of governing to improve sustainability, FIS values the engagement of its stakeholders, which include shareholders, proxy advisory firms, regulators, non-governmental organizations, employees, clients and partners, among others. In 2022, FIS engaged with a broad range of ESG stakeholders to gather their perspectives.

In addition to gathering employee feedback through surveys, discussed in [Chapter 3](#), members of our Investor Relations team and our Corporate Affairs team, along with Senior Management and members of the Board, conducted a comprehensive shareholder engagement program where we sought meetings with our top 32 shareholders, representing the holders of approximately 75% of our outstanding shares.

This engagement informs our ESG Strategy and helps to ensure that our Board of Directors and Senior Management gather valuable insight and feedback on our ESG programs and practices.

### BOARD COMMITTEES





## CH8

# Risk Management, Operational Resiliency and Compliance

For FIS, a main component our client-centric success depends on effective enterprise risk management programs that proactively identify and mitigate potential risks, maintain operational resiliency and help to ensure compliance with all relevant laws and regulations wherever we operate. Our commitment to implementing these programs begins with the oversight of our Board of Directors and Board committees, as discussed in the previous chapter.

Our executive management oversees the development of risk management strategies and implementation of

risk assessments and risk mitigation activities. In 2022, our Chief Legal and Corporate Affairs Officer, and our Chief Risk Officer led teams of compliance, legal, risk and information security professionals to execute on these critical objectives.

In 2022, as part of that oversight, our Chief Risk Officer led the Executive Risk and Technology Committee (ERTC), which oversaw several management risk-related committees including FIS' ESG Governance and Disclosure Committee, Credit Risk Committee, Policy Review Committee and Data Use Review Committee.



**“FIS’ Internal Audit function independently evaluates our organization to focus on continuous improvement within our control environment while protecting our clients and the overall financial system.”**

**John Eagle**  
Chief Audit Officer



## Enterprise Risk Management

The ERTC develops and oversees the Company's Enterprise Risk Management (ERM) program, which is aligned with the ISO 31000 standard. Our ERM program is centered on a Three Lines of Defense model which ensures accountability for risk management across FIS and sets a programmatic approach to identifying, measuring, managing and reporting key risks facing our Company. In 2022, the program was reinforced by training through our RegU platform, outlined in [Chapter 3](#).

In addition, FIS' Enterprise Policy Office (EPO) establishes requirements governing the management, ownership and enforcement of FIS corporate policies and standards. The EPO oversees enterprisewide policies, which are reviewed by the Policy Review Committee (PRC) and are updated on an annual basis by the policy owners. The PRC is comprised of business executive members, or their delegates, that represent our various department — The People Office, Risk, Information Security, Internal Audit, Legal, Compliance and Corporate Affairs.



## Operational Resiliency

Recognizing the importance of ensuring the continuous availability of our services to power the businesses of our financial institutions, capital markets and merchant clients, we continue to rely on our Global Business Resilience (GBR) program to mitigate operational risk exposure. Our GBR program focuses on controlling risk by creating system redundancies and security controls, regularly measuring and assessing our capabilities to recover critical operations and providing annual employee training on business continuity and disaster recovery procedures.

The program encompasses critical areas, including business continuity management, IT disaster recovery, crisis management and third-party resilience. Its policies and procedures are based on industry standards such as ISO 22301 and Federal Financial Institutions Examination Council (FFIEC) guidelines. FIS was an early adopter of ISO 22301 and has

demonstrated a proactive approach toward continuous improvement by being certified since 2014. To maintain the highest business continuity standards, we undergo periodic testing of our policies and procedures and, in 2022, we tested our practices against the latest version of ISO 22301. We aim to adopt this latest version in 2023, further enhancing our resilience and preparedness for any potential disruptions.

In 2022, FIS began to conduct its first TCFD assessment to further assess, understand and mitigate climate-related risks. The high-level findings included our short-, medium- and long-term physical and transition risks. The TCFD assessment found that inland flooding and water stress were potential physical risks while reputation is a key transition risk over the short- and medium-term. In the long-term, heatwaves, droughts and hurricanes may also become risks for FIS.

As noted in [Chapter 6](#), the high-level findings of this assessment indicate that climate-related risks are integrated within parts of the FIS' Enterprise Risk Management taxonomy and that FIS has implemented numerous resiliency measures across the Company to mitigate its exposure to climate-related risks.

**The assessment further concluded that FIS:**

- Assessed its exposure to physical climate risks across its global real estate portfolio, applying the latest physical scenarios from the Intergovernmental Panel on Climate Change (IPCC);
- Performed a full transition risk analysis, including carbon pricing analysis evaluated against the International Energy Agency (IEA) Net-Zero 2050 scenario, as well as a supplier climate risk analysis; and
- Performed a qualitative analysis of the business impacts of climate risks, concluding that climate is not expected to have a material adverse impact on the Company.

To further mitigate our risks, our GBR program is regularly examined through internal and external assessments by regulatory oversight bodies including state and federal regulators in the U.S. and regulators in the UK and Europe, such as the Federal Banking Agencies (FBA), State Banking Regulators, the Financial Conduct Authority (FCA), the Payment Systems Regulator (PSR) and De Nederlandsche Bank (DNB).

We also continue to use our secure FIS Cloud to run our applications worldwide. This enables us to mitigate business risks that would come from any failure to deliver continuous service, including remediation costs, potential loss of clients, reputational issues and potential liability claims.

Finally, our Crisis Management team (CMT) maintains a strong command and control platform to monitor emerging issues and handle crises and collaborates closely with our Corporate Communications team to ensure that our employees receive timely and relevant information. Using a multichannel approach, they work quickly to reach the specified audiences that are impacted as well as their managers. The CMT's crisis plans are updated regularly and cover a range of potential issues such as operational interruptions, cybersecurity and privacy incidents, life safety matters, weather-related events, corporate reputational situations, site-specific incidents and pandemics.

**REGULATORY OVERSIGHT BODIES**

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 50,000 financial services firms and financial markets in the UK and the prudential supervisor for 48,000 firms, setting specific standards for 18,000 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.



## Business Ethics and Corporate Compliance

At FIS, we build our business and relationships on a foundation of honesty, reliability and integrity. Ethics and compliance are embodied within the culture that defines how we operate. The Company requires employees to comply not only with the [Code of Business Conduct and Ethics](#) (“Code”) and Company policies, but also with applicable laws, rules and regulations in conducting Company business.

We expect employees to treat clients and each other fairly and with respect and dignity while conducting business honestly and ethically. Good conduct is more than just not doing the wrong thing, it is doing the right thing. The Company’s core values –

**Lead with Integrity, Be the Change and Win as One Team** – guide the decisions our employees make each day.

To further prioritize our commitment to ethics and compliance, we evolved from a single Corporate Compliance and Ethics program into two distinct programs. The Chief Compliance Officer is responsible for, and oversees, the Corporate Compliance program. The Chief Ethics Officer is responsible for the Company’s Business Ethics program and managing the newly created Ethics Office ([fisethicsoffice@fisglobal.com](mailto:fisethicsoffice@fisglobal.com)). The Audit Committee of the Board of Directors is responsible for overseeing both programs.

## Business Ethics

One mission of the FIS Ethics Office is to guide, inspire, support and educate employees to Lead with Integrity. In 2022, the Ethics Office introduced its “Ethics Central” intranet hub with dedicated pages to programs overseen by the Ethics Office. Specifically highlighted on Ethics Central are the Code, the Company’s Responsibility to Report Wrongdoing policy, and standards on registering conflicts of interest and gifts and entertainment, which collectively provide important guidance to employees in support of this mission.

### New FIS Ethics Office – Shine Bright, Do What’s Right

Under the tagline “Shine Bright, Do What’s Right”, the Ethics Office provides resources and educational awareness campaigns to further support its mission of guiding employees to Lead with Integrity.

This theme is woven into Ethics Office interactions with employees in support of another core value, Win as One Team, which the Company achieves by conducting business ethically and in a legally compliant manner.

To **Lead with Integrity** and **Win as One Team**, the Company requires employees to report all wrongdoing or suspicions of wrongdoing. FIS expects employees who are aware of actual or suspected violations of the law, the Code or any other Company policy to **Speak Up!**. FIS encourages employees to **Speak Up!** by reporting their concerns to management, The People Office or the Ethics Office. The FIS Ethics Helpline offers an alternative channel for employees, including those who wish to remain anonymous to **Speak Up!**. Ethics Central provides access to detailed information on the various reporting channels available to employees.



**“The key focus of the Ethics team is promoting tone at the top, promoting a culture of compliance, ensuring consistent adherence to the Code, being a value-add function, and educating employees on what it takes to always do what is right. The team strives for continuous improvement through frequent reviews and assessments of its programs to further foster ethical corporate behavior.”**

**Carrie Russell**  
Chief Ethics Officer

### FIS Code of Business Conduct and Ethics

The FIS Code defines the responsibilities and expected behaviors of employees and other stakeholders. Consistent with laws protecting whistleblowers, the zero-retaliation policy within the Code is designed to encourage employees to report unethical activities without fear of retaliation. FIS does not tolerate any retaliation against anyone who, in good faith, reports violations, or suspected violations, of the Code, FIS policies or the law, or who cooperates with an investigation into such reports.

On an annual basis, all employees complete mandatory companywide training on the Code and acknowledge that they have read it and understood the Company's expectations for achieving results through ethical business practices. FIS takes violations of the Code and instances of non-compliance with the Code very seriously. Employees, regardless of their role, are all held to the highest of ethical standards. When employees violate the Code,

or are in noncompliance with it, the Company strives to take appropriate actions to address the misconduct in accordance with local laws. The Company takes consistent disciplinary actions against all employees who engage in unethical conduct.

The Ethics Office evaluates its programs and policies, including the Company's Code at least annually and makes updates throughout the year, as necessary, based on various risk assessments.

#### **Conduct that may lead to disciplinary action includes, but is not limited to, the following actions:**

- Violating Company policies addressed in the Code or standard
- Violating local laws or regulations in jurisdictions where the Company does business
- Engaging in criminal conduct
- Engaging in conduct in violation of the Company's Conflicts of Interest or Gifts and Entertainment Standards
- Falsifying Company records
- Engaging in abusive or retaliatory conduct including, making threats, discriminating against colleagues or harassing colleagues





### FIS Ethics Helpline

Our Ethics Helpline seeks to ensure employees, clients and other third parties can raise awareness to suspected, potential or actual violations of the Code, Company policies or the law in a timely manner. Those seeking to raise a concern have the option to utilize the FIS Ethics Helpline telephonically via toll-free country numbers or by entering the concern on the [FIS Ethics Helpline website](#). The Ethics Helpline provides the option to report anonymously, where permitted under local law, and is available in six different languages, 24 hours a day, seven days a week.

The Company conducts investigations into Ethics Helpline reports in as confidential a manner as possible. Any substantiated or partially substantiated violations of the Code, Company policy or the law will result in appropriate action being taken up to and including termination of employment, in accordance with

local laws. Other appropriate actions may include written disciplinary actions, counseling, education and additional training. Regardless of the outcome, the Company reviews all reports to identify process improvements, educational opportunities, potential risks or control enhancements.

The Audit Committee of the Board of Directors receives Ethics Helpline metrics, including reports by geography, reports by category, volume of reports and average days to close a report, on a quarterly basis. The Ethics Office utilizes these metrics to track and understand global risks, trends and challenges. The Ethics Office also utilizes these metrics to identify potential mitigating measures.

In 2022, the Ethics Office engaged in an initiative to further evaluate current Ethics Helpline processes to ensure alignment with the new EU Whistleblower Directive and global data protection principles.

### ETHICS HELPLINE

# 24/7

The Ethics Helpline provides the option to report anonymously where permitted under local law and is available in many different languages 24 hours a day, seven days a week

### Conflicts of Interest/Gifts and Entertainment

FIS requires employees to disclose actual, perceived or potential conflicts of interest in the Company's Conflicts of Interest Registry. FIS also maintains a Gifts and Entertainment Registry where it requires employees to disclose gifts and entertainment as appropriate in accordance with the Company's Anti-Bribery and Anti-Corruption Policy. The Ethics Office reviews and undertakes decisions on

entries into both registries to prevent any actual or perceived conflict of interest or corruption that may arise from giving or receiving gifts and entertainment.

The Company is committed to its Ethics and Compliance programs. It is this commitment that will enable the Company to not only continue to succeed today but will also help us achieve success in the long-term.

## Corporate Compliance

FIS understands the importance of complying with applicable regulations and laws wherever we operate. We have adopted a regulatory compliance program that is committed to conducting all affiliated business operations with assurance that they comply with appropriate governing laws and regulations within their respective jurisdictions.

The Corporate Compliance team's objective is to ensure that FIS, its Board members, associates, contractors, vendors and clients are regulatorily compliant with the letter and spirit of all applicable laws, and conduct business with the highest level of honesty and integrity.

The FIS Corporate Risk Governance structure provides comprehensive central oversight and control of enterprise risk with clear accountability and ownership. The responsibility for risk management falls on each FIS employee. Corporate Risk Management governance, within FIS, is structured to provide three lines of defense, these include:

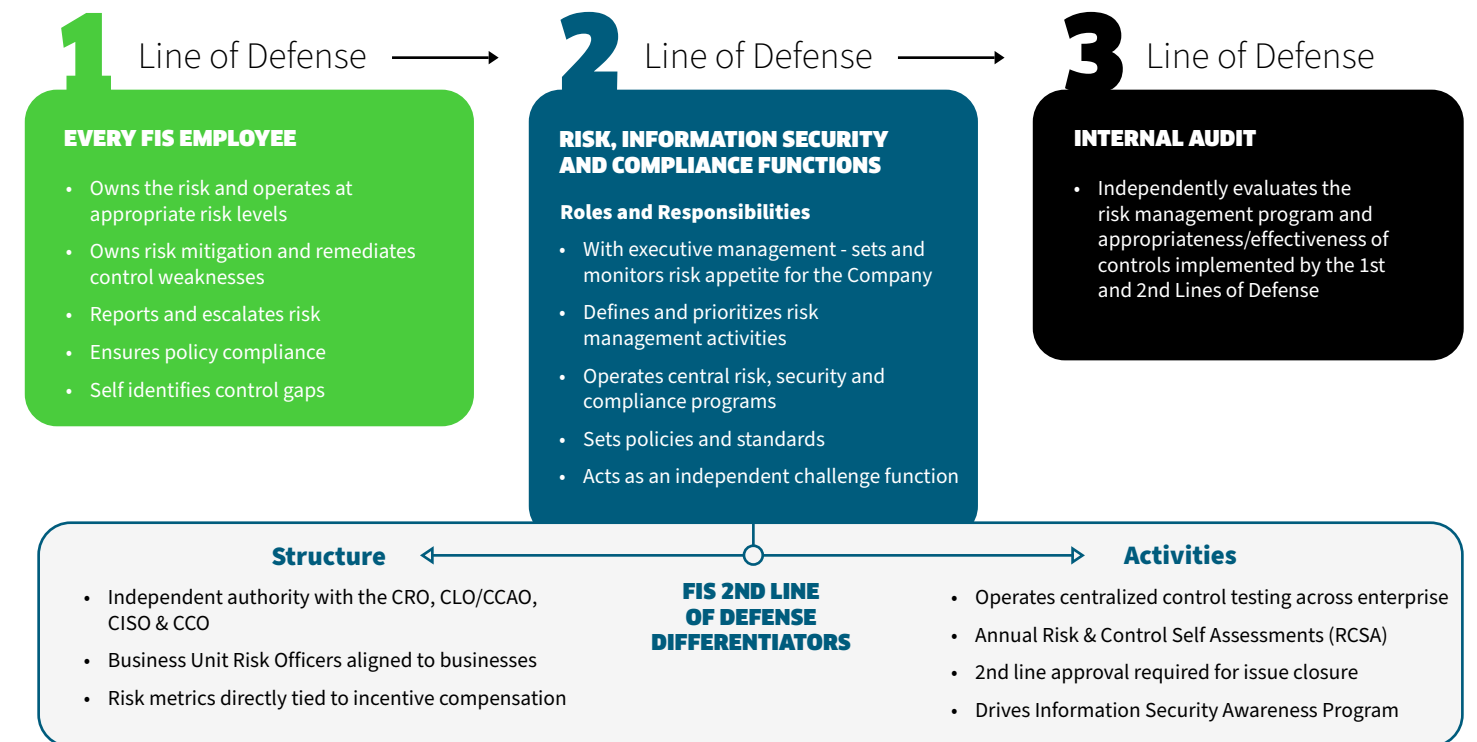
**First Line of Defense - Every FIS employee:** The first line of defense has ownership, responsibility and accountability for assessing,

controlling and mitigating risks, together with maintaining effective internal controls.

**Second Line of Defense - Risk Management and Compliance:** As a second line of defense, the Risk Management function facilitates and monitors the implementation of effective risk management practices and assists risk owners in defining risk exposure and in establishing risk reporting protocols. The second line Compliance function monitors and provides assurance on compliance risks, for example, the risks of non-conformity with applicable laws and regulations.

**Third Line of Defense - Internal Audit:** Through a risk-based approach, Internal Audit provides a third line of defense assurance to the Company's Board and Senior Management, on how effectively the organization assesses and manages its risks, including the way in which the first and second lines of defense operate. This assurance task covers all elements of the organization's Enterprise Risk Management framework.

## RISK MANAGEMENT FRAMEWORK



### Anti-bribery and Anti-corruption

At FIS, we are committed to preventing bribery and corruption as we take our reputation for honest, fair and ethical business dealings around the world seriously. We seek out clients and business partners whose ethical standards mirror our own and decline to do business with unethical entities and individuals.

Our Code as well as our Enterprise Conduct Risk Policy require that we treat clients, suppliers and contactors fairly and honestly and do not engage in an unfair advantage through manipulation, concealment, abuse of privileged information, misrepresentation of material facts or any other unfair dealing.

Per the Code, which is reviewed annually, the use of FIS funds, or any other funds or anything of value given by an individual or entity for the benefit or on behalf of FIS, for any unlawful or unethical purpose is strictly prohibited. Further specifics are found within the FIS Anti-Bribery and Anti-Corruption (FABAC) Policy and Engagement of Third-Party Standard (“Third-Party Standard”). The FABAC policy, like the Code, also has mandatory annual and new-hire training with an electronic acknowledgment. To support FIS’ expectation, every employee, officer and director has to read and comply with the FABAC Policy to understand their application to the performance

of their business responsibilities.

The [FABAC Policy](#), available on FIS’ external website along with the Code, notes employees are prohibited from directly or indirectly requesting, accepting, offering or giving money, gifts (of other than nominal value, usually hospitality or entertainment), loans (except from lending institutions) or any other preferential treatment. The FABAC Policy applies to all FIS operations and employees globally and to FIS’ applicable suppliers and contractors, which helps mitigate the risk of vendors undertaking corrupt practices, including bribery, which could be interpreted as being on behalf of FIS.

Furthermore, both the Code and FABAC Policy pledge that the Company has zero tolerance for violations of applicable anti-bribery and anti-corruption laws. These laws include, but are not limited to, the Foreign Corrupt Practices Act (FCPA) in the U.S. and the UK Bribery Act.

To proactively manage corruption risks, FIS has implemented training tools and internal controls. Annually, we highlight awareness campaigns through Yammer and the FIS intranet, which educates all employees and contractors on anti-corruption standards to further support the annual training and policy acknowledgement mentioned previously.

In addition, annual training is mandatory on topics such as information security and anti-bribery and anti-corruption for applicable suppliers who have access to our systems or represent FIS in certain business transactions. We track training completion rates among our suppliers with access to FIS systems.

With a view to detect corruption, our payment monitoring system proactively screens certain financial transactions in higher risk geographies as well as certain account types. The Ethics Helpline also serves as a valuable resource enabling external or internal parties to report alleged corrupt practices. This potential information provided by employees and/or third parties provides another avenue or possibility in detecting such activity with protection to any whistleblower who, in good faith, reports a suspected violation of the Code, Company policies or the law or who cooperate with an investigation.

### Anti-competitive Behavior

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

In accordance with the Code, we are committed to supporting 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.

FIS uses its mandatory annual trainings, including its risk, information security and compliance trainings discussed in [Chapter 3](#) to promote a culture of compliance. It also relies on regular communications campaigns and employee surveys to raise employee awareness, including campaigns on our intranet, blogs, emails and Yammer posts. FIS further provides programs and resources to help educate our clients on risk management.

By positively exemplifying FIS’ expectations for ethical behavior, compliance and fair business, we can further uphold our strong commitment to integrity and ethical practices, which makes FIS a trustworthy champion for our clients. As we continue to **Win as One Team**, we can drive the success of our ethical culture and the effectiveness of our operations even further on our relentless pursuit of client excellence.

### Privacy

At FIS, we are committed to a well-established set of principles that address privacy issues and we take pride in being a trusted steward of client and consumer information. As such, the Company has put in place oversight measures, which are further detailed in [Chapter 2](#).

### Records Management and Retention

Corporate records are an important asset for FIS and in conformity with applicable law, the Company is required to maintain certain types of corporate records for a specified period depending on the type of records, country or business unit among other considerations. FIS has adopted a Records Management Policy and Records Retention Schedule to establish uniform guidance regarding the retention of information and records.

The FIS Records Management Policy specifies how records are to be managed, disposed of and retained. It requires all FIS employees and contractors to confirm that the records held within the Company's environment are appropriately managed by observing the policy. It also requires that Records Custodian(s) be appointed for each business unit with their names recorded in the Records Custodian Registry.

Records Custodians must confirm annually that they have taken necessary actions to share this Policy with their business unit; and that they have taken appropriate steps to communicate to their business units that they are required to comply with this policy and its schedule, as applicable.

### Human and Civil Rights

As expressed in the Code and in our externally facing [Modern Slavery Act Transparency Statement](#), FIS is committed to protecting fundamental human rights across our global operations, including our supply chain. Per these documents, FIS expressly prohibits any participation in, support of, or association with the illegal and immoral practices of trafficking in persons, forced labor and slavery. FIS also upholds international principles of fundamental human rights, such as the UN Universal Declaration of Human Rights and the Fundamental Conventions of the International Labour Organization.

FIS has established programs and controls to help ensure our business adheres to relevant laws and human rights commitments. This involves conducting reviews of potential risks

of slavery and human trafficking in the country risk assessments we perform when entering new markets. FIS' Vendor Risk Management (VRM) program also assesses vendors' commitment to anti-slavery and anti-human trafficking. Vendors are asked to share their policies on anti-slavery and anti-human trafficking, as well as certification that they do not engage in such activity themselves or as part of their supply chains. In 2023, FIS also adopted its first [Conflict Minerals policy](#).

FIS also recognizes the civil rights of its employees to exercise their freedoms of speech, expression, religion and belief, including their ability to practice their religious beliefs and express their political views as outlined in the Company's religious accommodation and [Political Activities Policies](#) and when not contrary to local laws.

## Public Policy and Political Contributions

FIS recognizes the significant impact that government regulations have on our business, employees, communities, clients and their customers. While we engage with government officials, regulatory agencies and non-governmental organizations to provide expertise and thought leadership on critical issues that could affect our industry and our business, we are committed to maintaining high ethical standards and transparency.

Our ability to make political contributions and participate in debates on public policies of interest to the Company may be subject to various laws and regulations at the local, state/provincial and federal/national levels. These laws may limit or even prohibit the nature and

extent of individual and corporate political participation. Consequently, FIS has various policies that address these activities, including the [FIS Political Activities Policy](#), FABAC, the Code and our Employee Handbooks. The Political Activities Policy is covered in our targeted employee training courses.

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

## ASSOCIATION MEMBERSHIPS AND EXTERNAL INITIATIVES

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

## Industry Organizations

FIS leverages our position as a world fintech leader to help advance business-related public policy and sustainability issues, including data security and financial inclusion, through active participation in industry organizations around the world.

We are a member of several organizations, including groups such as the American Bankers Association (ABA), American Transaction Processors Coalition (ATPC), Blockchain Australia, Blockchain Association Singapore (BAS), Business Roundtable, European Payment Institutions Federation (EPIF), Electronic Funds Transfer Association (EFTA), Electronic Transactions Association (ETA), Fintech Association of Hong Kong (FTAHK), Independent Community Bankers of America (ICBA), Internet Security Alliance (ISA), Payments Leadership Council (PLC), PayTech Women, Securities Industry and Financial Markets Association (SIFMA) and UK Finance.



CH9

# Managing a Sustainable Supply Chain

As stated in FIS' [Supplier Code of Conduct](#), we expect our suppliers to share and embrace our commitments to integrity and ethics, health and safety, labor standards, privacy, cybersecurity and anti-money laundering practices. Through our vendor selection and due diligence processes, FIS seeks to work with suppliers who follow sustainable business practices, including working to reduce environmental impacts. We are also committed to increasing the inclusivity and diversity of our supply chain by continually identifying and assessing current and potential diverse suppliers in the U.S. and internationally.



**“At FIS, we understand that operating responsibly means having a sustainable supply chain that benefits our clients, colleagues and communities across the world. We take this responsibility seriously and we know our clients expect it from us. That’s why our strategy includes building strong relationships with suppliers who share our commitment and who can provide the best, most sustainable solution for our company in the short and long term.”**

**Susan Feiner**  
Vice President, Supply Chain Management

## Increasing Diversity in FIS' Supply Chain

FIS made substantial progress in 2022 on initiatives to increase the inclusivity and diversity of our U.S. suppliers. In 2020, we announced our intention to double our Tier 1 spend with diverse suppliers by the end of 2023. As of 2022, our program has exceeded our expectations and we accomplished our goals two years ahead of schedule. Our spending with diverse Tier 1 suppliers has also increased organically, with the amount of diverse dollars doubling in both 2021 and 2022. This resulted in an overall fourfold increase since the inception of the program.

Additionally, we made strides in better understanding the diversity spending of FIS' suppliers through the launch of a pilot Tier 2 Diversity Program. The success of the pilot will allow us to launch our Tier 2 program in 2023.

### INCREASE IN DIVERSITY SPEND

# 2X

in 2022, for a second consecutive year, we doubled our spending with diverse Tier 1 suppliers compared to 2021

We are proud to partner with leading supplier diversity groups in the U.S., and we are rapidly advancing our efforts to expand the program outside of the U.S. This is aligned with our goal to focus beyond the U.S. and to collaborate with organizations that reflect our global footprint.

In 2022, we hired a dedicated Supplier Diversity Manager and enhanced our Supplier Information Portal to promote supplier diversity. FIS welcomes all diverse businesses in the following classifications to self-register their companies to be considered for opportunities: Minority-owned Business Enterprises (MBEs); Woman-owned Business Enterprises (WBEs); Veteran-owned Business Enterprises (VBEs); Disadvantaged-owned Business Enterprises (DBEs); LGBTQ+-owned Business Enterprises (LGBTBEs); and Small Business Enterprises (SBEs).

## MEMBERSHIPS IN SUPPLIER DIVERSITY GROUPS



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



National Minority Supplier Development Council (NMSDC) advances opportunities for certified minority-owned businesses and connects them to corporate members



Women's Business Enterprise Councils in New York and Washington, DC regions (WBEC-Metro NY and WBEC- Greater DMV) advocate for certified women-owned businesses in their regions and offer educational programs, networking opportunities and recognition



WEConnect is a global organization working with member buyers to identify, train and certify women-owned businesses outside the U.S.



MSDUK is the UK's only supplier diversity advocacy certifying ethnic minority business

## Advancing Sustainable Procurement

In 2022, FIS launched the ‘Be SustainABLE’ campaign within the Company’s Procurement function to advance our Sustainable Procurement strategy. Specifically, this initiative was aimed at increasing sustainability in our global supply chain through an intentional focus on ESG criteria such as environmental performance, labor and human rights and ethical business practices.

The campaign established three objectives for our Supply Chain Management (SCM) organization: to identify existing supplier ESG-related activities; to identify potential future opportunities for supplier ESG and sustainability activities; and to recruit SCM Champions to promote ESG activities across our SCM organization. The Be SustainABLE campaign was incorporated into the SCM Category Manager Toolkit and includes integrating sustainable procurement criteria into our standard sourcing process.

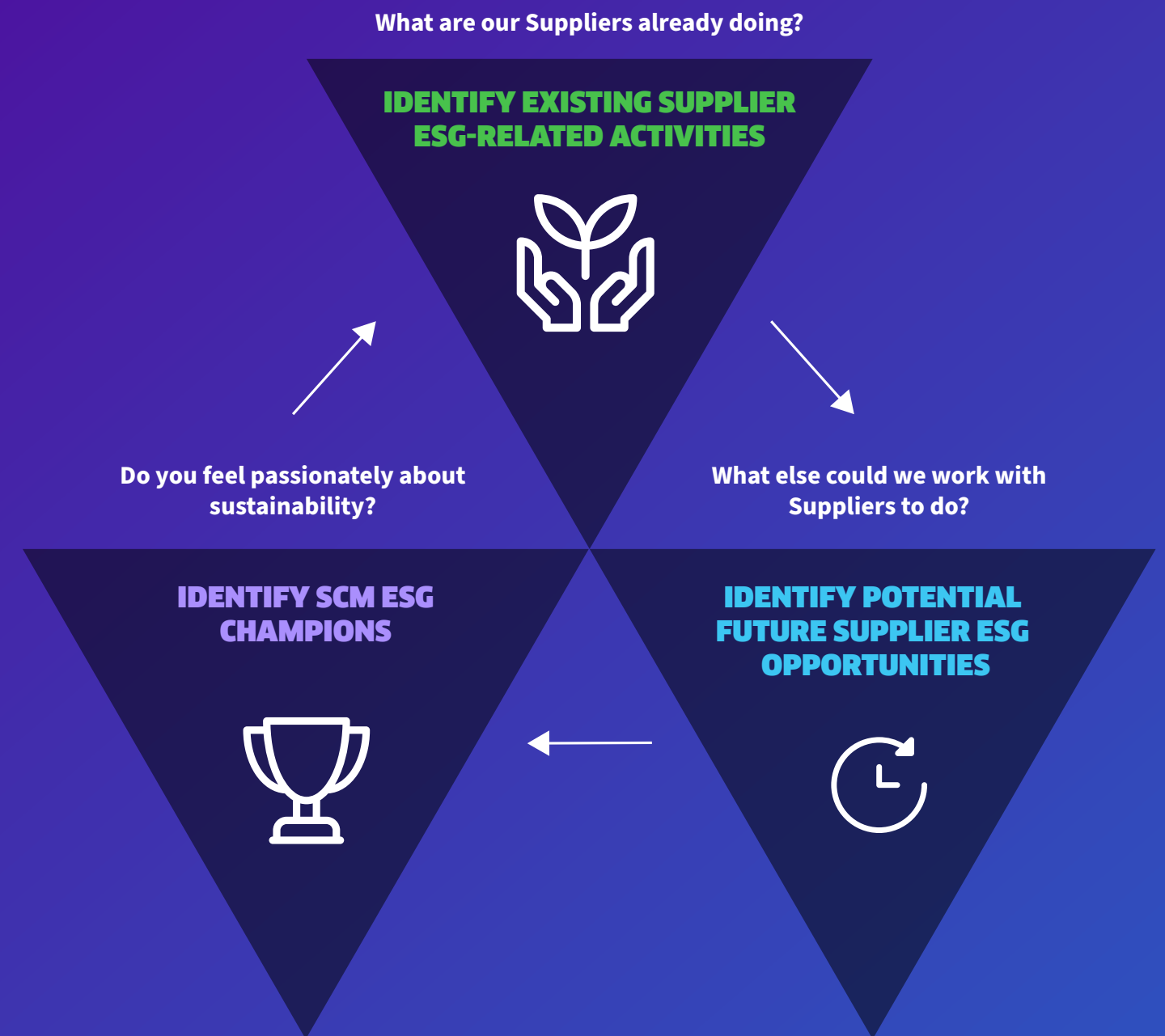
In 2022, we also launched a program in collaboration with EcoVadis – a trusted provider of business sustainability ratings worldwide – to get a clearer picture of the ESG ratings of our key suppliers. As part of this work, we performed an assessment of 82% of our top suppliers by spend to determine

which suppliers are already rated by EcoVadis. Based on this assessment, we have identified suppliers that we can work with to advance FIS’ ESG and sustainability goals.

Furthermore, we continued our work started in 2021 analyzing our supply chain’s greenhouse gas (GHG) emissions to develop a plan for reductions of the indirect emissions in our value chain (scope 3 emissions). This work is ongoing and aligns with our Climate Action Plan, where we pledged to work with our suppliers and partners to reduce our carbon footprint.



## THERE ARE THREE OBJECTIVES AIMED AT ESTABLISHING OUR SUSTAINABLE PROCUREMENT BASELINE





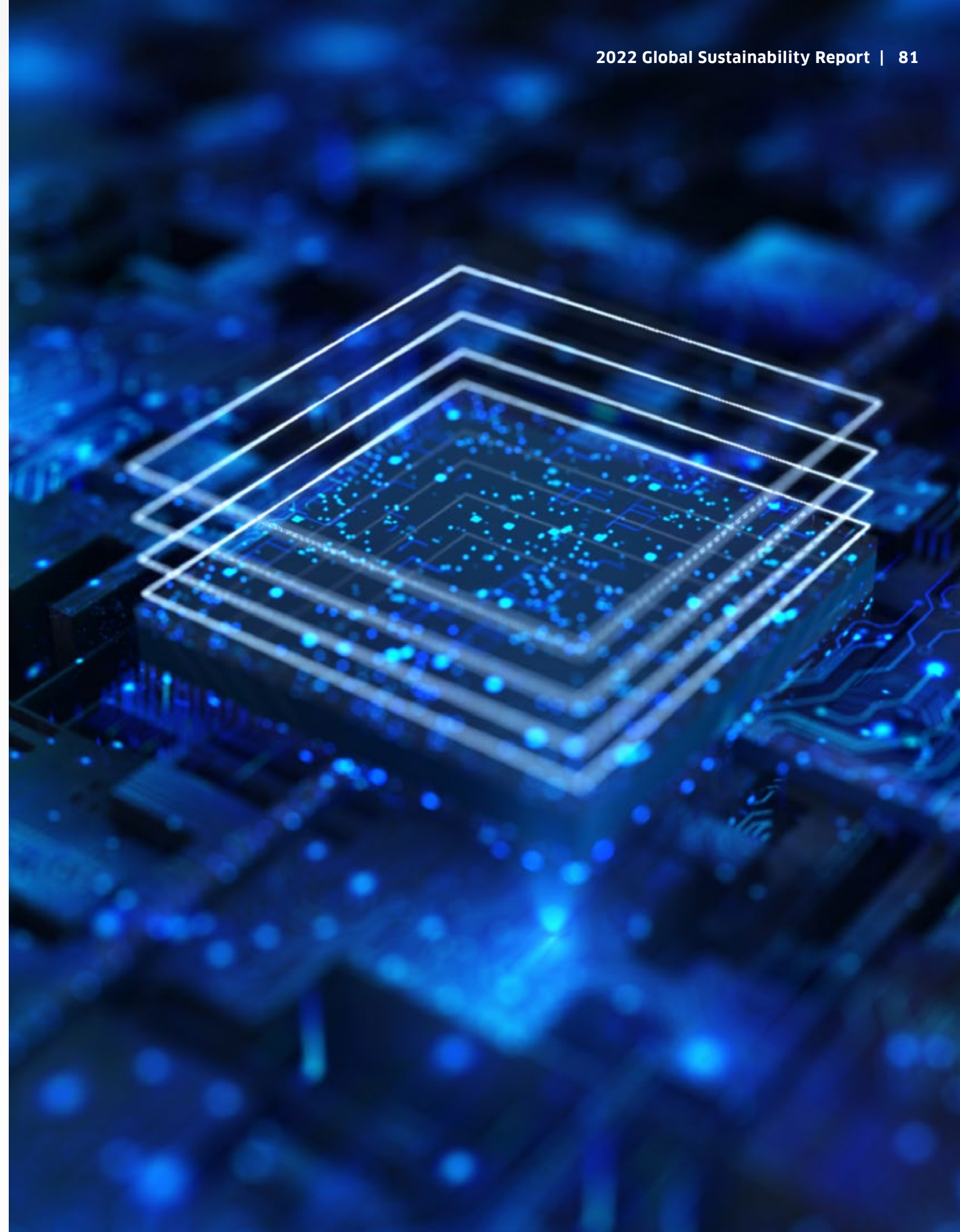
## Vendor Risk Management Program

To assess and mitigate risks in our supply chain, FIS operates a comprehensive Vendor Risk Management (VRM) program overseen by our Risk function. The VRM program comprises procedures for due diligence review, including cybersecurity controls, sanctions screenings, contract establishment, Payment Card Industry compliance and ongoing monitoring of third-party relationships based on risk ratings. We proactively conduct multiple evaluations of our vendors, which go beyond just VRM due diligence and encompass privacy assessments. As such, we use external data sources to supplement our existing vendor diligence process to provide accurate, verifiable and real-time risk insight.

As part of the VRM program, applications for new supplier and partner relationships are reviewed to ensure FIS is doing business with companies that reflect our high ethical standards. For example, in assessing

risks related to financial crimes and human rights issues, the VRM team uses a variety of sources to assess suppliers' policies and controls related to anti-bribery, anti-corruption, anti-slavery, anti-trafficking and gifts and entertainment acceptance.

Where applicable, the VRM process will automatically notify the FIS Anti-Bribery and Anti-Corruption (FABAC) Policy Compliance Committee to further review selected third parties with whom FIS does business outside of the U.S., Canada, UK and Ireland. This additional assessment determines whether there are any bribery or corruption concerns that would prevent us from doing business with the supplier or partner or any concerns in having them represent our products or services. The process includes thorough due diligence reviews of the third parties, contractual obligations regarding anti-bribery/anti-corruption, audit rights, training obligations and risk evaluation.



# APPENDIX

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**SOCIAL DATA TABLES**

**INDEPENDENT ACCOUNTANTS' REVIEW REPORT**

**ENVIRONMENTAL STATEMENTS AND NOTES**

**GRI CONTENT INDEX**

**SASB CONTENT INDEX**

**TCFD CONTENT INDEX**



# SOCIAL DATA TABLES

Category	2020	2021	2022
<b>Diversity<sup>1</sup></b>			
<b>Diversity in the U.S. Workforce</b>			
Asian	11%	11%	11%
Black	14%	14%	15%
Latinx	8%	8%	9%
Other <sup>2</sup>	2%	2%	3%
White	65%	65%	63%
<b>Gender in Global Workforce</b>			
Women	40%	42%	43%
Men	60%	58%	57%
<b>Gender in U.S. Workforce</b>			
Women	45%	45%	47%
Men	55%	55%	53%
<b>Gender in Global Leadership<sup>2</sup></b>			
Women	27%	29%	31%
Men	73%	71%	69%
<b>Gender in U.S. Leadership<sup>3</sup></b>			
Women	33%	35%	36%
Men	67%	66%	64%
<b>Gender in Global Technical Staff<sup>4</sup></b>			
Women	-	29%	30%
Men	-	71%	70%
<b>Age in Global Workforce<sup>5</sup></b>			
Under 30	-	30%	29%
30-50	-	51%	51%
Over 50	-	19%	19%

Category	2020	2021	2022
<b>Employee Engagement</b>			
<b>Annual Survey Engagement Scores (eSat)<sup>6</sup></b>	82	77	78
<b>Annual Survey Response Rate</b>	85%	77%	79%
<b>Employee Engagement</b>			
<b>Total Annual Learning Hours<sup>7</sup></b>	322,927	526,801	647,151
<b>Average Total Learning Hours Per Eligible Learner</b>	4.48	6.69	8.26
<b>Average Learning Hours: Individual Contributors</b>	4.35	6.78	8.23
<b>Average Learning Hours: Managers</b>	8.40	5.87	8.58
<b>Number of Courses Completed Across the Enterprise Annually</b>	267,603	349,829	614,501
<b>Percentage of Employees Receiving Regular Performance Review<sup>8</sup></b>	100%	100%	100%

1 - Our annual U.S. EEO-1 report for 2022 is available to view on our Inclusion & Diversity page on <https://careers.fisglobal.com/us/en/inclusion-diversity>

2 - Others includes American Indian/Alaska Native, Native Hawaiian/Other Pacific Islander and two or more races. The ethnicity data does not include undeclared and blanks.

3 - Leadership defined as director and above.

4 - Technical staff includes employees categorized in the 15-0000 group (Computer and Mathematical Occupations) or 17-0000 group (Architecture and Engineering Occupations) of the U.S. Bureau of Labor Statistics' 2018 Standard Occupational Classification System.

5 - Due to rounding, the 2022 total number is not 100%.

6 - Out of 100, see [Chapter 3](#) for details on the eSat score.

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

8 - Percentage of eligible employees participating in Perf 365.

**SOCIAL DATA TABLES**

Category	2020	2021	2022
<b>Employees</b>			
<b>Number of Employees</b>	62,000+	65,000+	69,000+
<b>Number of Workers Who Are Not Employees</b>	-	-	7,922
<b>Percentage of Employees Located Offshore</b>	62%	65%	66%
<b>ESPP Participation <sup>9</sup></b>	31% of U.S. employees 18% employees outside the U.S.	31% of U.S. employees 17% employees outside the U.S.	28% of U.S. employees 15% employees outside the U.S.
<b>Giving and Volunteering <sup>10</sup></b>			
<b>Number of Individual Charities Supported</b>	194	230	210
<b>Employee Volunteers</b>	2,125	2,666	4,210
<b>Number of Hours Volunteered</b>	18,179	19,908	27,753
<b>FIS Foundation + FIS Businesses</b>	\$3.69M	\$3.68M	\$4.1M
<b>FIS Cares Employee Contributions</b>	\$416K	\$394K	\$352K
<b>Total Aggregated Giving</b>	\$4,107,000	\$4,074,000	\$4,539,348

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

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





KPMG LLP  
Suite 500  
501 Riverside Avenue  
Jacksonville, FL 32202

## Independent Accountants' Review Report

To The Board of Directors and Management  
Fidelity Information Services, LLC ("FIS"):

We have reviewed certain metrics and related notes insofar as they relate to those metrics in the accompanying Environmental Statements and Notes within FIS's Global Sustainability Report ("the Report") identified with an asterisk (\*) ("the Selected Metrics") for the year ended December 31, 2022. FIS's management is responsible for preparing the Selected Metrics in accordance with the corresponding reporting criteria set forth in Note 2 of the Report ("the Criteria"). Our responsibility is to express a conclusion on the Selected Metrics based on our review.

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants in AT-C section 105, *Concepts Common to All Attestation Engagements*, and AT-C section 210, *Review Engagements*. Those standards require that we plan and perform the review to obtain limited assurance about whether any material modifications should be made to the Selected Metrics in order for them to be in accordance with the Criteria. The procedures performed in a review vary in nature and timing from, and are substantially less in extent than, an examination, the objective of which is to obtain reasonable assurance about whether the Selected Metrics are in accordance with the Criteria, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. Because of the limited nature of the engagement, the level of assurance obtained in a review is substantially lower than the assurance that would have been obtained had an examination been performed. We believe that the review evidence obtained is sufficient and appropriate to provide a reasonable basis for our conclusion.

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

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

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

Our review was limited to the Selected Metrics presented in the Environmental Statements and Notes. The Report includes other information and metrics that were not subject to our review procedures, including the 2020 comparative information. Accordingly, we do not express a conclusion or any other form of assurance on information or metrics other than the Selected Metrics in the Environmental Statements and Notes. The 2021 comparative information marked with two asterisks (\*\*) was reviewed by us and our report dated August 3, 2022, expressed an unmodified conclusion on such information.

Based on our review, we are not aware of any material modifications that should be made to the Selected Metrics in the Environmental Statements and Notes for the year ended December 31, 2022 in order for them to be in accordance with the Criteria.

**KPMG LLP**

Jacksonville, Florida  
July 21, 2023

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

# ENVIRONMENTAL STATEMENTS AND NOTES

For the Years Ended December 31, 2022, 2021 and 2020.

Category	2020	2021	2022
<b>GHG Emissions – Scope 1 and 2</b>			
<b>GHG Emissions Scope 1:</b>			
Mobile	2,630.27 TCO <sub>2</sub> e	3,785.63 TCO <sub>2</sub> e **	4,906.94 TCO <sub>2</sub> e *
Natural Gas	4,463.74 TCO <sub>2</sub> e	3,722.38 TCO <sub>2</sub> e **	3,926.04 TCO <sub>2</sub> e *
Diesel	501.94 TCO <sub>2</sub> e	220.87 TCO <sub>2</sub> e **	569.45 TCO <sub>2</sub> e *
Fuel Oil	0.15 TCO <sub>2</sub> e	9.74 TCO <sub>2</sub> e **	7.55 TCO <sub>2</sub> e *
Gasoline	0.19 TCO <sub>2</sub> e	0.20 TCO <sub>2</sub> e **	0.15 TCO <sub>2</sub> e *
Refrigerant Leakages	7,453.03 TCO <sub>2</sub> e	2,470.44 TCO <sub>2</sub> e **	3,512.31 TCO <sub>2</sub> e *
<b>GHG Emissions – Total Scope 1</b>	15,049.32 TCO <sub>2</sub> e	10,209.26 TCO <sub>2</sub> e **	12,922.44 TCO <sub>2</sub> e *
<b>GHG Emissions Scope 2:</b>			
Market-Based Method	72,895.09 TCO <sub>2</sub> e	58,938.02 TCO <sub>2</sub> e **	57,737.67 TCO <sub>2</sub> e *
Location-Based Method	73,998.22 TCO <sub>2</sub> e	60,024.31 TCO <sub>2</sub> e **	58,541.85 TCO <sub>2</sub> e *
<b>GHG Emissions – Total Scope 1 and Scope 2 (Market-Based)</b>	87,944.41 TCO <sub>2</sub> e	69,147.28 TCO <sub>2</sub> e **	70,660.11 TCO <sub>2</sub> e *
<b>GHG Emissions – Total Scope 1 and Scope 2 (Location-Based)</b>	89,047.54 TCO <sub>2</sub> e	70,233.57 TCO <sub>2</sub> e **	71,464.29 TCO <sub>2</sub> e *
Carbon Offsets	0 TCO <sub>2</sub> e	-4,363 TCO <sub>2</sub> e **	-7,200 TCO <sub>2</sub> e *

Category	2020	2021	2022
<b>GHG Emissions – Scope 3</b>			
<b>GHG Emissions – Scope 3 (Categories 1, 2, 3, 5, 6, 7, 13):</b>			
<b>Categories 1 and 2 - Purchased Goods and Services and Capital Goods</b>	479,204.48 TCO <sub>2</sub> e	403,693.55 TCO <sub>2</sub> e	463,746.85 TCO <sub>2</sub> e
<b>Category 3 - Fuel- and Energy-Related Activities</b>	19,757.75 TCO <sub>2</sub> e	20,780.35 TCO <sub>2</sub> e	20,726.19 TCO <sub>2</sub> e
<b>Category 5 - Waste Generated in Operations</b>	1,078.34 TCO <sub>2</sub> e	1,054.95 TCO <sub>2</sub> e	753.06 TCO <sub>2</sub> e
<b>Category 6 - Business Travel</b>	11,382.86 TCO <sub>2</sub> e	3,977.61 TCO <sub>2</sub> e	20,992.63 TCO <sub>2</sub> e
<b>Category 7 - Employee Commuting (Incl. Teleworking)</b>	29,431.12 TCO <sub>2</sub> e	23,177.90 TCO <sub>2</sub> e	22,001.41 TCO <sub>2</sub> e
<b>Category 13 - Downstream Leased Assets</b>	-	545.35 TCO <sub>2</sub> e	791.22 TCO <sub>2</sub> e
<b>GHG Emissions – Total Reported Scope 3</b>	540,854.55 TCO <sub>2</sub> e	453,229.71 TCO <sub>2</sub> e	529,011.37 TCO <sub>2</sub> e
<b>GHG Intensity (All Scopes)</b>	50.10	37.64	41.27

The accompanying notes are an integral part of these statements.

\* - Limited assurance provided on this metric (see Independent Accountants' Review Report on Page 85).

\*\* - Limited assurance provided on this metric in the prior year (see Independent Accountants' Review Report, available on the [FIS 2021 Global Sustainability Report](#), page 82).

**ENVIRONMENTAL STATEMENTS AND NOTES**

Category	2020	2021	2022
<b>Energy</b>			
<b>Total Energy Consumption</b>	798,204.37 GJ	619,380.97 GJ **	651,041.74 GJ *
<b>Mobile</b>	71,013.40 GJ	55,399.33 GJ **	71,175.96 GJ *
<b>Natural Gas</b>	88,666.94 GJ	73,936.96 GJ **	77,982.27 GJ *
<b>Diesel</b>	7,630.84 GJ	3,402.80 GJ **	8,773.22 GJ *
<b>Fuel Oil</b>	1.94 GJ	128.07 GJ **	99.26 GJ *
<b>Gasoline</b>	3.08 GJ	3.24 GJ **	2.40 GJ *
<b>Electricity</b>	625,090.99 GJ	480,790.38 GJ **	488,071.51 GJ *
<b>Chilled Water</b>	4,336.37 GJ	4,752.74 GJ **	3,574.45 GJ *
<b>Steam</b>	1,460.81 GJ	967.44 GJ **	1,362.67 GJ *
<b>Total energy consumption from non-renewable sources</b>	782,783.05 GJ	603,237.03 GJ **	639,767.76 GJ *
<b>Total energy consumption from renewable sources</b>	15,421.32 GJ	16,143.94 GJ **	11,273.98 GJ *
<b>Percentage of Electricity from Renewable Sources</b>	2%	3% **	2% *
<b>Percentage Grid Electricity</b>	78.3%	77.6% **	75% *
<b>Energy Intensity</b>	63.59	44.63	44.81
<b>Water</b>			
<b>Annual Water Withdrawn</b>	251.7 thousand m <sup>3</sup>	200.4 thousand m <sup>3</sup> **	255.10 thousand m <sup>3</sup> *
	251.7 megaliters	200.4 megaliters **	255.10 megaliters *
<b>Percentage Water Withdrawn in Regions with High or Extremely High Baseline Water Stress</b>	41.18%	26.11%	40.60%

The accompanying notes are an integral part of these statements.

\* - Limited assurance provided on this metric (see Independent Accountants' Review Report on Page 85).

\*\* - Limited assurance provided on this metric in the prior year (see Independent Accountants' Review Report, available on the [FIS 2021 Global Sustainability Report](#), page 82).

**NOTE 1 - BOUNDARIES**
**Organizational Boundaries**

FIS has reported the information cited in these environmental statements and notes for the period of January 1, 2022 to December 31, 2022. FIS has selected the operational control approach to account for and report the consolidated GHG emissions, energy and water withdrawal metrics. Under the operational control approach, FIS accounts for 100% of the GHG emissions, energy and water withdrawal metrics from operations over which the Company has control and excludes GHG emissions, energy and water withdrawal metrics from operations in which the Company owns an interest but has no control.

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

**Operational Boundaries**

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

emissions primarily relate to emissions from the purchase of electricity, chilled water and steam consumed across the Company's global facility portfolio, including its data centers. Purchased electricity is defined as electricity that is purchased or otherwise brought into the organizational boundary of the Company.

**NOTE 2 - BASIS OF PRESENTATION**
**GHG Emissions and Energy**

The environmental statements and notes are prepared in accordance with the World Resources Institute ("WRI") / World Business Council for Sustainable Development's ("WBCSD") [The Greenhouse Gas \("GHG"\) Protocol: A Corporate Accounting and Reporting Standard, Revised](#). In addition, the GHG emissions and energy metrics were prepared with reference to Sustainability Accounting Standards Board (SASB), specifically, TC-SI-130a.1, and the Global Reporting Initiative (GRI) Standards, specifically GRI 302-1: Energy and GRI 305-1, 305-2 and 305-3: Emissions.

**GHG Emissions Scope 1 and 2**

GHG scope 1 and 2 emission metrics and related notes have been prepared in accordance with the WRI WBCSD GHG Protocol: A Corporate Accounting and Reporting Standard, Revised (Corporate Standard) and GHG Protocol scope 2 Guidance: An amendment to

## ENVIRONMENTAL STATEMENTS AND NOTES

the GHG Protocol Corporate Standard (scope 2 Amendment). In addition, the GHG emissions metrics and related notes were prepared under GRI 305-1, Direct (scope 1) GHG emissions and GRI 305-2, Energy indirect (scope 2) GHG emissions.

### GHG Emissions Scope 3

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

### GHG Protocol

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

### Water

The water withdrawal metrics are prepared with reference to the

Sustainability Accounting Standards Board (SASB), specifically, TC SI 130a.2, and GRI 303-3, Water and Effluents: Water Withdrawal.

### NOTE 3 – BASE YEAR

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

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

In 2022, there were no adjustments made to the 2019 base year metrics as the Company had no changes or events occur that triggered the significant threshold or qualitative factors.

Category	2019 (Base Year)
<b>GHG Emissions – Scope 1 and 2</b>	
<b>GHG Emissions Scope 1:</b>	
Mobile	3,279.63 TCO <sub>2</sub> e
Natural Gas	6,220.81 TCO <sub>2</sub> e
Diesel	897.80 TCO <sub>2</sub> e
Fuel Oil	10.80 TCO <sub>2</sub> e
Gasoline	0 TCO <sub>2</sub> e
Refrigerant Leakages	6,553.59 TCO <sub>2</sub> e
<b>GHG Emissions – Total Scope 1</b>	<b>16,962.62 TCO<sub>2</sub>e</b>
<b>GHG Emissions Scope 2:</b>	
Market-Based Method	96,770.90 TCO <sub>2</sub> e
Location-Based Method	97,633.84 TCO <sub>2</sub> e
<b>GHG Emissions – Total Scope 1 and Scope 2 (Market-Based)</b>	<b>113,733.52 TCO<sub>2</sub>e</b>
<b>GHG Emissions – Total Scope 1 and Scope 2 (Location-Based)</b>	<b>114,596.46 TCO<sub>2</sub>e</b>
<b>GHG Emissions – Scope 3</b>	
<b>GHG Emissions – Scope 3 (Categories 1, 2, 3, 5, 6, 7, 13):</b>	
<b>Categories 1 and 2 - Purchased Goods and Services and Capital Goods</b>	434,329.88 TCO <sub>2</sub> e
<b>Category 3 - Fuel- and Energy- Related Activities</b>	26,546.56 TCO <sub>2</sub> e
<b>Category 5 - Waste Generated in Operations</b>	910.82 TCO <sub>2</sub> e
<b>Category 6 - Business Travel</b>	51,824.10 TCO <sub>2</sub> e
<b>Category 7 - Employee Commuting (Incl. Teleworking)</b>	43,035.32 TCO <sub>2</sub> e
<b>Category 13 - Downstream Leased Assets</b>	- <sup>◊</sup>
<b>GHG Emissions – Total Reported Scope 3</b>	<b>556,646.68 TCO<sub>2</sub>e</b>
<b>GHG Intensity (All Scopes)</b>	<b>64.88</b>

<sup>◊</sup> - The category 13 GHG emissions for the year ended 2019 weren’t captured due to data limitations



**ENVIRONMENTAL STATEMENTS AND NOTES**

**NOTE 4 – GREENHOUSE GASES COVERED**

The GHG emissions disclosed are presented in metric tons of carbon dioxide equivalent (CO<sub>2</sub>e). GHG scope 1 and 2 include four of the seven greenhouse gases covered by the GHG Protocol: carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O) and hydrofluorocarbons (HFCs).

Perfluorocarbons (PFCs), sulfur hexafluoride (SF<sub>6</sub>) and nitrogen trifluoride (NF<sub>3</sub>) are not relevant sources of greenhouse gases for FIS, as the Company does not combust biogenic emissions sources.

GHG scope 3 includes all gases covered under the GHG Protocol: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub> and NF<sub>3</sub>.

**NOTE 5 – EMISSIONS FACTORS AND CONVERSION FACTORS**

GHG Scope 1	Emissions Factors
Natural gas	Federal Register (2009) EPA; 40 CFR Parts 86, 87, 89 et al; Mandatory Reporting of Greenhouse Gases; Final Rule, 30Oct09, 261 pp. Tables C-1 and C-2 at FR pp. 56409-56410.
Diesel	DECC/DEFRA 2021
Fuel oil	DECC/DEFRA 2021
Gasoline	DECC/DEFRA 2021
Hybrid Vehicle	DECC/DEFRA 2021
Electric Vehicle	DECC/DEFRA 2021
Jet fuel	DECC/DEFRA 2021
Refrigerant leakages	Estimated using the US EPA Climate Leaders – Direct HFC and PFC Emissions from Use of Refrigeration and Air Conditioning Equipment, HVAC industry rule of thumb and field investigation
GHG Scope 2	Emissions Factors
Electricity	<ul style="list-style-type: none"> <li>CO<sub>2</sub> Source: AIB, European Residual Mixes 2020; Methane and Nitrous Oxide Source: Year 2019 factors from “IEA Emission factors 2021”</li> <li>Environment Canada, National Inventory Report, Greenhouse Gas Sources and Sinks in Canada, 1990-2019, Part 3, Annex 13</li> <li>eGRID2020: Year 2020 Released: 1/27/2022</li> <li>Year 2019 factors from “IEA Emission factors 2021”</li> <li>DECC/DEFRA 2021</li> </ul>
Chilled water	Based on location-based and market-based electricity EFs, and applying relevant conversion factors where necessary to estimate electricity-based kWh for chilled water consumption
Steam	DECC/DEFRA 2021

GHG Scope 3	Emissions Factors
Cat. 1 – Purchased goods & services & Cat. 2 Capital Goods	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year’s data.
Cat. 3 – Fuel- and energy-related activities	DECC/DEFRA; see above for Electricity EF
Cat. 5 – Waste generated in operations	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year’s data.
Cat. 6 – Business travel	DECC/DEFRA DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year’s data.
Cat. 7 – Employee commuting (incl. employee teleworking)	DECC/DEFRA; US EPA; see above for Electricity EF International Energy Agency (IEA) data from the IEA (2018) Data & Statistics. Electricity and Natural Gas Consumption by Sector, Ofgem License and sectoral publications, EIA Residential Energy Consumption Survey, Worldometer
Cat. 13 – Downstream leased assets	DECC/DEFRA

Standard conversion factors were used on the environmental metrics presented in this report.

**NOTE 6 – METHODOLOGY**

GHG emissions information has been prepared in accordance with the GHG Protocol. As part of that process, the Company applies conversion factors to energy consumption data to derive CO<sub>2</sub>e values. GHG emissions are calculated using the Global Warming Potentials (GWP) from the Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR6) and Change (IPCC) Sixth Assessment Report (AR4). The Company’s methodology to calculate the GHG scope 1 metrics includes applying conversion factors as described in Note 5. GHG scope 2 emissions are calculated under the market-based method based on electricity procurement decisions

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

Market-based method estimates are based on emission factors derived from contractual instruments, which meet the ‘Scope 2 Quality Criteria’. These may include supplier-specific emission factors or factors denoted through renewable energy certificates (RECs). When these factors are not available, emissions are estimated using residual mix factors.

Location-based method estimates are based on grid-average emission factors for defined geographic locations.

Every facility is presumed to use electricity and to have a fuel source for heating unless otherwise specified.

**ENVIRONMENTAL STATEMENTS AND NOTES**

Where the heating source is not specified, it is assumed to be natural gas. Every facility is also presumed to use refrigerants unless otherwise specified. If no refrigerant type is provided, FIS assumes a default refrigerant of HFC134a. The energy consumption disclosed in the Energy Table reflects the total amounts of fuel consumption (158,033.11 GJ), electricity consumption (488,071.51 GJ), steam consumption (1,362.67 GJ) and cooling consumption (3,574.45 GJ) for the year ended 2022. Heating consumption is not available due to data limitations.

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

**GHG Scope 3**

**Category 1&2 – Purchased goods and services and capital goods**

The methodology used for category

1 and 2 leveraged the top vendors representing greater than 70% of the total spend for the years ended December 31, 2022, 2021, 2020 and 2019. CDP Climate Change responses were generated for vendors for periods ending December 31, 2022, 2021, 2020 and 2019 who have the publicly available responses. GHG scope 1, GHG scope 2, calculated relevant GHG scope 3 categories and the revenue were used to calculate a vendor specific emission factor in mtCO<sub>2</sub>e / USD. Vendors that do not complete or submit to the CDP or have an incomplete response were assigned to a DEFRA spend category and corresponding emission factor. The DEFRA spend category was determined by desktop research of the vendor’s industry and sector. Emissions were extrapolated to the total FIS spend for the years ended December 31, 2022, 2021, 2020 and 2019. Emissions from CDP data represent 15% of the total emissions.

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

**Category 3 – Fuel- and energy related activities**

For fuel usage including natural gas,

diesel and gasoline, DEFRA Well-to-Tank (WTT) emission factors were applied based on usage. For electricity and chilled water, electricity regions to each facility based on location, and in line with those used for scope 2 calculations, were assigned.

**Category 4 – Upstream transportation and distribution**

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

**Category 5 – Waste**

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

**Category 6 – Business travel**

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

**Category 7 – Employee commuting and teleworking**

Estimated based off headcount data and office attendance rate collected

by facility managers. A sample of locations were selected for their high number of employees commuting to work and their representativeness of FIS’ geographical regions. The sample represents 50% of the total employees who commuted to work. Based on this sample the estimated commute distance was calculated, with an assumed breakdown of travel modes. Emissions were extrapolated from the sample to the total number of employees who commuted to work for the years ended December 31, 2022, 2021, 2020 and 2019, respectively. For facilities where office attendance percentage was not available, FIS used the average of the facilities that reported the attendance percentage information. The calculations assumed 230 working days per year.

**Category 8 – Upstream leased assets**

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

**Category 9 – Downstream transportation and distribution**

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

**Category 10 – Processing of sold products**

FIS does not directly sell physical products; therefore, no metrics were

**ENVIRONMENTAL STATEMENTS AND NOTES**

calculated for scope 3 processing of sold products. The physical product outputs of FIS are generally limited to card issuing (not manufacturing) and print and mail services on behalf of clients.

**Category 11 – Use of sold products**

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

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

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

**Category 13 – Downstream leased assets**

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

**Category 14 – Franchises**

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

**Category 15 – Investments**

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

**Water**

As part of the process to prepare water withdrawal information, the Company applies conversion factors to derive the water withdrawal metrics. Water withdrawal data provided by the sites are aggregated and totaled.

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

If primary data is not available for a specific period (e.g. a month), the water data is estimated based upon reported data from the previous year. If the water data for the same period of the previous year is not available, the reported primary data is pro-rated for the full evaluation period.

**NOTE 7 – METHODOLOGY UPDATES**

There were no methodology updates in the reporting year. However, we have updated and restated our 2021 scope 3 category 7 emissions as they were changed from 17,935.22 mtCO<sub>2</sub>e to 23,177.90 mtCO<sub>2</sub>e to account for an incorrectly applied emissions factor for natural gas.

**NOTE 8 – ESTIMATION UNCERTAINTY**

FIS obtains energy use data from across global operations of the Company for the calculation of GHG inventory in accordance with the GHG Protocol and follows the SASB and GRI standards. However, there are estimation uncertainties resulting from the inherent limitations in the methodologies used to calculate GHG emissions and energy for the subset of facilities and activities where actual use data is not available. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary. These methodologies are described within this report in Note 6.

**NOTE 9 – ENERGY INTENSITY**

GHG energy intensity has been calculated utilizing net revenue as the basis for the intensity calculations following the GRI 302-3 standard for the years ended December 31, 2022, 2021, 2020 and 2019.

FIS obtains water data from across global operations of the Company for the calculation of water withdrawal. However, there are estimation uncertainties resulting from the inherent limitations in the methodologies used to calculate water for the subset of facilities and activities in which actual withdrawal data is not available. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary and could have resulted in materially different amounts or metrics being reported. These methodologies are described within this report in Note 6.

Energy	2019	2020	2021	2022
<b>Net Revenue (In Millions)</b>	\$10,333	\$12,552	\$13,877	\$14,528
<b>Total Energy Consumption Within the Organization</b>	998,506.25 GJ	798,204.37 GJ	619,380.97 GJ**	651,041.74 GJ*
<b>Energy Intensity (GJ/Revenue)</b>	96.63	63.59	44.63	44.81

\* - Limited assurance provided on this metric (see Independent Accountants' Review Report on Page XX).

\*\* - Limited assurance provided on this metric in the prior year (see Independent Accountants' Review Report, available on the [FIS 2021 Global Sustainability Report](#), page 82).

## ENVIRONMENTAL STATEMENTS AND NOTES

### NOTE 10 – GHG INTENSITY

GHG emissions intensity has been calculated utilizing net revenue as the basis for the intensity calculations following the GRI 305-4 standard for the years ended December 31, 2022, 2021, 2020 and 2019.

GHG Emissions	2019	2020	2021	2022
<b>Net Revenue (In Millions)</b>	\$10,333	\$12,552	\$13,877	\$14,528
<b>Total GHG Emissions (Scope 1, 2 Market-Based and Scope 3 Emissions)</b>	670,380.20 TCO <sub>2</sub> e	628,798.96 TCO <sub>2</sub> e	522,376.99 TCO <sub>2</sub> e	599,671.48 TCO <sub>2</sub> e
<b>GHG Intensity (TCO<sub>2</sub>e/Revenue)</b>	64.88	50.10	37.64	41.27

### NOTE 11 – RENEWABLE ENERGY

FIS calculates the percentage of electricity from renewable energy sources follows SASB, specifically, TCSI-130a.1 by dividing total renewable electricity from renewable energy sources by total global electricity consumption. FIS does not generate renewable energy and includes all electricity procured from renewable energy in our calculations. FIS, in some instances, leverages power purchase agreements.

2021, 2020, and 2019 respectively. The carbon credit purchases compensate for FIS’ GHG scope 1 mobile emissions footprint. Each of the projects were validated by the Verified Carbon Standard. Carbon credits were retired permanently for the years ended December 31, 2022 and 2021 on a public registry.

For the years ended December 31, 2022, 2021, 2020 and 2019, the Company did not have any contractual instruments, defined as any type of contract between two parties for the sale and purchase of energy bundled with attributes about the energy generation, that would impact GHG scope 2.

### NOTE 12 – CARBON OFFSETS

FIS purchased and retired carbon credits in the amount of 7,200, 4,363, 0 and 0 scope metric tonnes CO<sub>2</sub> for the years ended December 31, 2022,

### NOTE 13 – GHG EMISSIONS BY GAS

FIS is currently unable to disclose GHG emissions by gas for scope 3. Scope 3 emissions factors do not break down CO<sub>2</sub>e into constituent gases. The tables below break out GHG scope 1 and scope 2 emissions by gas. Scope 2 emissions by gas were calculated for the first time for the period ending December 31, 2022, the breakdown is not available for prior years as the IEA license was not available. The gases PFCs, SF<sub>6</sub> and NF<sub>3</sub> are not applicable to FIS.

For scope 2, the difference between market-based and location-based emissions were the result of U.S. sites using electricity data from the EPA’s eGRID and using European Residual Mixes 2020 emissions factors. The EPA still has global warming potentials (GWPs) from IPCC AR4 while all other electricity-based emissions factors use AR6 GWPs. Overall calculations were done with GWPs using AR6. For additional details on methodology see Note 6.

#### GHG Scope 1 Emissions by Gas

Gas	2019	2020	2021	2022
<b>CO<sub>2</sub></b>	10,351.73 metric tonnes	7,556.15 metric tonnes	7,693.06 metric tonnes **	9,347.66 metric tonnes *
<b>CH<sub>4</sub></b>	0.20 metric tonnes	0.15 metric tonnes	0.16 metric tonnes **	0.19 metric tonnes *
<b>N<sub>2</sub>O</b>	0.13 metric tonnes	0.13 metric tonnes	0.15 metric tonnes **	0.21 metric tonnes *
<b>HFC</b>	3.95 metric tonnes	4.15 metric tonnes	1.35 metric tonnes **	1.88 metric tonnes *

Gas	2019	2020	2021	2022
<b>CO<sub>2</sub></b>	10,351.73 TCO <sub>2</sub> e	7,556.15 TCO <sub>2</sub> e	7,693.06 TCO <sub>2</sub> e **	9,347.66 TCO <sub>2</sub> e *
<b>CH<sub>4</sub></b>	5.74 TCO <sub>2</sub> e	4.27 TCO <sub>2</sub> e	4.65 TCO <sub>2</sub> e **	5.53 TCO <sub>2</sub> e *
<b>N<sub>2</sub>O</b>	33.35 TCO <sub>2</sub> e	33.38 TCO <sub>2</sub> e	41.10 TCO <sub>2</sub> e **	57.82 TCO <sub>2</sub> e *
<b>HFC</b>	6,553.59 TCO <sub>2</sub> e	7,453.03 TCO <sub>2</sub> e	2470.44 TCO <sub>2</sub> e **	3,512.31 TCO <sub>2</sub> e *

\* - Limited assurance provided on this metric (see Independent Accountants’ Review Report on Page 85).

\*\* - Limited assurance provided on this metric in the prior year (see Independent Accountants’ Review Report, available on the [FIS 2021 Global Sustainability Report](#), page 82).

**ENVIRONMENTAL STATEMENTS AND NOTES**
**GHG Scope 2 (Market-Based) Emissions by Gas**

Gas	2019	2020	2021	2022
CO2	NA	NA	NA	57,251.59 metric tonnes *
CH4	NA	NA	NA	3.93 metric tonnes *
N2O	NA	NA	NA	0.62 metric tonnes *
HFC	NA	NA	NA	0.00 metric tonnes *

Gas	2019	2020	2021	2022
CO2	NA	NA	NA	57,251.59 TCO <sub>2</sub> e *
CH4	NA	NA	NA	116.99 TCO <sub>2</sub> e *
N2O	NA	NA	NA	169.23 TCO <sub>2</sub> e *
HFC	NA	NA	NA	0.00 TCO <sub>2</sub> e *

**GHG Scope 2 (Location-Based) Emissions by Gas**

Gas	2019	2020	2021	2022
CO2	NA	NA	NA	58,047.42 metric tonnes *
CH4	NA	NA	NA	3.96 metric tonnes *
N2O	NA	NA	NA	0.64 metric tonnes *
HFC	NA	NA	NA	0.00 metric tonnes *

Gas	2019	2020	2021	2022
CO2	NA	NA	NA	58,047.42 TCO <sub>2</sub> e *
CH4	NA	NA	NA	118.04 TCO <sub>2</sub> e *
N2O	NA	NA	NA	174.84 TCO <sub>2</sub> e *
HFC	NA	NA	NA	0.00 TCO <sub>2</sub> e *

\* - Limited assurance provided on this metric (see Independent Accountants' Review Report on Page 85).

**NOTE 14 - ENERGY SOLD**

The Company did not sell any energy including electricity, heating, cooling and steam for the years ended December 31, 2022, 2021, 2020 and 2019 respectively.

**NOTE 15 - WATER SOURCES**

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

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

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

**NOTE 16 - WATER CONSUMPTION**

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

**NOTE 17 - BASELINE WATER STRESS**

The Percentage Water Withdrawn in Regions with High or Extremely High Baseline Water Stress was calculated based on high and extremely high designations from the World Resources Institute's global water risk mapping tool, Aqueduct during the period ended December 31, 2021.

# GRI CONTENT INDEX

Disclosure	Report Location or External FIS Reference	SDG Linkage
<b>GRI 2: General Disclosures 2021</b>		
2-1 Organizational details	2022 Annual Report, page 7 2022 Annual Report, Market for Registrant's Common Equity, Related Stockholder Matters, pages 29-30 2022 Annual Report, Properties, page 29	
2-2 Entities included in the organization's sustainability reporting	2022 Annual Report, Business, pages 2-3	
2-3 Reporting period, frequency and contact point	About This Report, page 6	
2-4 Restatements of information	In this report we have updated and restated our 2021 scope 3 category 7 emissions. They were changed from 17,935.22 mtCO <sub>2</sub> e to 23,177.90 mtCO <sub>2</sub> e to account for an incorrectly applied emissions factor for natural gas.	
2-5 External assurance	Independent Accountants' Review Report, page 85	
2-6 Activities, value chain and other business relationships	2022 Annual Report, Business, pages 2-6 Managing a Sustainable Supply Chain, page 78	
2-7 Employees	2022 Annual Report, Human Capital Management, page 12 About FIS, page 4	#8 Decent Work and Economic Growth #10 Reduced Inequalities
2-8 Workers who are not employees	Social Data Table, page 83	#8 Decent Work and Economic Growth
2-9 Governance structure and composition	2023 Proxy Statement, Committees of the Board, pages 43-48	#5 Gender Equality
2-10 Nomination and selection of the highest governance body	2023 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 46-47	#5 Gender Equality
2-11 Chair of the highest governance body	2023 Proxy Statement, Board Leadership Structure, page 42	
2-12 Role of the highest governance body in overseeing the management of impacts	2023 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 46-47 2023 Proxy Statement, Shareholder and Other Stakeholder Engagement, page 48-52 Corporate Governance, Nominating and Sustainability Committee Charter, Meetings, page 1	
2-13 Delegation of responsibility for managing impacts	2023 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 46-47 Governance Oversight, Structure and Practices, page 65	
2-14 Role of the highest governance body in sustainability reporting	Governance Oversight, Structure and Practices, page 65	
2-15 Conflicts of interest	2023 Proxy Statement, Review, Approval or Ratification of Transactions with Related Persons, page 120 Corporate Governance Guidelines	
2-16 Communication of critical concerns	Risk Management, Operational Resiliency and Compliance, page 68	
2-17 Collective knowledge of the highest governance body	Governance Oversight, Structure and Practices, page 65	
2-18 Evaluation of the performance of the highest governance body	2023 Proxy Statement, Our Board and Committee Evaluation Process, page 39	
2-19 Remuneration policies	2023 Proxy Statement, Compensation Discussion and Analysis, page 62-92	
2-20 Process to determine remuneration	2023 Proxy Statement, Compensation Discussion and Analysis, page 62-92	

**GRI CONTENT INDEX**

Disclosure	Report Location or External FIS Reference	SDG Linkage
2-21 Annual total compensation ratio	2023 Proxy Statement, CEO Pay Ratio, page 110 2022 Proxy Statement, CEO Pay Ratio, page 90-91	
2-22 Statement on sustainable development strategy	Letter From Our CEO and President, page 3	
2-23 Policy commitments	Empowering Individuals and Businesses in the Digital Economy, page 12 Protecting Our Clients and the Financial System, page 20 Advancing the Workforce of the Future, page 28 Fostering Inclusion & Diversity, page 40 Helping Communities Thrive, page 47 Reducing Environmental Impact, page 56 Governance Oversight, Structure and Practices, page 65 Risk Management, Operational Resiliency and Compliance, page 68 Managing a Sustainable Supply Chain, page 78	
2-24 Embedding policy commitments	Empowering Individuals and Businesses in the Digital Economy, page 12 Protecting Our Clients and the Financial System, page 20 Advancing the Workforce of the Future, page 28 Fostering Inclusion & Diversity, page 40 Helping Communities Thrive, page 47 Reducing Environmental Impact, page 56 Governance Oversight, Structure and Practices, page 65 Risk Management, Operational Resiliency and Compliance, page 68 Managing a Sustainable Supply Chain, page 78	
2-25 Processes to remediate negative impacts	Governance Oversight, Structure and Practices, page 65 Risk Management, Operational Resiliency and Compliance, page 68	
2-26 Mechanisms for seeking advice and raising concerns	Governance Oversight, Structure and Practices, page 65	
2-27 Compliance with laws and regulations	2022 Annual Report, Legal Proceedings, page 29	
2-28 Membership associations	Risk Management, Operational Resiliency and Compliance, page 68	
2-29 Approach to stakeholder engagement	Introduction, page 3	
2-30 Collective bargaining agreements	2022 Annual Report, Human Capital Management, page 12	#8 Decent Work and Economic Growth

**GRI CONTENT INDEX**

Disclosure	Report Location or External FIS Reference	SDG Linkage
<b>GRI 3: Material Topics 2021</b>		
3-1 Process to determine material topics	Introduction, page 3	
3-2 List of material topics	Introduction, page 3	
3-3 Management of material topics	Empowering Individuals and Businesses in the Digital Economy, page 12 Protecting Our Clients and the Financial System, page 20 Advancing the Workforce of the Future, page 28 Fostering Inclusion & Diversity, page 40 Helping Communities Thrive, page 47 Reducing Environmental Impact, page 56 Governance Oversight, Structure and Practices, page 65 Risk Management, Operational Resiliency and Compliance, page 68 Managing a Sustainable Supply Chain, page 78	
<b>GRI 201: Economic Performance 2016</b>		
201-1 Direct economic value generated and distributed	About FIS, page 4	#8 Decent Work and Economic Growth #9 Industry, Innovation and Infrastructure
201-2 Financial implications and other risks and opportunities due to climate change	Reducing Environmental Impact, page 56	#13 Climate Action
<b>GRI 203: Indirect Economic Impacts 2016</b>		
203-2 Significant indirect economic impacts	Helping Communities Thrive, page 47	#8 Decent Work and Economic Growth #10 Reduced Inequalities
<b>GRI 204: Procurement Practices 2016</b>		
204-1 Proportion of spending on local suppliers	Managing a Sustainable Supply Chain, page 78	#8 Decent Work and Economic Growth
<b>GRI 205: Anti-corruption 2016</b>		
205-1 Operations assessed for risks related to corruption	Risk Management, Operational Resiliency and Compliance, page 68	
205-2 Communication and training about anti-corruption policies and procedures	Risk Management, Operational Resiliency and Compliance, page 68	
<b>GRI 206: Anti-competitive Behavior 2016</b>		
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	2022 Annual Report, Legal Proceedings, page 29	
<b>GRI 207: Tax 2019</b>		
207-1 Approach to tax	FIS Tax Strategy	#10 Reduce Inequalities



**GRI CONTENT INDEX**

Disclosure	Report Location or External FIS Reference	SDG Linkage
<b>GRI 302: Energy 2016</b>		
302-1 Energy consumption within the organization	Reducing Environmental Impact, page 56 Environmental Statements and Notes, page 86	#8 Decent Work and Economic Growth #13 Climate Action
302-3 Energy intensity	Environmental Statements and Notes, page 86	
<b>GRI 303: Water and Effluents 2018</b>		
303-3 Water withdrawal	Reducing Environmental Impact, page 56 Environmental Statements and Notes, page 86	#13 Climate Action
<b>GRI 305: Emissions 2016</b>		
305-1 Direct (Scope 1) GHG emissions	Reducing Environmental Impact, page 56 Environmental Statements and Notes, page 86	#13 Climate Action
305-2 Energy indirect (Scope 2) GHG emissions	Reducing Environmental Impact, page 56 Environmental Statements and Notes, page 86	
305-3 Other indirect (Scope 3) GHG emissions	Reducing Environmental Impact, page 56 Environmental Statements and Notes, page 86	
305-4 GHG emissions intensity	Environmental Statements and Notes, page 86	#13 Climate Action
<b>GRI 401: Employment 2016</b>		
401-3 Parental leave	Advancing the Workforce of the Future, page 28	#5 Gender Equality #8 Decent Work and Economic Growth
<b>GRI 404: Training and Education 2016</b>		
404-1 Average hours of training per year per employee	Advancing the Workforce of the Future, page 28	#5 Gender Equality #8 Decent Work and Economic Growth #10 Reduce Inequalities
404-2 Programs for upgrading employee skills and transition assistance programs	Advancing the Workforce of the Future, page 28	#8 Decent Work and Economic Growth
404-3 Percentage of employees receiving regular performance and career development reviews	Advancing the Workforce of the Future, page 28	#8 Decent Work and Economic Growth #10 Reduce Inequalities
<b>GRI 405: Diversity and Equal Opportunity 2016</b>		
405-1 Diversity of governance bodies and employees	Fostering Inclusion & Diversity, page 40	#5 Gender Equality #8 Decent Work and Economic Growth
<b>GRI 415: Public Policy 2016</b>		
415-1 Political contributions	Risk Management, Operational Resiliency and Compliance, page 68	

# SASB CONTENT INDEX

Topic	Accounting Metric	Code	Response
<b>Environmental Footprint of Hardware Infrastructure</b>	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	Environmental Statements and Notes, page 86
	(1) Total water withdrawn, (2) percentage in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	Environmental Statements and Notes, page 86
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	Reducing Environmental Impact, page 56
<b>Data Privacy &amp; Freedom of Expression</b>	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	Protecting Our Clients and the Financial System, page 20
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	FIS does not survey or collect data on instances of government monitoring, blocking or censorship that impact our products or services, but as a global company we may be occasionally subject to these practices in countries where we have operations or in countries where our customers do business.
<b>Data Security</b>	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Protecting Our Clients and the Financial System, page 20
<b>Recruiting &amp; Managing a Global, Diverse &amp; Skilled Workforce</b>	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	Social Data Table, page 83 Advancing the Workforce of the Future, page 28
	Employee engagement as a percentage	TC-SI-330a.2	Social Data Table, page 83 Advancing the Workforce of the Future, page 28
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	Social Data Table, page 83 Fostering Inclusion & Diversity, page 40
<b>Managing Systemic Risks from Technology Disruptions</b>	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Risk Management, Operational Resiliency and Compliance, page 68

# TCFD CONTENT INDEX

Topic	Accounting Metric	Response
<b>Governance</b>	a) Describe the board's oversight of climate-related risks and opportunities.	Reducing Environmental Impact, page 56 Governance Oversight, Structure and Practices, page 65
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	Reducing Environmental Impact, page 56
<b>Strategy</b>	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Reducing Environmental Impact, page 56 Risk Management, Operational Resiliency and Compliance, page 68
	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	Reducing Environmental Impact, page 56 Risk Management, Operational Resiliency and Compliance, page 68
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Reducing Environmental Impact, page 56
<b>Risk Management</b>	a) Describe the organization's processes for identifying and assessing climate-related risks.	Reducing Environmental Impact, page 56 Risk Management, Operational Resiliency and Compliance, page 68
	b) Describe the organization's processes for managing climate-related risks.	Reducing Environmental Impact, page 56 Risk Management, Operational Resiliency and Compliance, page 68
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	Reducing Environmental Impact, page 56 Risk Management, Operational Resiliency and Compliance, page 68
<b>Metrics and Targets</b>	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Reducing Environmental Impact, page 56 Environmental Statements and Notes, page 86
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Reducing Environmental Impact, page 56 Environmental Statements and Notes, page 86
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Reducing Environmental Impact, page 56



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